Get Started with MobilePASS
Quick Reference Guide
For Existing 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.

Follow these steps to Get Started:

**Step 1: Retrieve Your Activation Code on CitiDirect BE**

1. Log in to [CitiDirect BE](#) using your existing SafeWord® Card
2. Select “My Settings” on the upper right-hand corner of the screen
3. Select “Authentication” on the left-hand side of the screen to display your “MobilePASS Activation Code”

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If you cannot locate your existing SafeWord card, please contact your Security Manager to reactivate the code with Email/SMS delivery option.
Step 2: Download the “SafeNet MobilePASS” app on your smartphone:

[Images of Google Play and App Store icons]

Step 3: Securely Validate your Identity

1. Launch the MobilePASS app and select “Auto Enrollment”.

2. Enter the “Enrollment String”:
   https://mobilesoa.citi.com/spa/enroll

3. For the “User ID” enter CSA_ followed by the Serial Number on the back of your SafeWord Card. For example, csa_HZ2983.
   (*Host 2 users do not enter csa_)

4. For the “User Password” enter your MobilePASS Activation Code and select “Continue”.

[Images of MobilePASS app interface]
Step 4: Proceed to use your MobilePASS instead of the SafeWord card to Login to CitiDirect BE

1. On the CitiDirect BE Login Page, select the “Login Method”.
   • Enter your “Login ID” and click “Continue”. A “Challenge Code” will be displayed.

2. On your device, launch the MobilePASS application and select your “Token PIN”. Enter the “Challenge Code” that appears on the CitiDirect BE Login Page into the MobilePASS application. A “Response Passcode” will be displayed.

3. On the CitiDirect BE Login Page, enter the “Passcode” in the “Response” field.
   • Click “Continue” to complete the login process.

5. Choose a 4-digit Personal Identification Number (PIN); Re-enter the same PIN and select “Continue”. 