FAQ

IIIII EMIRATES MobilePASS

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FAQ: Emirates - MobilePASS

1. What is a MobilePASS Token?

A MobilePASS token is an application that can generate an OTP value for authentication. Install the MobilePASS application on your mobile device to use it as an OTP token that works independently of mobile network connectivity.

2. What is pre-requisite to use MobilePass Token?

Pre-requisite is to install the Safenet MobilePass application on your device. User needs data connection to download the Safenet MobilePASS from respective App Store.
To receive a SMS for token activation mobile number should be registered in GAL or HR Direct.

3. How to install MobilePass application on smart phone?

Please go to respective app store on your smart phone and install the application with name **"Safenet Mobilepass"** with below icon.

4. How to activate the MobilePass Token?

Once you receive a SMS on your smart phone, please click on the activation link and it will take you to the webpage where you need to click on Enroll your MobilePass token. This will take you the Safenet MobilePass app. Click on Activate and it will ask you set 5 digit PIN. Once you confirm the PIN, you have successfully activated the token.
User is expected to do self-enrolment following the instruction in the email. In the event of failure of self-enrolment and user is asked to copy & paste the string. Please contact helpdesk.

5 How do I generate an OTP on my Mobile Device?

After the MobilePASS application is installed, use your mobile device to generate an OTP. To generate an OTP on your mobile device, enter your mobile device's MobilePASS PIN.

6. How do I create a Security PIN?

You have or will shortly receive a "Self-enrollment Email" from your company which contains a unique URL to the self-enrollment website, along with instructions for installing the MobilePASS software, and enrolling and activating your token.

7. How long will my token continue to operate?

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Your token will be able to generate OTPs until it is revoked by your Security administrator.

8. What is Self-Enrollment?

Self-enrollment is a simple process for activating your token and creating your PIN. When you complete this process you will be able to use your token when you logon.

9. What if I forget my PIN?

Contact your help desk. Upon verifying your identity they will be able to reset your PIN.

10. What if my token is "locked"?

This indicates that there has been an attempt to generate OTPs using an incorrect PIN.
Contact your help desk.

11. What should I do if I can't log on using my token?

The most common cause of failed logon is entering an incorrect OTP. Never attempt to reuse a token code and ensure that you enter the code exactly as displayed on the token, including any uppercase and lowercase letters and punctuation that it may contain.
Your account will automatically lock for a period of time if the maximum number of consecutive failed logon attempts is exceeded. You must wait this amount of time before your account will unlock. Contact the help desk to resolve logon problems.

12. What are the Steps of Changing a Token PIN?

To change your PIN, ensure that the token is activated and then do the following:

1. Open the MobilePASS application on the device.

2. Select the token name from the token list, and then enter your PIN to authenticate.

3. Tap **Change Token PIN** from the menu options.

4. Enter and confirm the new PIN that you will use with the token.
   The **Change Token PIN** confirmation window is displayed.

5. Tap **Continue** to generate a Passcode.

Note: You have only a certain number of times to enter the correct PIN (depending on how many retries your administrator defined in the SAS Manager). If you exceed the number of retries defined, your token must be re-activated.

13. Can MobilePASS Token be deleted : ?

There will be instances when you will need to delete your token.

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To delete a token:

1. Open the MobilePASS application on the device.

2. Select the token name from the token list, and then enter your PIN.

3. Tap **Delete Token** from the menu options.

4. Read the warning, and then tap **Delete.**

14. Can I View Token Information : ?

Yes, To view token information:

1. Open the MobilePASS application on the device.

2. Select the token name from the token list, and then enter your PIN to authenticate.

3. Select **Token Information** from the menu options. The **Token Information** window is displayed.

15. How Software token help us :?

Software tokens allow users to generate OTPs (one-time passcodes) on their personal mobile devices. MobilePASS allows secure remote access to corporate and web-based applications. An integrated support feature allows administration directly from the **Token Management** application. The **MobilePASS Enrollment Portal** allows users to enroll, activate, and use their tokens without administrative assistance.

16. MobilePASS supports what kind of Mobile Operating system : ?

MobilePASS is currently supported on iOS, Android, Windows Desktop, and BlackBerry devices.

17. How to Deactivate the MobilePASS Tokens : ?

There will be instances when you will need to set your token back to its original state.

Note: Before deactivating tokens, contact your administrator. Unless re-enrollment privileges are enabled, you cannot re-enroll your token until the administrator removes the token from your record.

To deactivate a token:

1. Open the MobilePASS application on the device.

2. Select the token name from the token list, and then enter your PIN.

3. Tap **Deactivate Token** in the menu options.

4. Read the warning, and then tap **Deactivate**.

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18. Is any support available for MobilePass : ?

Yes, you can contact the Emirates IT Service Centre on +971 (04) 213 3444
or itsc@emirates.com

19. Can user use same token activation SMS or email on two or more devices?

No, once token is activated on one device you can't use same token activation link on any other device. If you want to activate on any other device, another token needs to be re-provisioned.

20. Can user request a token from self –service portal?

 Yes. There are two options to request a token i.e. from email and SMS. It should take up to 3 business days to approve the request.

21. How to update HR direct with your latest mobile number to receive Safenet enrolment SMS?

Please login to www.hrdirect.com -> Profile > Personal Details > Contact Details > Select Phone Number-> Update Mobile Number-> Click Save (Note: 'Keep it confidential' checkbox should be unchecked)

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