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| Approved by |  |
| Internal Networks |  |
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**MobilePASS self-service portal user guide**

MobilePASS is a 2-factor authentication solution with onetime login codes, that is used in Telia,   
You use MobilePASS, if you have one or more IdM roles that include MobilePASS, e.g. VPN, Evy, Citrix, VDI, Workday, Cash, OSIX, firewall logins etc.

Use this user guide when you need to

- Move your working MobilePASS to a new phone/computer

- Reactivate a not working MobilePASS to work in an existing/new phone/computer

- Activate your MobilePASS, when your enrolment email is lost or has expired.

Try first to get help from a colleague,   
If it does not help, then read this document.  
If it does not help, then see this video   
<http://howto.access.teliacompany.com/MobilePASS-SelfService/MobilePASS-SelfService.html>  
If it does not help then call   
IT Support Phone:  
+46 771 999 333  
Select 1: IT Services   
Open hours: 24/7

**1) Move your working MobilePASS to a new phone/computer**

In the [Self Service portal](https://vfm.teliasonera.com/teliacustomportal/Default.aspx) 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 an enrolment email will within 10 minutes be sent to your TCAD registered email box. In your new phone/computer, use the email to install the MobilePASS app and then to enroll the new MobilePASS token.

If you, after requesting an 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) Reactivate a not working MobilePASS to work in an existing/new phone/computer**

In the [Self Service portal](https://vfm.teliasonera.com/teliacustomportal/Default.aspx) you select "Send login password to email". You will be sent one email saying a temporary account has been created, and you will be sent one email containing a one-time 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 an enrolment email will within 10 minutes be sent to your TCAD registered email box. In your new phone/computer, use the email to install the MobilePASS app and then to enroll the new MobilePASS token. If you, after requesting an 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) Activate your MobilePASS, when your enrolment email is lost or has expired.**

In the [Self Service portal](https://vfm.teliasonera.com/teliacustomportal/Default.aspx) 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 one-time 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 enroll the new MobilePASS token. If you, after requesting an 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 a forgotten TCAD password or other problem, please contact [IT Support](https://teliacom.service-now.com/plaza?id=it_article&sys_id=7cb3fbd1db418300b27fdb11ce9619cf).  
Ask them to manually send you a new MobilePASS enrolment email.  
Use the enrolment email in your phone/computer to install the MobilePASS app and then to enroll the new MobilePASS token.

# Version history

| Versions | Status | Date | Modified by | Comments |
| --- | --- | --- | --- | --- |
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