SafeNet Authentication Service
Welcome Guide

MP-1 Smart Phone
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<thead>
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<table>
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</tr>
<tr>
<td></td>
<td>4690 Millennium Drive</td>
</tr>
<tr>
<td></td>
<td>Belcamp, Maryland 21017, USA</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:TechPubs@safenet-inc.com">TechPubs@safenet-inc.com</a></td>
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<tr>
<td>---------</td>
<td>------</td>
</tr>
<tr>
<td>Welcome</td>
<td>13</td>
</tr>
<tr>
<td>Why use a SafeNet MP-1 token?</td>
<td>13</td>
</tr>
<tr>
<td>How does an MP-1 token protect me?</td>
<td>13</td>
</tr>
<tr>
<td>What additional security features does an MP-1 offer?</td>
<td>14</td>
</tr>
<tr>
<td>How is a Token PIN used?</td>
<td>14</td>
</tr>
<tr>
<td>How is a Security PIN used?</td>
<td>14</td>
</tr>
<tr>
<td>Self-Enrollment</td>
<td>14</td>
</tr>
<tr>
<td>What is self-enrollment?</td>
<td>14</td>
</tr>
<tr>
<td>What if I have not received an enrollment email?</td>
<td>14</td>
</tr>
<tr>
<td>How do I self-enroll my token?</td>
<td>15</td>
</tr>
<tr>
<td>Using the MP-1 Token for Login</td>
<td>18</td>
</tr>
<tr>
<td>How do I use my MP-1 token to log in?</td>
<td>18</td>
</tr>
<tr>
<td>What if my token shuts off while I am copying the token code?</td>
<td>19</td>
</tr>
<tr>
<td>How can I see my active tokens?</td>
<td>19</td>
</tr>
<tr>
<td>How can I personalize my active token?</td>
<td>18</td>
</tr>
<tr>
<td>What are my responsibilities?</td>
<td>19</td>
</tr>
<tr>
<td>What if I lose my smart phone?</td>
<td>19</td>
</tr>
<tr>
<td>How should I protect my PIN?</td>
<td>19</td>
</tr>
<tr>
<td>What if I forget my PIN?</td>
<td>19</td>
</tr>
<tr>
<td>What if my token is locked?</td>
<td>19</td>
</tr>
<tr>
<td>What if my Security PIN has been compromised?</td>
<td>19</td>
</tr>
<tr>
<td>What if I cannot log in using my token?</td>
<td>20</td>
</tr>
<tr>
<td>How long will my token continue to operate?</td>
<td>20</td>
</tr>
<tr>
<td>How can I unlock my locked token?</td>
<td>20</td>
</tr>
<tr>
<td>How can I remove a token?</td>
<td>20</td>
</tr>
<tr>
<td>How do I import a legacy BlackBerry MP-1 application?</td>
<td>21</td>
</tr>
<tr>
<td>Support Contacts</td>
<td>23</td>
</tr>
</tbody>
</table>
Welcome

Your organization has chosen SafeNet Authentication Service to help you protect your online identity, networks, applications, and data from unauthorized access.

This guide includes instructions for importing and activating your MP-1 software token. Once it is activated, you will use passcodes generated from your MP-1 token every time you log in.

Why use a SafeNet MP-1 token?

Until now, you have probably logged into your organization’s resources with your user name and a fixed password. The problem is that passwords are easily compromised, putting your identity and the resources you access at risk.

A SafeNet MP-1 token allows you to generate and use unique One-time Passwords (OTPs) each time you log into your organization’s resources. As the name implies, an OTP can be used only one time. Each time you log in, you use your MP-1 token to generate a unique OTP.

How does an MP-1 token protect me?

Password theft is a common method that thieves and hackers use to steal identities and gain unauthorized access to networks and resources. Success depends on the stolen password being valid, in the same way that credit card theft relies on the card being usable until it is reported as stolen. Discovering the compromise is almost impossible until damage has been done.

Using an MP-1 solves this problem, because once you have logged in using an OTP, that password is no longer valid. Any attempt to log in by reusing the OTP will fail, and it will alert your network security professionals to a possible attack on your identity.
What additional security features does an MP-1 offer?

Depending on your organization’s policies, your MP-1 may be protected against unauthorized use by a token-side Token PIN or by a server-side Security PIN. Your PIN is known only to you. Like a bank card, a thief not only needs access to your MP-1, but must know your PIN as well.

How is a Token PIN used?

Your MP-1 application may require you to enter a token-side PIN before it generates a token code. Successive incorrect attempts to guess your Token PIN will temporarily “lock” your MP-1’s ability to generate an OTP.

How is a Security PIN used?

When you log in using a generated token code, you may be required to enter a server-side Security PIN (also known as an OTP PIN) together with the token code. Your organization’s policies determine the order in which you must enter the token code and your Security PIN.

You may receive a Security PIN from your administrator. During self-enrollment, you may be required to create a new Security PIN.

An OTP is the combination of your Security PIN and the token code generated by your MP-1. For example:

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<th>Security PIN</th>
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<td>12345678</td>
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<td>4Kz6-71R</td>
<td>66664Kz6-71R</td>
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Successive attempts to log in with an incorrect OTP will automatically “lock” your MP-1 token’s account, preventing access, and allowing your network security professionals to deal with the threat.

Self-Enrollment

What is self-enrollment?

Self-enrollment is a simple process during which you activate your token. During the process, you may be required to enter or create a Security PIN. When you complete the self-enrollment process, you will be able to use your token to generate OTPs for login.

What if I have not received an enrollment email?

If you have not received a “Self-enrollment” email, contact your helpdesk to arrange for a new email to be sent to you.
How do I self-enroll my token?

The self-enrollment process begins when you receive your self-enrollment email notification. The email contains instructions and your enrollment URL.

If you are importing a legacy BlackBerry MP-1 application to a BlackBerry device, see “How do I import a legacy BlackBerry MP-1 application?” on page 21.

To self-enroll your token:

1. Open the self-enrollment email message on any device or computer, and read the instructions.

   ![SafeNet Authentication Service Self-enrollment](image1)

   **SafeNet Authentication Service Self-enrollment**

    James Brown Jr.
    Your self-enrollment account has been created.

    If you are enrolling a hardware token, and do not have your token yet, please contact your system administrator.

    Please, go to the following URL to enroll with SafeNet Authentication Service:

    [http://10.6.0.142/selfEnrollment/index.aspx?code=Mdik1qfGh0XBWX0xHG4mUIy](http://10.6.0.142/selfEnrollment/index.aspx?code=Mdik1qfGh0XBWX0xHG4mUIy)

    If the above link does not work, please copy and paste this url to your web browser.

   ![SafeNet Authentication Service - Self Enrollment](image2)

   **SafeNet Authentication Service - Self Enrollment**

   *SafeNet Authentication Service Multi-Platform Tokens MP Tokens can be installed on many different target devices. The allowed targets are set by your SafeNet Authentication Service administrator.*

   **User ID:** James

   **I would like to install an MP Token onto:**

   - Install Locally
   - Secure Flash Drive
   - Java Enabled Phone
   - Windows
   - iPhone
   - Android
   - Windows Phone
   - Mac OSX

   ![Next button](image3)

2. Open a web browser, and navigate to the self-enrollment site URL included in the message.

   The self-enrollment site displays a list of “target” devices approved by your security administrator, such as iPhone, Android, BlackBerry, and laptops to which an MP-1 can be imported.
3. Select a smart phone device type from the list that will give you the most convenience and will be readily available every time you need to log in. Click Next.

   A notice is displayed that an email is being sent to you.

4. Open the new email message using an email client on your smart phone of the type selected in the previous step and read the Over-the-Air (OTA) token enrollment instructions.

5. Tap the MP-1 icon in Step 1 of the email to retrieve the MP-1 application from the appropriate source, such as the iTunes Store, the Google Play Store, the Windows Phone Store, or the BlackBerry App World, and install it on your smart phone.

   If you are using a BlackBerry device that installs applications via Desktop Manager (USB) or BlackBerry Enterprise Service, skip step 5.

   When the application installation completes, the MP-1 icon appears on your smart phone.
6. Follow the instructions in the email to copy the entire Import Code shown in the email and paste it into the MP-1 application if it has not been pasted automatically.

![Import Code](image)

**NOTE - For BlackBerry users:** If you are using a touch screen BlackBerry device, such as Storm, copy the Import Code from the email by simultaneously placing a finger at each end of the code to highlight the entire code. Tap the middle of the highlighted text, and select **Copy** from the menu.

If you are using a BlackBerry device without a touch screen, copy the Import Code from the email by placing the cursor at the start of the code and then hold Alt, and click the trackball to enter **Selection** mode. Scroll with the trackball to select the entire code, and click the trackball to open a **Copy** menu.

To paste the copied Import Code, open the MP-1 application, and tap the Import button. Tap inside the text box, and then tap the **Paste** button.

7. Tap **Import**.

8. Depending on your organization’s policies, a Security PIN may be displayed, or you may be prompted to enter and verify a new PIN. You will need to enter this PIN every time you log in.

Your Security PIN must meet the length and composition requirements set by your organization’s policies.
9. Tap **Done**. A token code is displayed.

Your MP-1 token is ready to be used for logging in to your organization’s protected networks and resources.

**Using the MP-1 Token for Login**

**How do I use my MP-1 token to log in?**

When you need to log in, tap the MP-1 icon on your device, and select the token’s tile. Depending on your organization’s policies, you may be prompted to enter the Token PIN.

A unique token code is generated, and it is displayed for 30-90 seconds, depending on your organization’s policies. Copy it into the appropriate password or OTP field. Depending on your organization’s policies, you may need to enter a personal Security PIN either before or after the token code.
In the example below, no Security PIN is required.

What if my token shuts off while I am copying the token code?
If your token shuts off while you are entering the token code, simply generate a new token code by tapping the token's tile.

How can I see my active tokens?
You may be able to import multiple MP-1 tokens to your smart phone device. The name and serial number of each imported token is displayed in a tile in the MP-1 application.

“Edit” (1) allows you to modify a token’s name, PIN, and other functions.

“Import” (2) allows you to paste an Import Code to import a new token.

Each token is displayed in its own tile (3). Tap its tile to generate a token code using that token.

Tap the information button (4) to retrieve information about the installed MP-1 application and version.
How can I personalize my active token?

You can personalize a token in several ways, such as by assigning it a meaningful name. To personalize a token:

1. In the **Select Token** screen, tap the **Edit** button.

2. Select the token to be edited by tapping the arrow > in its tile.

3. On the **Edit Token** screen, select an option by tapping it. If prompted, enter your Token PIN, and then tap **Done**.
- **Change PIN** - To change your PIN, tap the **Change PIN** option, enter a new PIN value, and then tap **Done**. Confirm your new PIN by re-entering the value when prompted, and then tap **Done**.

- **Resync Token** - To resynchronize your token, tap the **Resync Token** option, and then enter the 8-digit Challenge Code provided by the self-service page or by your security administrator. Enter the Resync Response Code when prompted on the Self-Service page, or give it to your security administrator. Tap **Done** to exit.

- **Rename Token** - To rename your token, tap the **Rename Token** option, enter a new name, and then tap **Done**.

- **Signature On/Off** - The signature function is **Off** by default, and should not be enabled unless advised by your security administrator. To enable, tap the **Signature** option, set it to **On**, and then tap **Done**.

- **Operation** - Tap the **Operation** option to view certain token parameters, such as serial number, name, challenge mode, and PIN details. Tap **Done** to exit.

**What are my responsibilities?**

Using an MP-1 token provides strong security, and simplifies your work efforts by reducing or eliminating the need to remember or periodically change passwords. As an additional measure, SafeNet recommends that you observe the following tips to ensure the highest level of security.

**What if I lose my smart phone?**

If you lose your MP-1 device, report it immediately to your helpdesk. The helpdesk will take the necessary actions to ensure the lost token does not present a security risk, and they will provide you with a temporary alternative for logging into the network until you can replace the token.

**How should I protect my PIN?**

If you have a PIN, protect it just as you would the PIN for your bank or credit card. Never share it with anybody, including people you trust. Never write down your PIN.

**What if I forget my PIN?**

If you forget your PIN, contact your helpdesk. Upon verifying your identity, the helpdesk will reset your PIN.

**What if my token is locked?**

A locked token indicates that there has been an attempt to generate multiple OTPs using an incorrect PIN. Contact your help desk. Upon verifying your identity, they will reset your PIN.

**What if my Security PIN has been compromised?**

Depending on your organization’s policies, you may be allowed to change your Security PIN. If you are concerned that it has been compromised, tap the **Edit** button, and select the **Change PIN** option from the list. Enter and confirm a new Security PIN. Tap the **Done** button to exit the **Edit Token** mode.
What if I cannot log in using my token?

The most common cause of a failed login is copying the token code incorrectly. Never attempt to reuse a token code, and always ensure that you enter the token code exactly as displayed on the token. Be sure to include any upper- and lower-case letters and punctuation characters.

If your organization requires you to enter a Security PIN together with the token code, ensure that it is entered correctly and that no spaces are entered.

If your organization requires you to enter a Token PIN to access your MP-1, your account will automatically lock for a period of time if the PIN entered is incorrect too many consecutive times. If this occurs, you must wait the duration of the lockout until the token is automatically unlocked.

Contact your help desk to resolve login issues.

How long will my token continue to operate?

Your token will be able to generate OTPs until it is revoked by your security administrator.

How can I unlock my locked token?

If too many consecutive login attempts failed, your token will display the message "Locked". Tap the token. If the Unlock option has been enabled by your security administrator, the token will display an Unlock Code. Give this code to your security administrator, who will then give you an Unlock Code to enter into the token. Enter the code, and then tap Done. Enter a new PIN. Confirm your new PIN by re-entering the value when prompted, and then tap Done.

How can I remove a token?

To remove a token, select the token to be removed in the Select Token screen. In the Edit Token screen, tap the red symbol to the left of the token, and then tap Delete. Tap the confirmation delete message to confirm removal of the token, and if prompted, enter your PIN.
How do I import a legacy BlackBerry MP-1 application?

**NOTE:** This section describes how to import a BlackBerry token when one is issued to you using the ‘legacy’ method from SafeNet Authentication Service.

The legacy BlackBerry MP-1 application is different than all other smart phone applications, including the standard BlackBerry MP-1 application. The UI is significantly different and is limited to one token at a time.

Importing a BlackBerry MP-1 using the legacy BlackBerry method requires that you install the BB Authenticator and BB MailRun files on your BlackBerry device before you receive the email containing your BlackBerry token.

Open the **BlackBerry PIN** email first, and memorize or record your **Activation PIN** (ex.9723).

After you have memorized your **Activation PIN**, click the URL to install the **BB Authenticator** and **BB MailRun** applications (unless the applications are already installed by your BlackBerry administrator).
Accept the prompts for permissions that appear.

Once the applications are installed, they will be able to detect and load any tokens contained in any subsequent emails that are received on the BlackBerry device. (If you needed to install the application to your device manually, you need to “re-forward” the email that contains the token file back to your BlackBerry so that the application can detect it.)

Do not open the enrollment email until you have installed the applications on your BlackBerry device.

Once the email is received, you should be able to scroll to the bottom of the email until the cursor highlights the token file, click the BlackBerry context menu, and then select **Load Token**.

If you do not see the **Load Token** option, forward the email to your BlackBerry again.

In the application, enter the PIN you memorized from the original email, and click **Load Token**.
Support Contacts

If you encounter a problem while installing, registering or operating this product, please make sure that you have read the documentation. If you cannot resolve the issue, contact your supplier or SafeNet Customer Support. SafeNet Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between SafeNet and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

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</tr>
<tr>
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Existing customers with a Technical Support Customer Portal account can log in to manage incidents, get the latest software upgrades, and access the SafeNet Knowledge Base.