citi®

Get Started with MobilePASS
Quick Reference Guide
For New Users

Once your CitiDirect BE® MobilePASS token is approved by your Security Manager, complete the steps below to set up your MobilePASS. **Your Activation Code will expire in 15 calendar days.**

Your user ID and Activation Code will be provided to you over email and SMS for security reasons. Below is a checklist of what you should have received:

• Login ID via email

• The first 4 characters of your MobilePASS activation code via email

• The second 4 characters of your MobilePASS Activation Code via SMS

Follow these steps to Get Started:

Step 1: **Combine the first 4 characters for your MobilePASS activation code, with the second 4 characters**
Note: If you have not received the SMS code, please contact your Security Manager for retrieval from your CitiDirect BE profile.
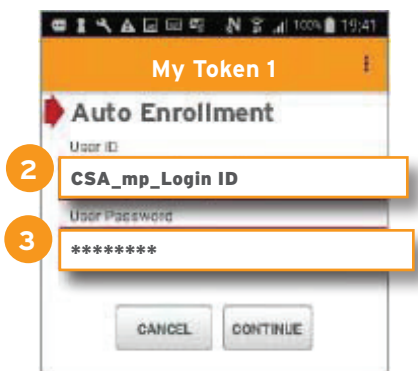
Step 2: **Download the "SafeNet MobilePASS" app on your smartphone**

GET IT ON Google Play   Download on the App Store

Step 3: **Launch the MobilePASS app on your smartphone and select Auto Enrollment to validate your identity**
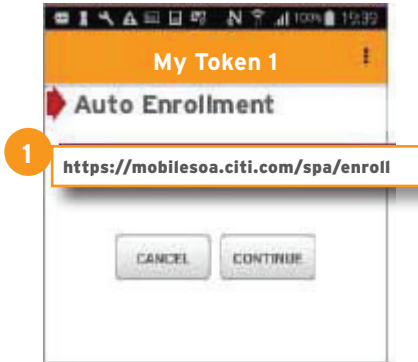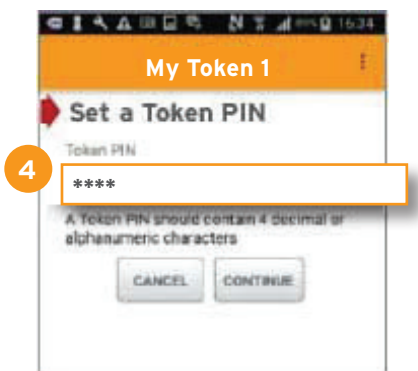

1. Enter https://mobilesoa.citi.com/spa/enroll in the Auto Enrollment field (displayed to the left)

2. Enter CSA_ mp_ followed by your Login ID received by email (e.g. CSA_mp_ALCO2233)

   (*Host 2 users do not enter csa_)

3. Enter the combined activation code from step 1 into the User Password field

4. Choose a 4-digit PIN, to be used when launching the MobilePASS app

Step 4: **Use your MobilePASS to Log in to CitiDirect BE**
• Go to https://portal.citidirect.com to log in to CitiDirect BE

• Input your log in ID on CitiDirect BE

• Select the log in method as instructed by your Security Manager

• Input the challenge code into your MobilePASS to retrieve the response code

• Input the response code into CitiDirect BE

Click here for more information on how to log in to CitiDirect BE