



Office of Information Technology · Enterprise Applications Services
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Safenet MobilePASS FAQs

1). What is a Safenet MobilePASS Token?

A MobilePASS Token is a Safenet mobile application that can generate an OTP (One-Time-Passcodes) value for authentication. Install the Safenet MobilePASS application on your mobile device to use it as an OTP token for authentication

2).Safenet MobilePASS OS Support

OIT currently supports Safenet MobilePASS on iOS, Android, Windows and BlackBerry devices. Software tokens allow users to generate OTPs (One-Time-Passcodes) on their personal mobile devices.

3).How do I generate an OTP on my Mobile Device?

Download and install the application from the mobile device app store or Andriod Market, once installed the Safenet MobilePASS application will be visible on your phone then contact EAS Access Management Office to complete the setup.



4). How do I create a Security PIN?

After your account is setup by EAS Access Management, you will be prompted to set a pin.



When prompted, enter a **4-digit device PIN**, re-enter the same device PIN, then click the **Set PIN** button.



5). How long will my token continue to operate?

Your token will be able to generate OTPs until it is revoked by OIT Access Management Office.

6). Protect your Security PIN

Protect your Security PIN just as you would the PIN for your bank or credit card. Never share it with anybody, including people you trust. OIT Access Management staff or a System Administrator will never ask for your PIN and you should never reveal it to them. Never write down your PIN.

7). What if I forget my PIN?

At this time there is no option to reset the pin. If you forget your pin, contact OIT Access Management Office at 848-445-4646 for assistance.

8). What if my token is “Locked?”

This indicates that there has been an attempt to generate OTPs using an incorrect PIN. Contact OIT Access Management Office at 848-445-4646. Upon verifying your identity they will “Unlock” your account

9). What should I do if I can’t logon using my token?

The most common cause of failed logon is entering an incorrect OTP or incorrect PIN. Never attempt to reuse a token code and ensure that you enter the code exactly as displayed on your device. Your account will automatically lock for a period of time if the maximum number of consecutive failed logon attempts is exceeded. You must wait for 30 minutes for your account to automatically unlock or contact OIT Access Management Office for assistance.

10). How many attempts do I have to try before my token is “Locked”?

The token is locked after ten (10) failed attempts.

11). What is the amount of time before my account will automatically unlock?

Your account should automatically unlock after thirty (30) Minutes of not being in use.

12) I lost my phone what do I need to do?

Contact EAS Access Management office immediately to deactivate your account. You should also contact the office again once your phone is replaced to reinstate Safenet MobilePASS .

13). I lost my phone can I get a temporary token?

Yes, a hard token will be reassigned to you on request. You should return the hard token once your phone is replaced or your department will be billed for the replacement.

14). I would like to change my device; do I need to go through enrollment again? Do I have to pay additional fee?

You need to download Safenet MobilePASS then contact EAS Access Management office to complete enrollment. There is no additional fee for this process.

15). How long does it take for my passcode to expire?

The passcode never expires until it is used.

16). Can I change the PIN Length?

At this time the configured PIN length is only four.

16). I currently have the Safenet hard token and I am interested to replace it with the MobilePass does my current license subscription cover the cost ?

No, you will need to purchase a new User License in addition to the MobilePass software license. The cost is slightly less than the purchasing of new hard token. Contact OIT Access Management Office at 848-445-4646 for assistance with the pricing.