



# Get Started with MobilePASS

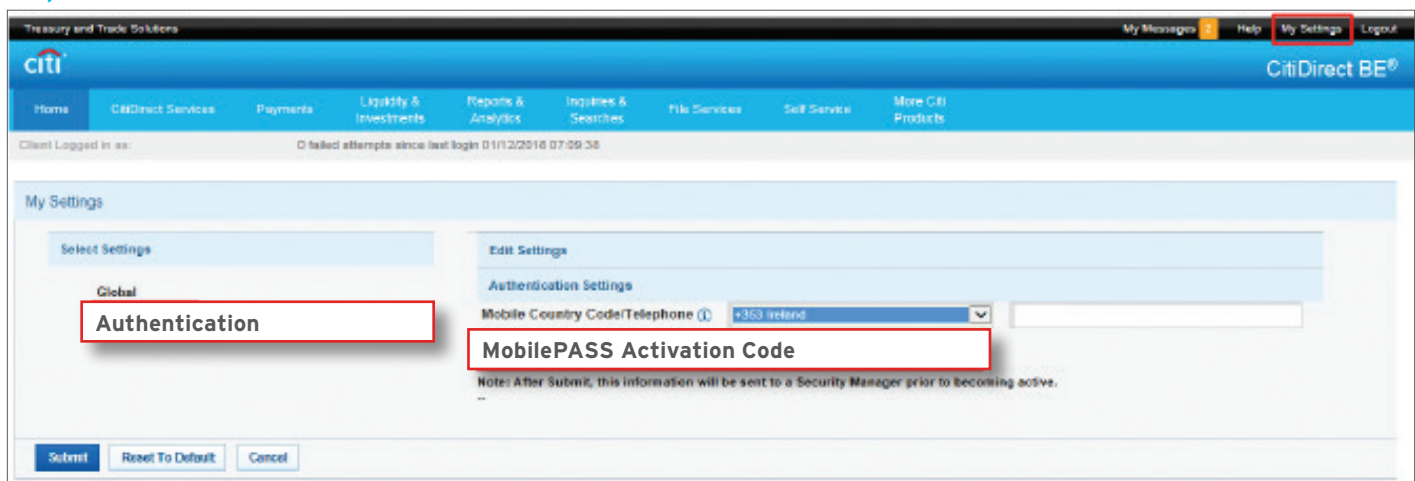
## Quick Reference Guide

### 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



The screenshot shows the CitiDirect BE interface. At the top, there are navigation links for Home, CitiDirect Services, Payments, Liquidity & Investments, Reports & Analytics, Inquiries & Searches, File Services, Self Service, and More Citi Products. The user is logged in as 'Client' with a failed attempt since last login on 01/12/2016 at 07:09:36. The 'My Settings' section is active, with 'Authentication' selected under 'Global' settings. In the 'Edit Settings' section, the 'MobilePASS Activation Code' field is highlighted, and the 'Mobile Country Code/Telephone' is set to '+353 Ireland'. A note at the bottom states: 'Note: After Submit, this information will be sent to a Security Manager prior to becoming active.'

1. Log in to [CitiDirect BE](#) using your existing SafeWord® Card<sup>1</sup>
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"

<sup>1</sup> If you cannot locate your existing SafeWord card, please contact your Security Manager to reactivate the code with Email/SMS delivery option

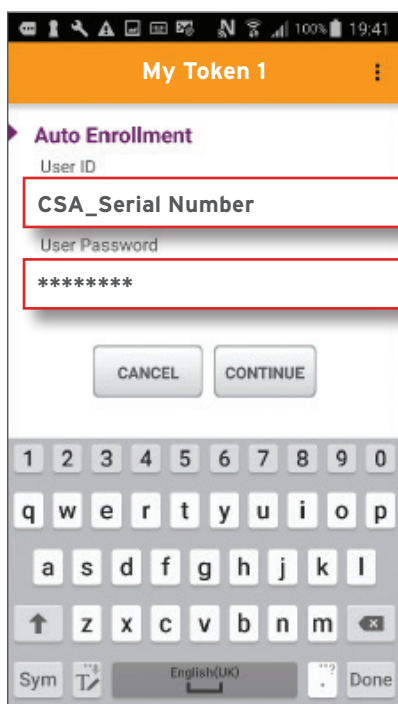
**Step 2:** Download the "SafeNet MobilePASS" app on your smartphone:



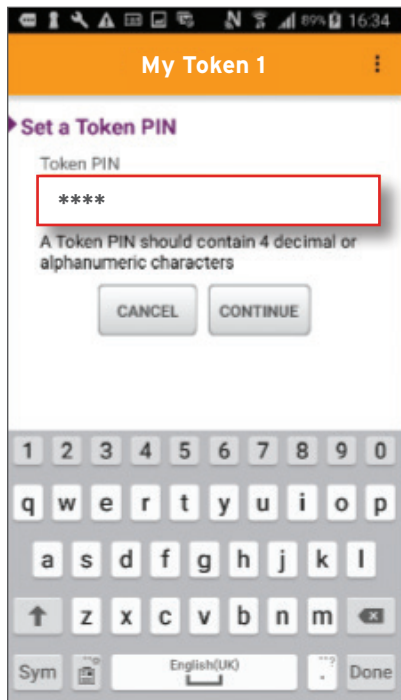
**Step 3:** Securely Validate your Identity



1. Launch the MobilePASS app and select "**Auto Enrollment**".
2. Enter the "Enrollment String":  
<https://mobilesoa.citi.com/spa/enroll>

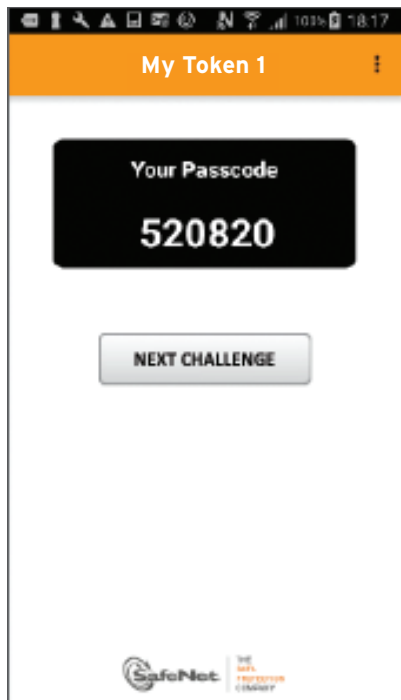


3. For the "**User ID**" enter **CSA\_** followed by the Serial Number on the back of your SafeWord Card. For example, csa\_HZ2983.  
  
(\*Host 2 users do not enter csa\_)
4. For the "**User Password**" enter your **MobilePASS Activation Code** and select "**Continue**".



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

**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.