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MobilePASS token user guide

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1 MobilePASS, one time password app

Welcome to use the MobilePASS app. The app manages MobilePASS tokens that are used to generate one time passwords, used when logging in to several Telia IT system/services that requires strong authentication. The app generates one time passwords codes without need for network connection. Approx. 25000 users and 100 IT-systems are currently using MobilePASS.

To keep high security, the users email mailbox, used to receive MobilePASS enrolment email, must use 2 factor authentication or similar.

2 Order authorization to a Telia IT service

2.1 Manual orders in IDM

You order authorization to the IT service in the <u>IDM portal</u>. After ordering, IDM sends an Order acknowledgement email to the requester. After order approval, an Order approval email is sent to the requester and the order is automatically delivered within some hours.

3 Delivery of authorization

The IDM ordered, IT system authorization role using MobilePASS is delivered within max 8 hours after IDM approval.

If the user does not already have a MobilePASS token, then a MobilePASS token activation email will be sent to the TCAD registered email address of the user. Users already having a MobilePASS token, will not get any activation email. They shall use their existing MobilePASS token also for the new authorization. User notification is not sent out for the authorization role.

4 Select computer or mobile to install and activate MobilePASS in

Choose a device, from the supported device types below, where you want the MobilePASS to be activated.

Device type	MobilePASS type
Android	MobilePass+



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IOS	MobilePass+	
Windows	Telia Win 10 MobilePass+	
	SCCM installation default to all Telia Win 10	
	Other Windows 10 computers MobilePass+	
	Own installation of the app	
	Windows 10 portable USB stick MobilePASS app	
	Enrolment using the long code,	
Mac OS X	MobilePass (MobilePASS+ does not exist for MAC)	

The table shows supported device types and supported MobilePASS types

The Vendor has two types of token, orange app MobilePASS and blue app MobilePASS+. MobilePASS+ will in coming versions replace MobilePASS.

4.1 Guidance to select device

As normal user, you have one MobilePASS token to install in one selected device.

In a computer

If you always use the same computer when you need the MobilePASS one time password, then install the MobilePASS in the computer. Then it is possible to copy the 8-digit pass code and paste it in the destination application login field.



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In a phone/tablet

If you use several computers or often use e.g. the WEB access service in your phone/tablet with MobilePASS (access.teliacompany.com), that gives access to many Telia web applications, e.g intranet, time reporting, workroom, etc from a mobile phone or from a tablet, then install the MobilePASS in the mobile phone/tablet. Also if you use VPN login configured to do TCAD domain login.

In a portable USB device If you use several PC computers, then it is possible to install the MobilePASS app on a USB portable memory device, and then use the portable memory device in any PC.

5 Android, IOS, install and enroll MobilePASS in mobile.

5.1 In the mobile, open the enrolment email sent from "Telia Authentication mailer"

5.2 Open the enrolment WEB page.

In the email, open the enrolment WEB page by clicking on the personal enrollment link https://vfm.teliacompany.com/selfEnrolment/index.aspx?code=xxxxxxx



The following enrolment webpage shall show up in the Mobile



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The picture shows the enrolment WEB page, when opened from a mobile.

5.3 Install the blue MobilePASS+ app by clicking on the blue Icon

On the enrolment web page. Click on the icon. Then the correct MobilePASS+ application for the device you have chosen, is displayed and can be downloaded and installed. The installation process depends on device type.

ttps://sastestse.safenet-inc.com/se	16	:/
SafeNet Authentication Servic Enrollment	e - Se	lf-
Enrolling your token on this device:		
If the MobilePASS+ application is no installed on your device:	ot yet	
• Download and install it		
Once the application has been instal select the link below to install the tol your device.	led, ken on	
Enroll your MobilePASS+ token		
In the event you are experiencing dif with loading the token with this link, may copy the following string, open MobilePASS+ application, select Aut Enrollment, and then paste (on some platforms it may already be pasted):	ficulties you the omatic	
RW5yb2xsbWVudFVSTD1odHRwczu c3Rlc3RzZS5zYWZlbmV0LWluYy5jb sZmVucm9sbG1lbnQvZHNrcHAuYX zYz1NVXZBdXZPdXNTD0bVc2VvSL	ovL3Nh 20vc2V NweD9 JO9RW	

5.4 Android

In Google play the app is named: SafeNet MobilePASS+ Install it. Do not start it!



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5.5 iOS

In Apple App Store the app is named: SafeNet MobilePASS+ Install it. Do not start it!





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5.6 Enrol the token

On the enrolment web page, click on "Eproll your MobilePASS token"



Now your MobilePASS token activates and locks to the device. It takes approx. 30 seconds.

5.7 Set your exact 6 digit token PIN code

Set token PIN to be exactly **6** digits. If you set to other than 6 digits, then enrolment fails.

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MobilePA	SS+	-		ı x
Υοι	Create a F ur administrator rec your authe	PIN CO quires you nticator.	de to pro	tect
Ente	r a PIN code			
Conf	ïrm your PIN code			
	The PIN should co charac	ntain 6 nu ters.	imeric	
	Save PIN	l Code		

The picture shows how to set PIN code in MobilePASS+





5.8 Done !



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5.9 Generate one time passwords in a mobile

- Start the MobilePASS app.
- In iOS and Android devices, click the MobilePASS+ app icon



MobilePASS+ icon

- The app will ask for the token PIN code.
- State your PIN code.
- Click continue.



After correct PIN, a onetime password is displayed.



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6 Telia Windows 10 enroll MobilePASS+

The MobilePASS+ app is installed by default.

- Check that you have got the blue MobilePASS+ installed.
 - Click Start
- In the lower left input box, type MobilePASS. Then it shall look like below picture when you have got the MobilePASS+ installed.



6.1 Open the enrolment email from "Telia Authentication mailer" in the Telia PC.

Sender is Telia Company Authentication Mailer <u>No-reply@teliacompany.com</u> If you do not find the email, then search for it.



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6.2 Open the enrolment WEB page.

In the email, open your personal enrolment WEB page by clicking here

Activation of your MobilePASS. FOR ACTION

Hello MR X

You are sent this instruction as you have ordered access right to a Telia application, that requires strong authentication.

The instruction covers how to activate and in the future manage your personal MobilePASS one-time password generator.

When you login with MobilePASS then use the username: xxxx

Sometimes, this username can also be named Telia ID, TCAD ID, User ID

INSTALLATION GUIDE PHONE Also Windows PC with local admin right and Mac OS X.

1. Open this email in the mobile or computer, in which you want to install MobilePASS.

2. Click on below link, "Enrollment WEB page".

Enrollment WEB page:

https://vfm.tenacompany.com/selfEnrollment/index.aspx?code=

Note If you get the error "The activation code provided does not exist." then you need to order a new enrollment email. See chapter Self service portal, below.

In the event clicking the link "Enrollment WEB page" does not work, then copy the link text into a web browser.

DETAILED INSTALLATION GUIDE PHONES/COMPUTERS. Telia Windows 10 http://howto.access.teliacompany.com/MobilePASS%20token%20user%20guide.pdf

FUTURE MANAGING OF YOUR MOBILEPASS If you in the future

- want to move your MobilePASS to another computer/phone,

- has lost the PIN code or the token is locked or this enrollment mail has expired, then order a new enrollment email in the Self service portal.

https://vfm.teliacompany.com/teliacustomportal

Click Send login password to email. login, click to SELECT your MobilePASS and then click REPLACE, then logout. Then within 10 minutes, a new enrollment email will be sent to you Use the mail to activate a new MobilePASS token.

Note that Service Desk will not know your PIN code, so make sure you remember it and store it in a safe place.

This activation email is valid for 30 days.



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6.3 Enrol the token in the Telia PC.

On the enrolment web page, click on the enrolment link. \swarrow

🥏 Telia Company
Telia Company Authentication Service - Self-Enrollment
If the MobilePASS+ andication is not installed combis device, then install it
Click on the symbol to install the app.
Enroll token in a Tella Windows 10 PC The Tella PC has the Mobile 26:SS+ app preinstalled. Click this link to enroll token in Mobile PASS+ app in this PC
Enroil token in other PC Install the Mobile/ASS+ app from Microsoft store by clicking on the above blue icon. Then click this ink to enroll token in Mobile/ASS+ app in this PC
In case the above blue icon does not work, you can download/instail the app from this Telia server instead. You need local Admin right to be able to install it. Click to download the blue MobilePASS app Download progress is shown in lower left screen comer. When finished click Open file. Follow instructions and install it.
Manual enrollment code
RW5yb2xsbWVudFVSTD1odHRwczoxL3Zmb550ZWxpYVWVbXBhbnkuY29LL3NIbGZbnJvbGxZW50L2Rza3BwLmFzcHgic2M9S1ZyZ0pBcEw3Wg0KVXNicklEPW9sb3BhbA0KUGFzc3BocmFzZT00MTMzMTE=
QR-code enrollment of token in another device than this, that has a camera. e.g. in a phone
Select a device type in the list box below, then instructions will show up.
A Bar semandalana kalan Amerikana alam Ale kana inar sinadara

Done !



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6.4 Generate one time codes in Telia Windows 10 using the orange app

- In Windows,
- click start button, type mobile, start program MobilePASS+
- state PIN code.

		- 0 X
uthenti T e la		
PIN Code Please enter P authenticator	IN code to ur	nlock
	OK	Cancel

The picture shows the token



The picture shows a one time passcode



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7 Other Windows 10 install and enroll MobilePASS using the blue app

Externals having Telia O365 email address and external computer/phone, today need to - use a Telia PC connected to Office network.

- Change the initial TCAD password to a new password.

- Activate the O365 account at office.com and set up multifactor authentication, SMS one time password. Later this can/should preferably be changed to be using the Microsoft Authentication App as it's also more easy to use

- On users own computer/phone use the O365 (Exchange Online) web mail, <u>https://www.office.com/</u> or directly webmail <u>https://outlook.office.com/owa/</u>

Log in with the Telia Company TCAD credentials (TC username and password) to access the Telia email box and the MobilePASS enrolment email from Telia Company Authentication mailer.

The User need to be local admin to install the blue MobilePASS+ according to this chapter.

7.1 Open the enrolment email from "Telia Authentication mailer" in the PC.

7.2 Open the enrolment WEB page.

Open the enrolment WEB page by clicking on the personal enrollment link



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7.3 Install the blue MobilePASS+ app by clicking on the blue Icon

The app and tokens installs on drive C:

Click on the blue Icon, to go Microsoft Store, and download and install the MobilePASS+ application.

In case you have problem with Microsoft store installations, then you can download the app directly from a Telia server. Then click on



7.3.1 Installation via Microsoft Store:

	SafeNet MobilePASS+	Gratis
	Gemalto Pte Ltd • Produktivitet	Hämta
••••	♡ Önskelista	▲ Se systemkraven
	mobile devices, as well as single-tap push authentication for enhanced user convenience. Integrating out-of-the-box with leading cloud apps, security gateways and VPNs, SafeNet MobilePASS+ features Mer PEGI 3 PEGI 3	
Tillaänglig på	Översikt Systemkrav Relaterat	
	I directoriei	

The picture shows Microsoft store, Click "Hämta"/"Download"

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Then state Microsoft Account password and download and install the app,

After installing, you can click Start, type Mobilepass and you can see that you have the MobilePASS+ app installed.

Do not start the app. If it is started then close it, otherwise the coming enrolment will not work.

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	Documents - This PC (7+)	🖬 Open	
	Settings (5)	🔏 Unpin from Start	
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The installed MobilePASS+ app is shown in settings, Apps & features.



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Installation of the app in a non Telia Windows 10 PC, via downloading the app from a Telia server

As installing from Microsoft store can be problematic, due to MS requires an account, then here is an alternative to download the app from a Telia server.

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	🥪 Telia Company	
	Telia Company Authentication Service - Self-Enrollment	
If the MobilePASS+ application is not i	installed on this device, then install it.	
Click on the symbol to install the ap	ip.	
Enroll token in a Telia Windows 10 F The Telia PC has the MobilePASS+ ap Click this link to enroll token in Mobilef	*C yp preinstalled. PASS+ app in this PC	
Enroll token in other PC Install the MobilePASS+ app from Micr	rosoft store by clicking on the above blue icon.	
In case the above blue icon does not v You need local Admin right to be able !	Nork, you can downloadlinstall the ap from this Telia server instead.	
Download progress is shown in lower I Manual enrollment code	eft screen comer. When finished click Open file. Follow instructions and install it.	
RW5yb2xsbWVudFVSTD1odHRwczov	vL3ZmbS50ZWxpYWNvbXBhbnkuY29IL3NlbGZlbn.vbGxtZW50L2Rza3BwLmFzcHgrc2M9S1ZyZ0pBcEw3Wg0KvXNlckiEPW9sb3BhbA0KUGFzc3BocmFzZT00MTMzMTE=	
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Install MobilePASS app and Enroil MobilePAS Pole Security Jan Pole		

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Click on the tree dots and select "Open when done". Install the app according to instructions shown on the screen.



Click Next

MobilePASS+ - Setup Wizard	×
License Agreement	~
Please read the following license agreement carefully.	
SOFTWARE LICENSE AGREEMENT	^
IMPORTANT - READ THESE TERMS CAREFULLY BEFORE DOWNLOADING, INSTALLING OR USING	
THIS SOFTWARE. BY DOWNLOADING OR INSTALLING THIS SOFTWARE, YOU ACKNOWLEDGE THAT	
BE BOUND BY ITS TERMS. IF YOU DO NOT AGREE TO THE TERMS AND CONDITIONS OF THIS	
LICENSE AGREEMENT, YOU MAY NOT INSTALL OR USE THIS SOFTWARE.	
1. Grant of License for Personal Use.	
I accent the terms in the license agreement Print	~
O I do not accept the terms in the license agreement	
InstallShield < Back Next > Cancel	I



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Select "I accept the terms" and click next.





Installing takes a minute



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Click on "Finish"



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7.4 Enroll the token

On the enrolment web page, click on
Set the 6 digit pin code.
Telia Company
Telia Company Authentication Service - Self-Enrollment
If the MobilePASS+ application is not installed on this device; then install it. Click on the symbol to install the app. Erroll token in a Teila Windows 10 PC The Teila PC: has the MobilePASS+ app preinstallet. Click this link to erroll token in MobilePASS+ app ni this PC Erroll token in a MobilePASS+ app ni this PC Erroll token in m MobilePASS+ app ni this PC Erroll token in m MobilePASS+ app ni this PC
Then click this link to enroll token in ModB/PASF app in this PC In case the above blue icon does not vorkigo variabilities app from this Tellis server instead. You need local Admin right to be able to install if. Click to download the blue ModB/PASS app Download progress is shown in lower left screen corner. When finished click Open file. Follow instructions and install it. Manual adminant contact and the click of th
maiaua en winnem code RWSy02xsbW/udFVSTD1odHRwczwu.32mb550ZWxpYWNvbXBhbnkuY29L3NbGZbn./vbGxt2W50L2Rza3BwLmFzcHgic2M951Zy20pBcEw3Wg0KVXNickiEPW9sb3BhbA0KUGFzc3BocmFzZT00MTMzMTE=
OR-code enrollment of token in another device than this, that has a camera. e.g. in a phone Select a device type in the list box below, then instructions will show up.
Alley semiclifies taken another all also the knowney conduct.

7.5 Done !



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7.6 Generate One time codes in Other Windows 10 using the blue app

In Windows 10,



Click start button, type mobile, start program MobilePASS+



- state PIN code.



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The picture shows the one time code.

The code is automatic put in the clip board so you can just past it or you can copy the code by double clicking on the numbers.





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8 QR-code enrolment of token in phone

When seeing the enrollment webpage in your computer, you can install the MobilePASS+ app in your phone (Android/Iphone) and enroll the token in your phone via scanning the QR code.

Select Android/los in the list box and the QR-code will show up.





The picture shows Google Play



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The Picture shows Appstore

To enroll your token in the phone, then in the phone,

make sure the MobilePASS+ app has access right to use the phone camera. Open the MobilePASS+ app, then Tap on +, then the app shows a camera viewfinder. Direct it to the QR-code on the computer screen and the enrolment starts.

Set the PIN-code.

Done.



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9 MAC OS X Install and enroll MobilePASS

9.1 In the MAC, Open the enrolment email from "Telia Authentication mailer"

The following enrolment webpage shall show up in the Mobile

9.2 Open the enrolment WEB page.

Open the enrolment WEB page by clicking on the personal enrollment link https://vfm.teliacompany.com/selfEnrolment/index.aspx?code=xxxxxxx

Mi	crosoft Office Home	Kalender - Lindh, Ulf U	Self Enrollment	Join conversation	Home - Plaza	Telia Company Team S	ServiceNow	Grab (software) - Wiki	
	Selia Company								
	Telia Company Authentication Service - Self-Enrollment								
	Enrolling your token on this device:								
	If the MobilePAS	SS application is not yet ins	talled on your device:						
	Download and install it								
	Once the application has been installed, select the link below to install the token on your device.								
	Enrollment, and then paste (on some platforms it may already be pasted):								
	RW5yb2xsbWV 3BocmFzZT01N	udFVSTD1odHRwczovL3Z NzkwMDk=	mbS50ZWxpYWNvbXE	hbnkuY29tL3NlbGZlbnJv	bGxtZW50L2Rza3BwL	mFzcHg/c2M9S0pMODVYT;	zdlOQ0KVXNickiEPXVs	cm9zdA0KUGFzc	
	After completing	g token enrollment, close th	ne browser window.						
	Copyright © 2007 - 2020. SafeNet. All rights reserved.								



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9.3 Install the orange MobilePASS app by clicking on the orange MobilePASS Icon

Click on the amber download icon and install the MobilePASS app.



An alternative is to lookup MobilePASS 8.4 for OS X in MAC APP store.

https://apps.apple.com/us/app/mobilepass/id972648459?mt=12 Download and install it

9.4 Enroll the token

Click on "Enroll your MobilePASS token" Set a 6 digit pin code.

9.5 Done !



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9.6 Generate one time codes in Mac OS X

In Mac OS, start the application from the Launchpad.

- click on the token name.
- state PIN code.



The picture shows the token



The picture shows a one time passcode



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10 USB stick for Windows install

10.1 Install the orange USB MobilePASS app

Install the specific USB app <u>MobilePASS USB app ver 8.4.5</u> Can also be found on page <u>https://safenet.gemalto.com/support-downloads/mobilepass-download-page/</u>

Or on page https://web2.storegate.com/share/CnCHyDS

This USB app is special, since it installs the private keys on the USB stick, so it can be used in other PC:s.

10.2 Open the enrolment email from "Telia Authentication mailer" in the PC.

Open the enrolment WEB page by clicking on the personal enrollment link

https://vfm.teliacompany.com/selfEnrolment/index.aspx?code=xxxxxxx

10.3 Enroll the token in the PC.

Copy the approx. 50 digit enrollment code. Then open the orange MobilePASS application. The app is located here:

C:\Program Files (x86)\SafeNet\Authentication\MobilePASS\MobilePASS.exe Click on + to the right in the app, fill in new token name with a name you select, click activate, click Auto Enrollment.

Make sure that the Enrollment String field is empty (no https://) and then paste the code string and click on continue:

Enter your 6 digit token PIN code. Not more or less than 6 digits and it must be digits.

10.4 Done !



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11 Change token name or PIN code

In the blue app, it is possible, inside the app, by clicking the "wheel" to change token name and to change PIN code.

In the orange app, it is possible, inside the app, by clicking the "pen" or "pin" to change token name and to change PIN code.

12 Locked MobilePASS token

The MobilePASS token app requires a 6 digit PIN code. The PIN code is personal. Service desk does not have information about the users PIN code.

If wrong PIN code is stated more than 6 times, then the MobilePASS token will be forever locked.

In the MobilePASS token, there is a button to activate a locked MobilePASS token again. This button does not work, the MobilePASS is forever locked.

Use the Self-service portal to revoke your old MobilePASS and to order a new MobilePASS enrolment email. Then a new enrolment email will automatically be sent out within 10 minutes to your email address stated in TCAD.

Follow the email instruction to enrol a new MobilePASS token and then login.

13 Locked MobilePASS server account

13.1 To many login attempts

If the user has done too many authorization attempts to a IT system that requires a MobilePASS one time password, then the MobilePASS server account gets locked, Automatically unlock will occur after 15 minutes.

13.2 MobilePASS "Bad password" due to TCAD account is locked

If the TCAD account is locked

- temporarily, e.g. after 5 failed Windows login attempts
- due to not renewed every 3 month
- permanently closed

Then TCAD informs SAS authenticating service and SAS locks the MobilePASS server account.

Users logging in during this state will get message "Bad password".

Users logging into a IT system that requires MobilePASS, but does not require TCAD password, can, if the TCAD password has expired and the TCAD account has locked, get message "bad password" even if the MobilePASS code is correctly stated. Then probably the AD account is locked. Log into https://change.teliacompany.com, using the old TCAD password, and renew the TCAD password and then the TCAD account unlocks and the MobilePASS will unlock after 40 minutes.

If you have forgotten the TCAD password, then Service desk can give you a new TCAD password and unlock the TCAD account.



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The MobilePASS server account will automatically start to work again, approx. 40 minutes after that the TCAD account is unlocked.

13.3 Server account locked due to MobilePASS is not used during the last 12 months

If the MobilePASS is not used during the last 12 months, then the server account locks. The user is not able to log in.

The user then need to call IT service desk and ask them to unlock the account. The self-service portal cannot handle this lock.

14 Corrupt MobilePASS

In seldom cases the MobilePASS app gets corrupt. Symptoms can be:

- The one-time code gives login failure all the time.

- The app does not give out one-time codes anymore

If you suspect this problem, then use the Self-service portal to revoke your old MobilePASS and to order a new MobilePASS enrolment email. Then a new enrolment email will automatically be sent out within 10 minutes to your email address stated in TCAD. Follow the email instruction to enrol a new MobilePASS token and then login.

15 Self service portal

Link: Self-service portal

If you have one or more IDM roles that includes MobilePASS e.g. VPN, Evy, Citrix etc, then you can via the self-service portal request a new MobilePASS enrolment email to be sent to your email.

With the enrolment email you can:

- Move your working MobilePASS to a new phone/computer
- Reactivate a not working MobilePASS in a existing/new phone/computer
- Activate your MobilePASS, when your enrolment email is lost or has expired.

If you plan to move your MobilePASS to new phone/computer, then use below method 1 or 2 to get a new MobilePASS enrolment email before you switch to new phone/computer.

If your Mobile PASS is no longer working, use below method 2 to get a new MobilePASS enrolment email.

If you have ordered, but never activated MobilePASS or lost your MobilePASS enrolment email, or the enrolment mail has expired, use below method 3 to get a new MobilePASS enrolment email.

1) Get new enrolment email when you have a working MobilePASS.



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In the self-service portal you select "Login with MobilePASS". Login takes approx.. 15 seconds. Then under headline "Token Details", select your MobilePASS and then click replace MobilePASS. Then your old MobilePASS stops to work and a enrolment email will within 10 minutes be sent to your TCAD registered email box. Use the email in your new phone/computer to install the MobilePASS app and then to enrol the new MobilePASS token.

If you, after requesting a enrolment email, need to log into the Self-service portal again, then that is possible first after approx. 10 minutes, when the enrolment email is sent to you.

2) Get new enrolment email when your MobilePASS has stopped to work.

In the self-service portal you select "Send login password to email". You will be sent one email saying a temporary account has been created, you will be sent one email containing a onetime code.

Login with the code and your TCAD password.

Then under headline "Token Details", select your MobilePASS and then click replace MobilePASS. Then your old MobilePASS stops to work and a enrolment email will within 10 minutes be sent to your TCAD registered email box. Use the email in your new phone/computer to install the MobilePASS app and then to enrol the new MobilePASS token.

If you, after requesting a enrolment email, need to log into the Self-service portal again, then that is possible first after approx. 10 minutes, when the enrolment email is sent to you.

3) Get new enrolment email when your enrolment email is lost or has expired.

In the self-service portal you select "Send login password to email". You will be sent one email saying a temporary account has been created, You will be sent one email containing a onetime code.

Login with the code and with your TCAD password.

Then under headline "Enrolment Email Details", select your MobilePASS and then click "Resend Enrolment Email". Then your old enrolment email stops to work and a new enrolment email will within 10 minutes be sent to your TCAD registered email box. Use the email in your phone/computer to install the MobilePASS app and then to enrol the new MobilePASS token.

If you, after requesting a enrolment email, need to log into the Self-service portal again, then that is possible first after approx. 10 minutes, when the enrolment email is sent to you,

In case of forgotten TCAD password or other problem, then call IT service desk.

Ask them to manually send you a new MobilePASS enrolment email.

IT service desk, tel +46 771 999 333 or http://serviceportal.teliasonera.com



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Use the enrolment email in your phone/computer to install the MobilePASS app and then to enrol the new MobilePASS token.

16 Service

In first instance ask a colleague. You can also contact Service desk tel. +46 771 999 333, Option 1

17 Several MobilePASS tokens in the same device

If several persons use the same device, then it is possible to activate these persons Telia MobilePASS tokens in that device.

It is also possible to activate several MobilePASS tokens, in the same device, to be used at different companies.

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Example of a Mobile PASS MAC app, with two users Telia tokens in the same app.

This functionality can be used in all supported device types.

18 Installation files for packaging

Organizations who want to pack MobilePASS/MobilePASS+ via e.g. SCCM, can download installation files from these links.

MobilePASS installation files



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MobilePASS+ installation files

19 Vendor User guides

Below Vendor user guides can be used to give deeper information.

Only features described earlier in this guide are supported by Telia.

Device type	MobilePASS type	User guide to install app and enrol
Android	MobilePass+	User guide Android
IOS	MobilePass+	User guide IOS
Windows	MobilePass	User guide MobilePASS Windows
	MobilePass+	
Mac OS	MobilePass	User guide MAC OS

20 Version history

Versions	Status	Date	Modified by	Comments
1.0	First version	2016 12 21	Olof Pålsson	
2.0	Approved	2017 05 03	Olof Pålsson	New phone number to service desk
3.0	Approved	2017 08 16	Olof Pålsson	MobilePASS for Windows portable USB stick
4.0	Approved	2017 10 26	Olof Pålsson	How to install in Telia Windows 10
5.0	Approved	2018 08 10	Olof Pålsson	How to install in Telia Company Mobile using
				företagsportalen, Microsoft Intune
6.0	Approved	2018 08 15	Olof Pålsson	Added chapter Self service portal
7.0	Approved	2018 10 03	Olof Pålsson	Added externals having Telia email can use
				O365 to access the Telia mail.
8.0	Approved	2018 10 03	Olof Pålsson	Updated the yellow MobilePASS pictures.
9.0	Approved	2019 11 11	Olof Pålsson	Updated links
10.0	Approved	2020 01 16	Olof Pålsson	Updated links
11.0	Approved	2020 02 12	Olof Pålsson	Updated MobilePASS+ for Win 10
14.0	Approved	2020 09 04	Olof Pålsson	Changed order in the document
15.0	Approved	2020 09 29	Olof Pålsson	MobilePASS+ changes to logo from purple to
				Thales blue shield
16.0	Approved	2022 02 22	Olof Pålsson	Updated MobilePASS+ for Telia Win 10
				Added QR-code enrollment

