

## SafeNet / Mobile Pass End User Setup For 2-Factor Authentication

# SafeNet MobilePASS+ for Apple (iOS)

## User Guide

### Why is Erlanger implementing 2-Factor Authentication?

We all know that there are bad guys out there trying to hack our devices or steal our information. We also know that while passwords help keep these 'bad actors' out of EHS' network, passwords are hackable. One study indicated that an 8-character password like Erlanger uses can be hacked in under 15 minutes by modern computers. How do we fix this? The answer is Two Factor Authentication, or "2FA".

2FA sounds hard, but we use two-factor authentication every day in our real lives. If you have ever used your fingerprint to get into your iPhone or used your personal PIN and debit card to get money out of the ATM, you have used two factors of the three identification factors (something you know [pin], something you have [phone, debit card], and something you are [fingerprint]) to double-check and verify who you were before you got access to something you wanted to protect.

The Gemalto / SafeNet process you are about to start will significantly reduce the risk that your Erlanger account is used to compromise our network or patient data, and therefore protect you from being responsible from such an attack. However, instead of issuing you a physical token generation device all you have to do is to load a simple app on your smartphone which most of us already keep with us anyway. After putting in your code, it generates a one-time password that helps to protect all of us – including our patients.

### Please note the Following Requirements/Restrictions:

- Only 1 device can be setup for 2-factor access.
- It can only be used on an Apple, Android, or Windows device.
- Each user must have a separate Erlanger ID and Activation Token.
- MobilePass+ can have multiple user accounts connected on one device.
- It will not work on a jailbroken device.

# Installing the SafeNet MobilePASS+ App

**\*\*If you have any issues with the steps below, please look at [IOS 11 Help](#) section.\*\***

1. You will receive an email from "SafeNet Authentication Server" as shown below. You must click on the link to start the install and enrollment process. It must be installed on a **mobile device** and **not a workstation**.
  - a. If you do not get Erlanger email on your mobile phone, you can forward the email or use the QR Code.



Hello Danny Stevens:

Erlanger has issued you a MobilePASS security token which you must use to access the Erlanger VPN.

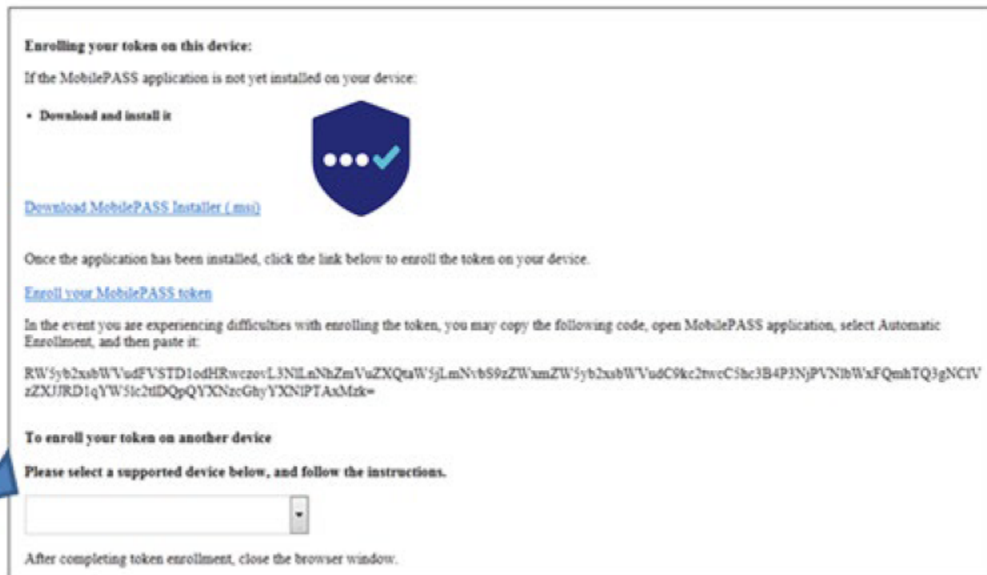
To begin this activation process with the Erlanger Cloud ID Service, please click the below link below. You can only setup MobilePass on one device. Thus, we recommend setting it up on your mobile phone so you can log into the VPN from any workstation.

<https://se.safenet-inc.com/selfEnrollment/index.aspx?code=tIUbRFGoYxqws83kG9LbgRZc>

**NOTE:** The link above is only active for 10 days from the time you receive this email.

For instructions to setup and use 2-Factor Authentication with Erlanger's VPN click [here](#). If you need further information or assistance, please contact the Erlanger Help Desk (423)778-8324.

2. After the website opens, Select the Mobile Device Type: iOS
  - a. This will redirect to the Apple App Store

A screenshot of a web page for enrolling a MobilePASS token. The page has a white background with blue text and a blue shield icon with three white dots and a checkmark. A blue arrow points to the "Download MobilePASS Installer (.msi)" link. Another blue arrow points to the "To enroll your token on another device" section, which contains a dropdown menu. The page includes instructions for downloading the installer, enrolling the token, and a long alphanumeric code for manual enrollment. It also provides instructions for enrolling on another device and closing the browser window after completion.

**Enrolling your token on this device:**

If the MobilePASS application is not yet installed on your device:

- Download and install it

[Download MobilePASS Installer \(.msi\)](#)

Once the application has been installed, click the link below to enroll the token on your device.

[Enroll your MobilePASS token](#)

In the event you are experiencing difficulties with enrolling the token, you may copy the following code, open MobilePASS application, select Automatic Enrollment, and then paste it:

RW5yb2xsbWVudFVSTD1odHRwc2ovL3NlLnNhZmVudXQtaW5jLmNvb59zZWxmZW5yb2xsbWVudC9kc2twcC5hc3B4P3NjPVNlbWxhFQmhTQ3gNCiVzZXUJRDIqYW5lc2h0DQpQYXNzcGhyYXNPTAsMzk=

**To enroll your token on another device**

Please select a supported device below, and follow the instructions.

[Dropdown menu]

After completing token enrollment, close the browser window.

### 3. Download and Install SafeNet MobilePASS+ from Apple App Store.

To enroll your token on another device

Please select a supported device below, and follow the instructions.

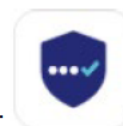
iOS

If the MobilePASS+ application is not yet installed on your device:

- Locate it on Apple App Store



- Download and install it



4. Once installed, the SafeNet MobilePASS+ application icon will be visible on your device:

## Automatic Enrollment

1. On your Apple Device, Open the email sent with the Subject Line: Erlanger 2-Factor Token Activation.
2. Click the link in the email to activate the token on the MobilePASS+ Application.



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<https://se.safenet-inc.com/selfEnrollment/index.aspx?code=tUbrFGdoYxqws83kG9LbgRZc>

**NOTE:** The link above is only active for 10 days from the time you receive this email.

For instructions to setup and use 2-Factor Authentication with Erlanger's VPN click [here](#). If you need further information or assistance, please contact the Erlanger Help Desk (423)778-8324.

3. The **SafeNet Authentication Service Self-Enrollment** webpage opens.
4. Click **Enroll** your SafeNet MobilePASS+ token.



**erlanger**  
Health System

SafeNet Authentication Service -  
Self Enrollment

**Enrolling your token on this device:**

If the MobilePASS+ application is not yet installed on your device:

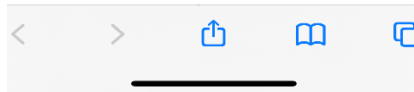
**Download and install it**



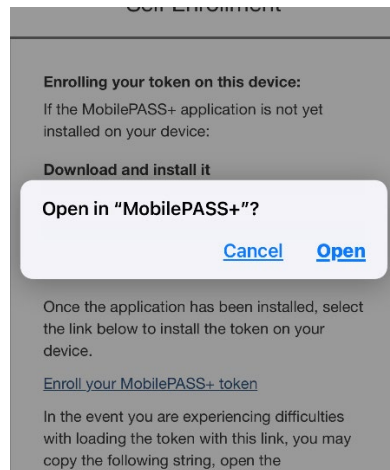
Once the application has been installed, select the link below to install the token on your device.

[Enroll your MobilePASS+ token](#)

In the event you are experiencing difficulties with loading the token with this link, you may copy the following string, open the MobilePASS+ application, select Automatic Enrollment, and then paste (on some platforms it may already be pasted):



5. If prompted to open in **MobilePASS+** tap **Open**.



6. The **TOKEN PIN** window opens. **Enter** a PIN in the Token PIN field and enter again in the Confirm PIN field, and tap **SUBMIT**.



**NOTE:** The type and number of characters required for the PIN is displayed on the screen above the **Submit** button.

**Create a PIN code**

Your administrator requires you to protect your token.

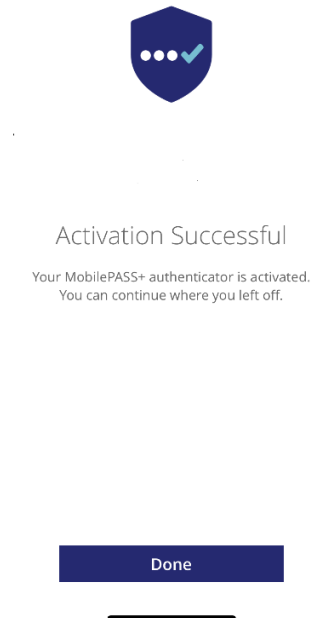
Token PIN

Confirm Token PIN

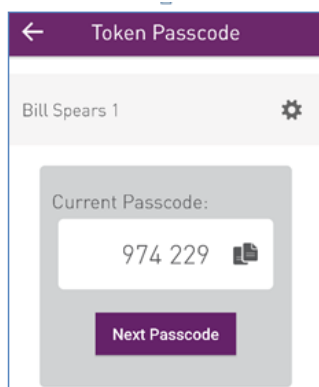
The PIN should contain 4 numeric characters.

OK

7. The ENROLLMENT COMPLETE screen opens. **Click OK.**



8. The new SafeNet MobilePASS+ token is displayed with the generated passcode.



9. It is easy to get your 2-Factor Authentication/MobilePass code going forward!!!!
- a. Simply click the icon on your device.
  - b. Click your login name.
  - c. Enter your 4 digit pin.
  - d. Get your Passcode.
  - e. Enter it into the system requiring the code.



# Enrolling by Scanning QR Code

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1. On your **workstation**, **Open** the email sent with the Subject Line: Erlanger 2-Factor Token Activation.
2. **Click** the link in the email to activate the token on the MobilePASS+ Application.



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<https://se.safenet-inc.com/selfEnrollment/index.aspx?code=tlUbrFGdoYxgws83kG9LbgRZc>


**NOTE:** The link above is only active for 10 days from the time you receive this email.


For instructions to setup and use 2-Factor Authentication with Erlanger's VPN click [here](#). If you need further information or assistance, please contact the Erlanger Help Desk (423)778-8324. .

3. Select **iOS** from the drop-down list of supported devices. The QR code is displayed.

To enroll your token on another device  
Please select a supported device below, and follow the instructions.


If the MobilePASS+ application is not yet installed on your device:


Locate it on Apple App Store 

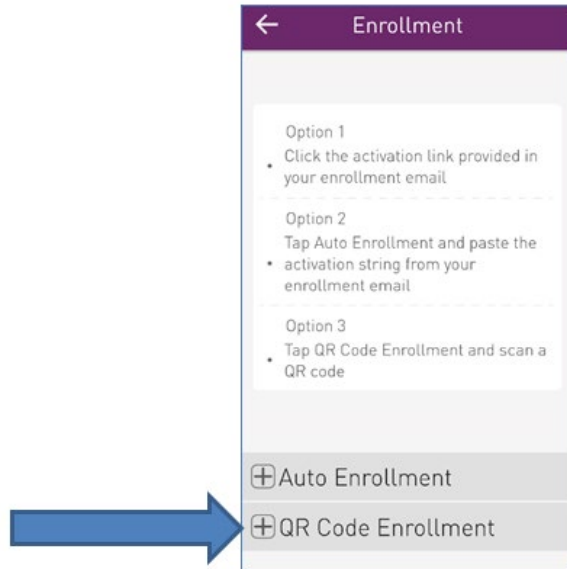
Download and install it 

Open this page on your selected device, and follow the instructions shown on the page.

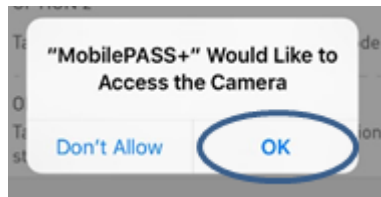
To enroll your token on your device using QR code, scan the code to the right using downloaded MobilePASS+ application on your device.



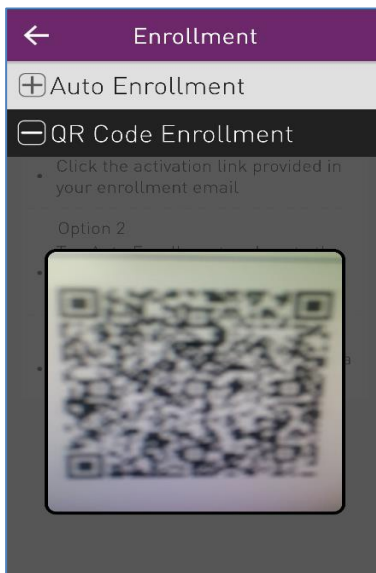
4. On your device, open the SafeNet MobilePASS+ application on your device, tap **Get Started** (if you have not yet enrolled a token), or tap the **Add icon** .
5. In the **Activation** window, tap **QR Code Enrollment**.



6. If prompted to allow SafeNet MobilePASS+ to access the camera, tap **OK**.

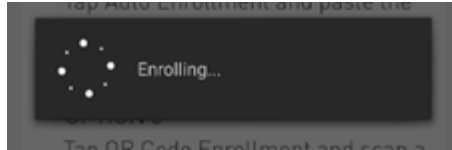


7. Point the camera to the QR Code on the **SafeNet Authentication Service Self-Enrollment** webpage.



8. The camera scans the QR Code and begins enrollment.





- The **TOKEN PIN** window opens. **Enter** a PIN in the Token PIN field and enter again in the Confirm PIN field, and tap **SUBMIT**.



**NOTE:** The type and number of characters required for the PIN is displayed on the screen above the **Submit** button.

TOKEN PIN  
Set and confirm your PIN.

Token PIN  
\*\*\*\*

Confirm Token PIN  
\*\*\*\*

The PIN should contain 4 numeric characters.

SUBMIT

- The **ENROLLMENT COMPLETE** screen opens. **Click OK**.

ENROLLMENT COMPLETE  
Your new token has been successfully enrolled.

user2 1001231827

OK

- The new SafeNet MobilePASS+ token is displayed with the generated passcode.

Token Passcode

Bill Spears 1

Current Passcode:  
974 229

Next Passcode

- It is easy to get your 2-Factor Authentication/MobilePass code going forward!!!!

- a. Simply click the icon on your device.
- b. Click your login name.
- c. Enter your 4 digit pin.
- d. Get your Passcode.
- e. Enter it into the system requiring the code.

