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 IDM portal.

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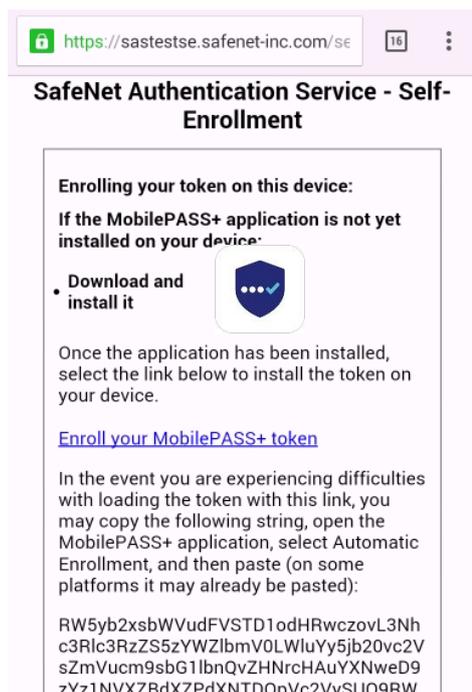
The picture shows the enrolment WEB page, when opened from a mobile.

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.
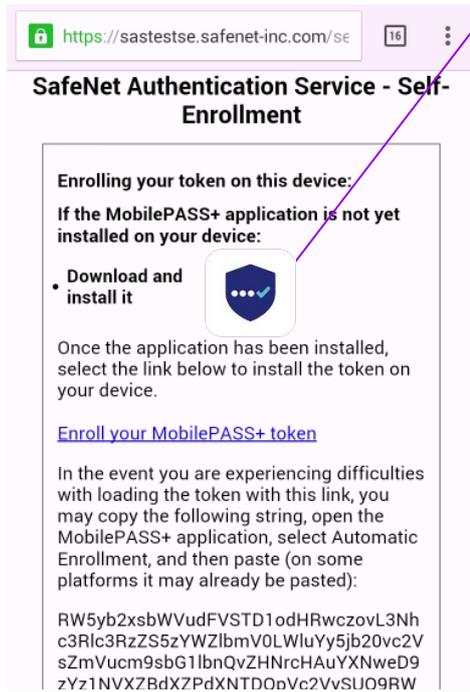
5.4 Android

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

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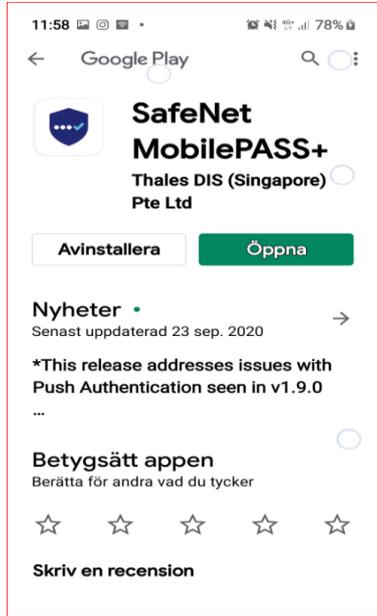
5.5 iOS

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

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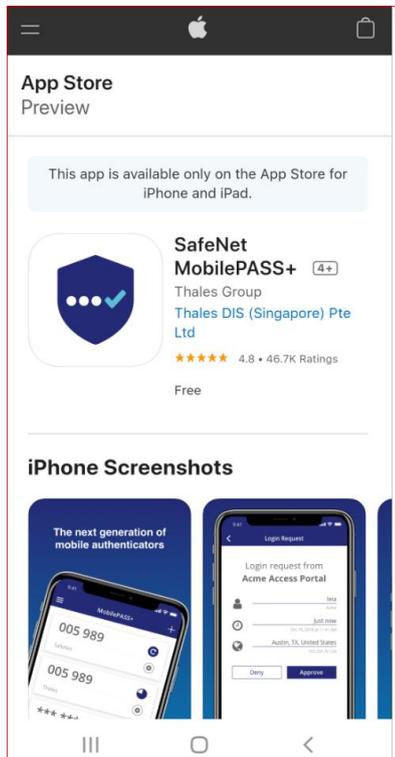
5.6 Enrol the token

On the enrolment web page, click on "Enroll your MobilePASS token"
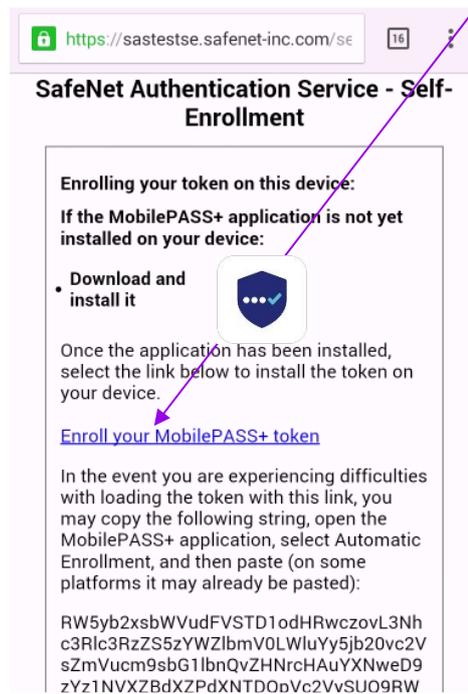
Now your MobilePASS token activates and locks to the device.
It takes approx. 30 seconds.

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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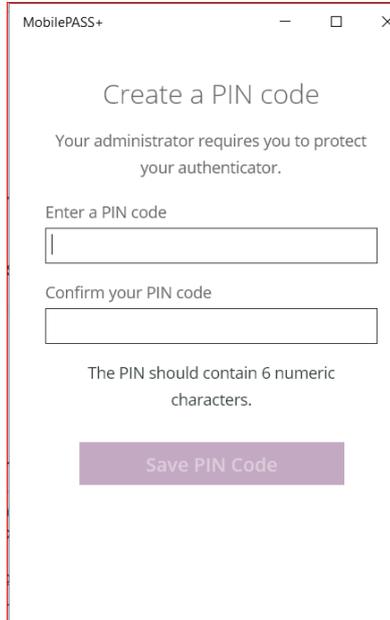
The picture shows how to set PIN code in MobilePASS+
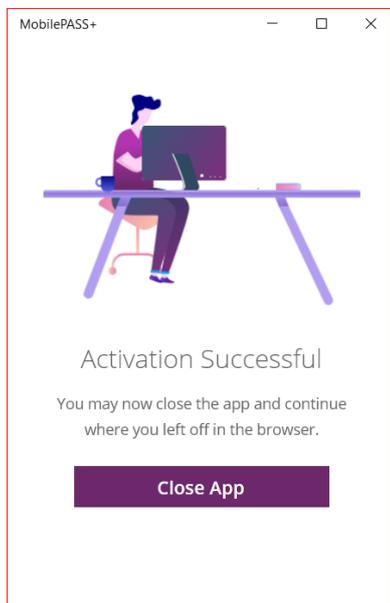
The picture shows successful activation of MobilePASS+

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.
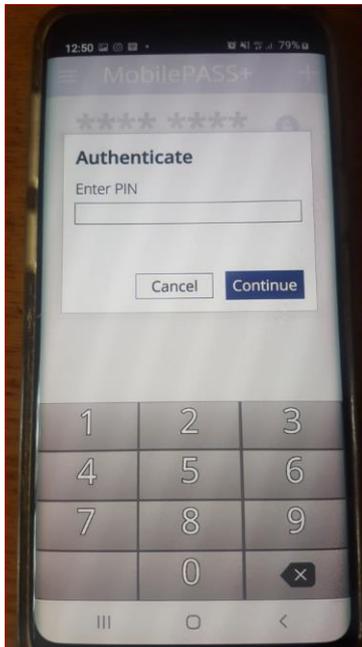
After correct PIN, a onetime password is displayed.

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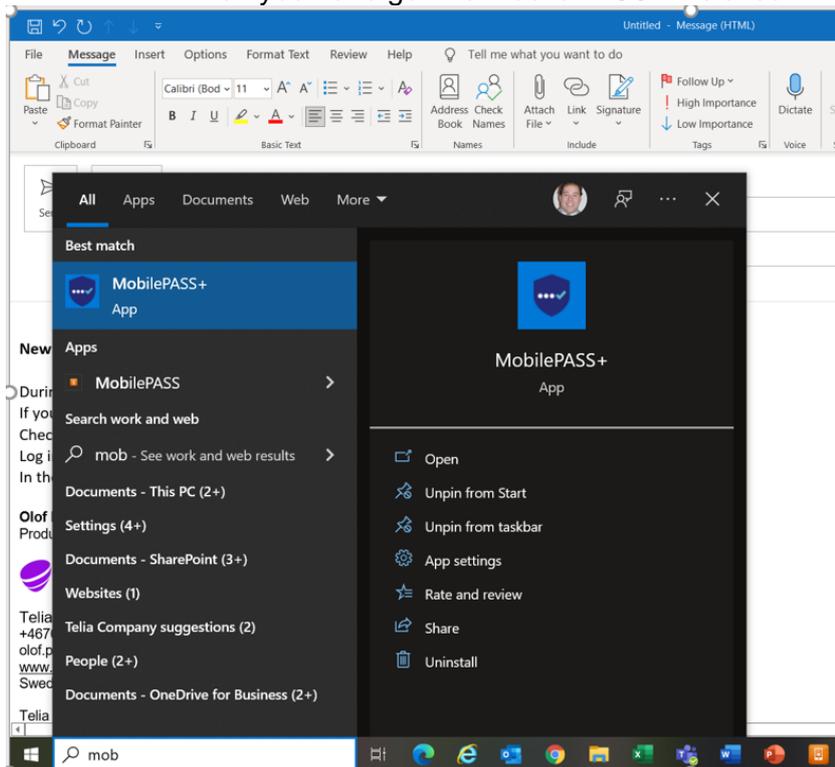
6.1 Open the enrolment email from "Telia Authentication mailer" in the Telia PC.

Sender is Telia Company Authentication Mailer No-reply@teliacompany.com

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.teliacompany.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.

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.
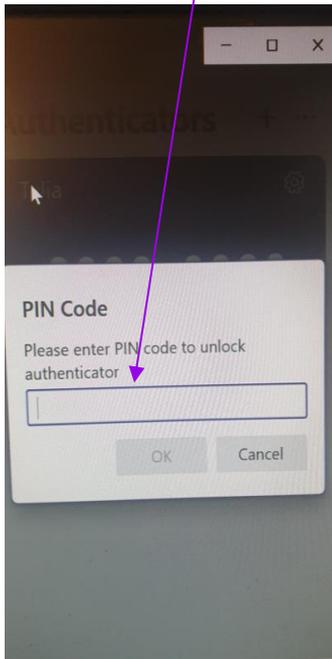
The picture shows the token

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, https://www.office.com/ or directly webmail https://outlook.office.com/owa/
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
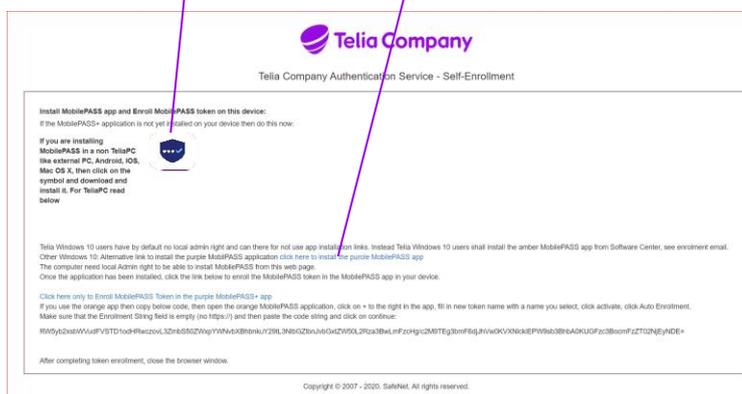
7.3.1 Installation via Microsoft Store:
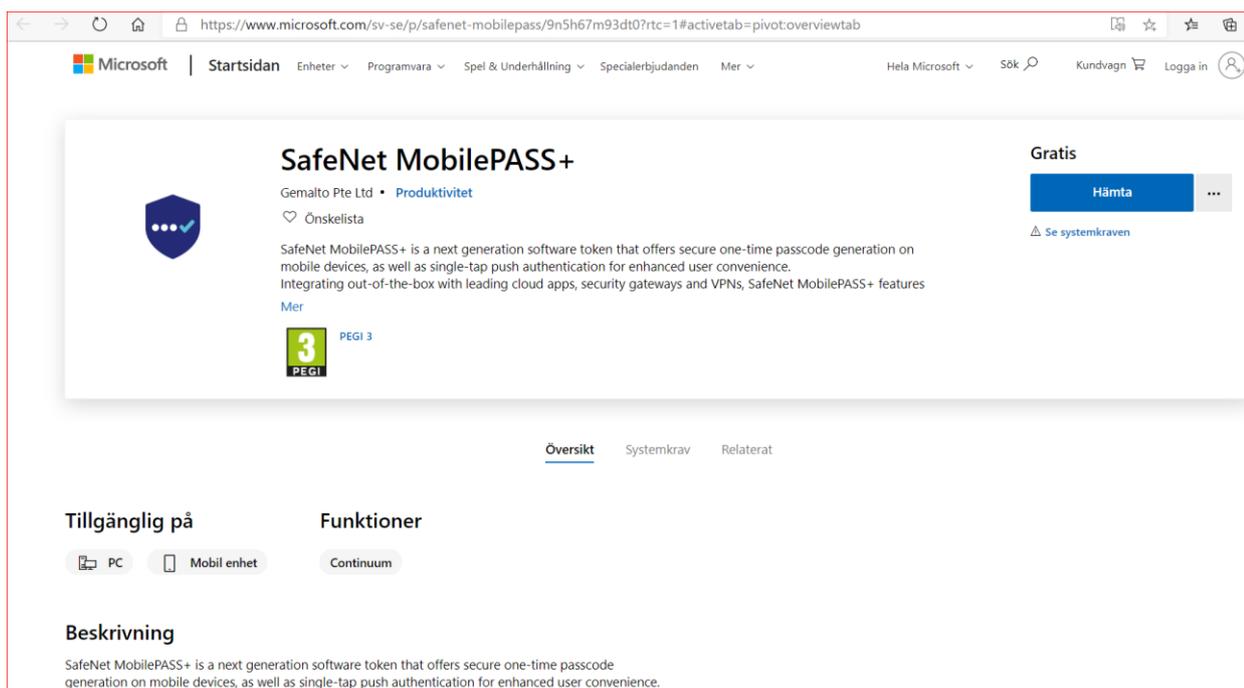
The picture shows Microsoft store, Click "Hämta"/"Download"

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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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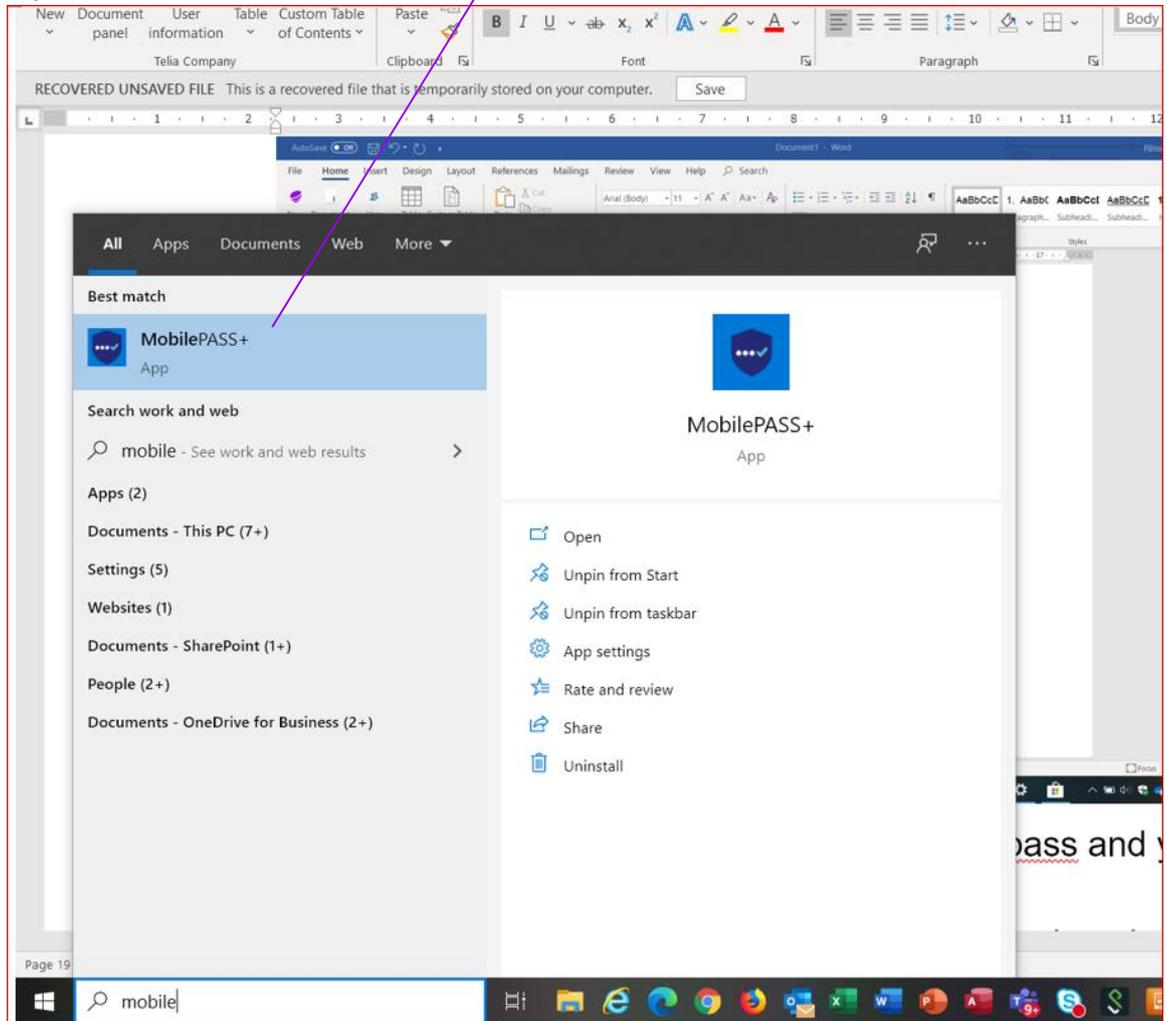
Relation

The installed MobilePASS+ app is shown in settings, Apps & features.

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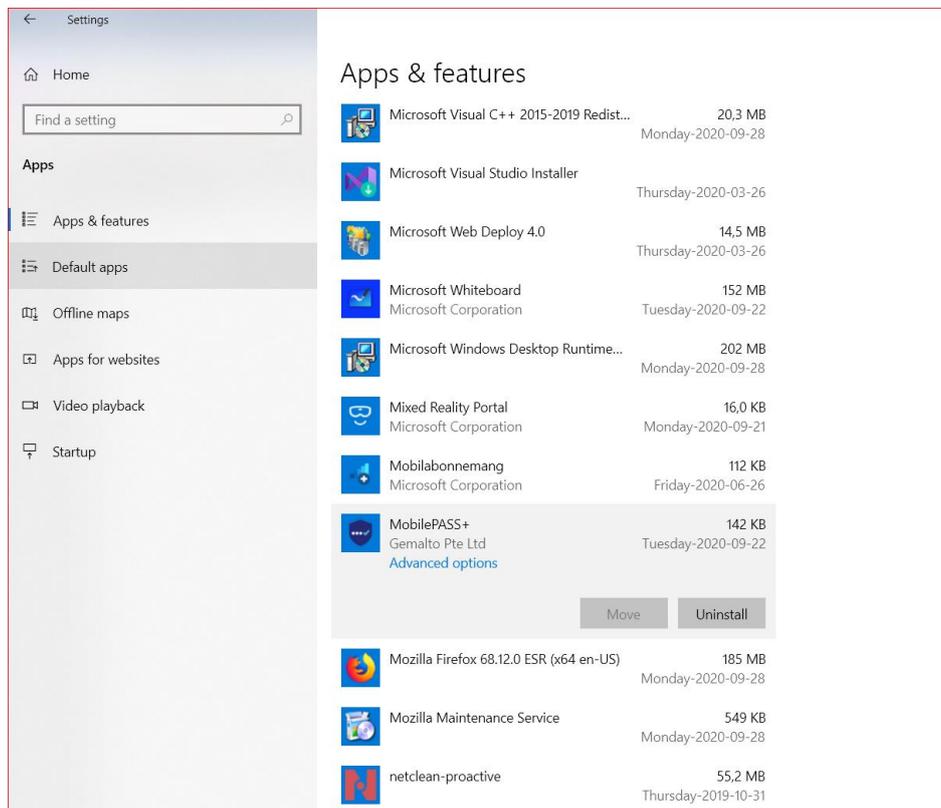
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Installation of the app in a non Telia Windows 10 PC, via downloading the app from a Telia server

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.

Click on the link

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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

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Select "I accept the terms" and click next.

Select Standard Configuration, click

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Click on "Finish"

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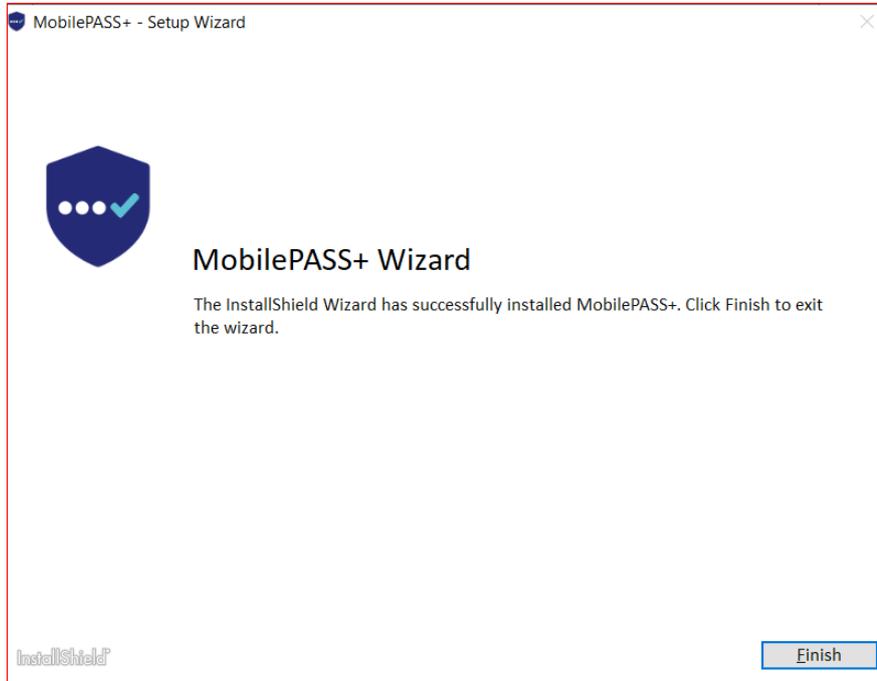
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7.4 Enroll the token

On the enrolment web page, click on

Set the 6 digit pin code.

7.5 Done !

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

In Windows 10,
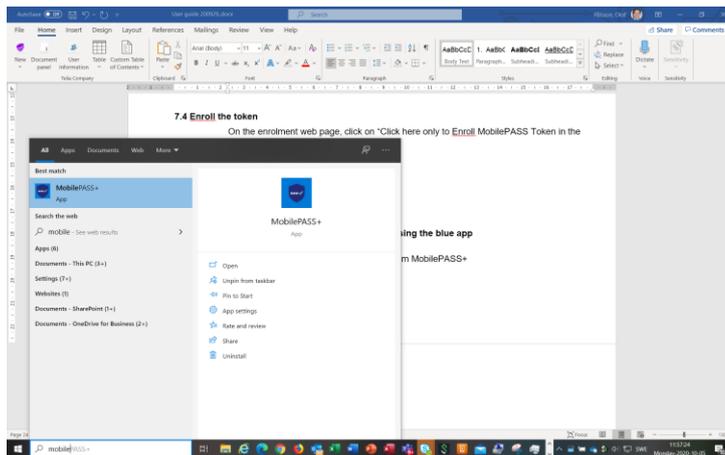
Click start button, type mobile, start program MobilePASS+

- state PIN code.

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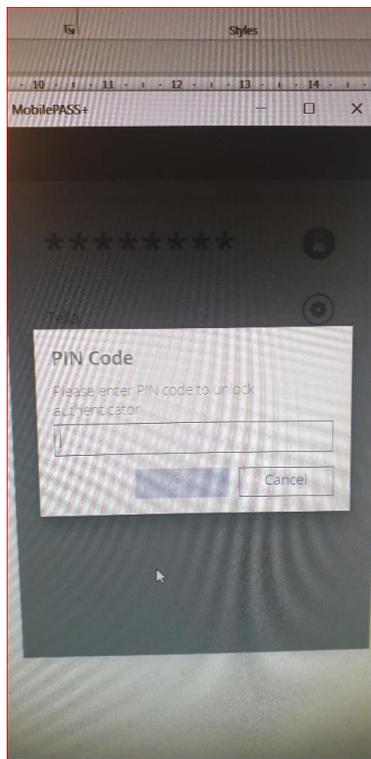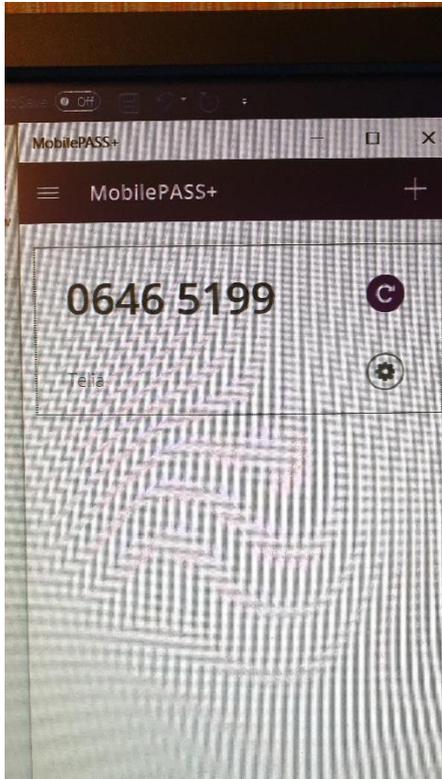
Relation

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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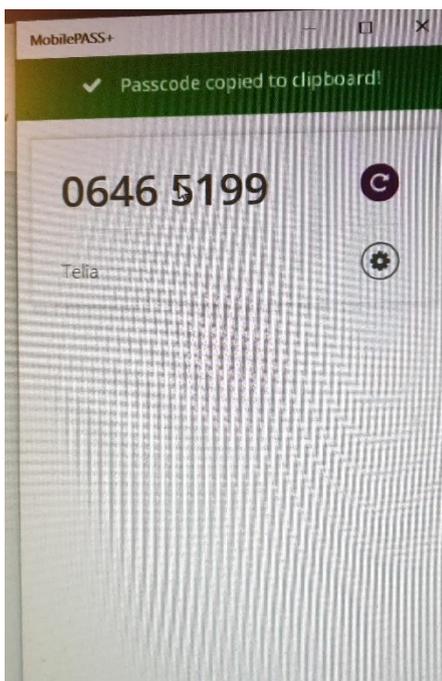
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8 QR-code enrolment of token in phone

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/Ios in the list box and the QR-code will show up.

Click the blue Icon to install the app from Google play/Appstore
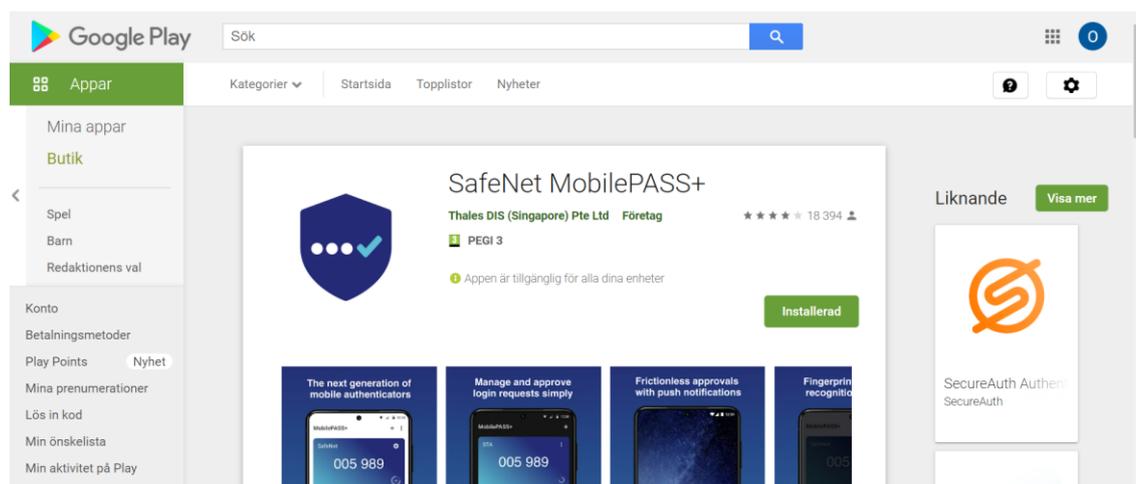
The picture shows Google Play

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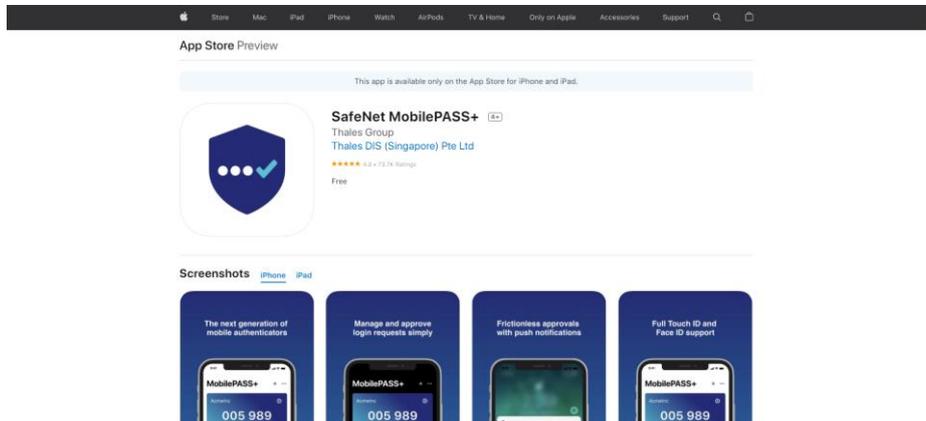
The Picture shows Appstore

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

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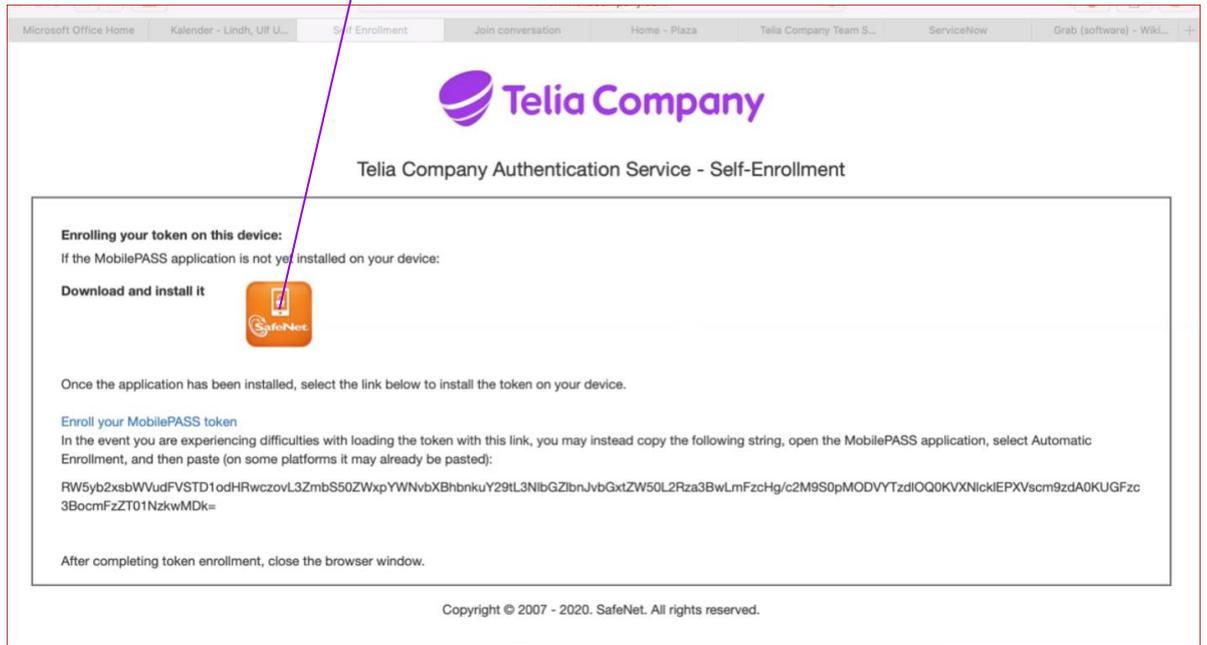
An alternative is to lookup MobilePASS 8.4 for OS X in MAC APP store.

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.
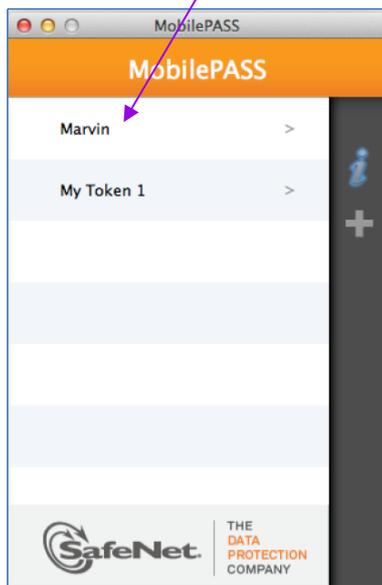
The picture shows the token
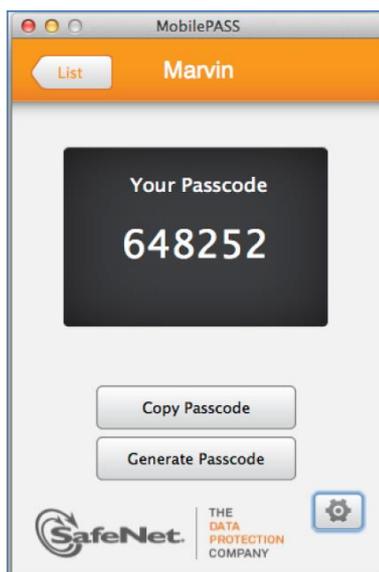
The picture shows a one time passcode

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10 USB stick for Windows install

10.1 Install the orange USB MobilePASS app

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

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.

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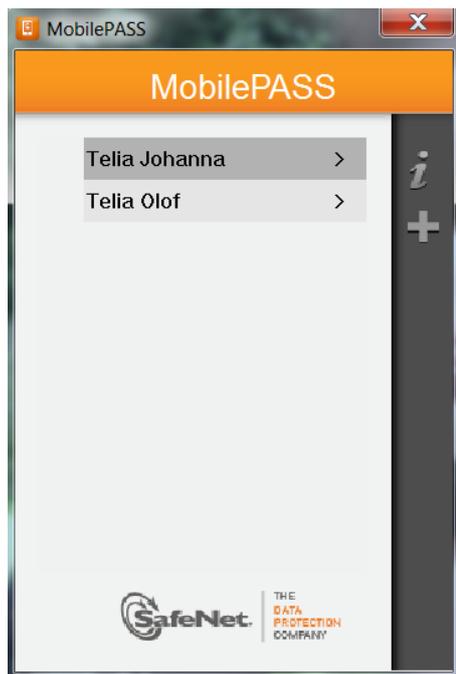
Example of a Mobile PASS MAC app,
with two users Telia tokens in the same app.

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 MobilePass+	User guide MobilePASS Windows
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