



# CitiDirect BE<sup>®</sup> MobilePASS

## Frequently Asked Questions

### 1. What is MobilePASS?

MobilePASS enables you to log in to CitiDirect BE<sup>®</sup> from the device of your choice by using a smart phone to generate dynamic pass codes. Once your Security Manager adds MobilePASS to your CitiDirect BE entitlements, you can download the application on your smartphone and create a MobilePASS Token for your CitiDirect BE login. Once the MobilePASS Token is activated, you will be able to login to CitiDirect BE, CitiDirect BE Mobile and CitiDirect BE Tablet using the mobile application on your Android or Apple device.

### 2. What are the benefits of a MobilePASS?

MobilePASS allows for a more convenient way to log in to CitiDirect BE:

- enhanced user experience using the mobile device
- strong security on login
- easy access via download from the device's application store
- activation in minutes, no mail delivery required
- user-friendly dynamic password generation with all-numeric format

### 3. How do I download the MobilePASS application for my smartphone?

The MobilePASS application is a free download that can be installed on numerous smartphone devices. To download, go to your device's application store, and then search for the "SafeNet MobilePASS" application provided by SafeNet<sup>®</sup>. Download the application and follow the set-up instructions sent to you via email by Citi.

### 4. Which app stores can I download MobilePASS from for CitiDirect BE login?

Citi is supporting MobilePASS in the App Store<sup>®</sup> and Google Play<sup>™</sup>.

- 5. Can I continue to use my Safeword card for login once I request MobilePASS?** Yes. You can continue to use Safeword card for login after requesting MobilePASS.
- 6. How will I get my activation code for MobilePASS?**
- If you are a new MobilePASS user, your activation code will be delivered in two parts. The first part will be sent via email and will contain the first four characters of your activation code. The second part will be sent via SMS (text message) and contain the last four characters of the activation code. You will then enter the two codes as one combined code in order to proceed with the MobilePASS token activation.
- If you are an existing user with a Safeword card, you may also retrieve your activation code on CitiDirect BE by clicking on 'My Settings' and navigating to 'Authentication', to locate 'MobilePASS Activation Code'.
- Please refer to the below Activation Quick Reference Guide for additional information:
- [Activation QRG for new users](#)
  - [Activation QRG for existing Safeword users](#)
- 7. I did not receive an email with the MobilePASS set-up instructions and/or the activation email with the first four characters of the activation code. What should I do?**
- Please confirm your setup was completed by Security Manager and that the correct email address is on file. If it has been verified that all setup steps and correct email address are in place then please contact your Citi Representative for additional support.
- 8. I did not receive the SMS with the second half of the activation code. What should I do?**
- Please contact your Security Manager or Citi Representative to obtain the second half of the code.
- 9. What do I do if my Activation Code has expired?**
- You have 15 calendar days to activate MobilePASS. Upon expiry, please contact your Security Manager to re-activate your MobilePASS. If the code was re-activated, make sure that you have the network coverage and your handset is active to avoid SMS delivery failures.
- 10. What do I do if I forget my MobilePASS PIN, mistakenly delete the app, or switch to a new mobile device?**
- Please contact your Security Manager and ask for MobilePASS re-activation. Upon completion and approval, you can repeat the activation steps to set-up your replacement MobilePASS Token.

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| <b>11. Can I use my MobilePASS Token for transaction authorization when prompted by CitiDirect BE?</b> | Yes. Transaction authorization may be completed with either MobilePASS or SafeWord card.  |
| <b>12. Does my MobilePASS require a data connection to work?</b>                                       | During the initial set up of the application, an internet connection is required to download the app and to perform first time activation as specified in the <i>MobilePASS Quick Reference Guides</i> for <a href="#">Existing</a> and <a href="#">New Users</a> . Once the activation is complete MobilePASS no longer requires a Wi-Fi or any Cellular connection to generate dynamic passwords for CitiDirect BE login. |
| <b>13. How many user IDs can I activate on my MobilePASS application?</b>                              | You can activate up to ten User IDs in a single MobilePASS application. Each token has its own independent algorithm and PIN. However, you can set the same PIN for various tokens.   |
| <b>14. Can I activate one user ID on more than one mobile device?</b>                                  | No. One user ID can only be activated once.   |
| <b>15. Can I delete a token on my MobilePASS application without impacting other tokens?</b>           | Yes. You can remove a token selectively without affecting the others. Note, however, that this would be irreversible, and you would need to create a new token for that login profile if needed, going through the activation process again.  |
| <b>16. Are the CitiDirect BE log in screens for MobilePASS and SafeWord card the same?</b>             | Yes. You can continue to login with the Multi-Factor Authentication, Challenge Response or Safeword card options, as you do today.  |
| <b>17. Why is MobilePASS secure and what are some mobile security best practices?</b>                  | Please refer to the below 'Securing the Banking Experience with Mobile' document for mobile security best practices.<br><br><a href="https://www.citi.com/tts/docs/MobilePASS_Article.pdf">https://www.citi.com/tts/docs/MobilePASS_Article.pdf</a>   |