Level (3)

COMMUNICATIONS

**Connecting and Protecting
the Networked World℠**

Level 3 Security Token Setup Guide

Version 1.0

August 14, 2017

Level 3 Security Token Setup Guide

Contents

Overview

This guide describes the procedure for installing the SafeNet MobilePASS passcode token generator app and self-provisioning a security token for use with Level 3's MyLevel3SM customer portal.

Note:	The MobilePASS app is offered at no cost.

Set up a Security Token

After you register for Level 3's Security Solutions service, you will receive an email (Figure 1) that includes a link to download and install the passcode token generator used for signing into MyLevel3 security services.
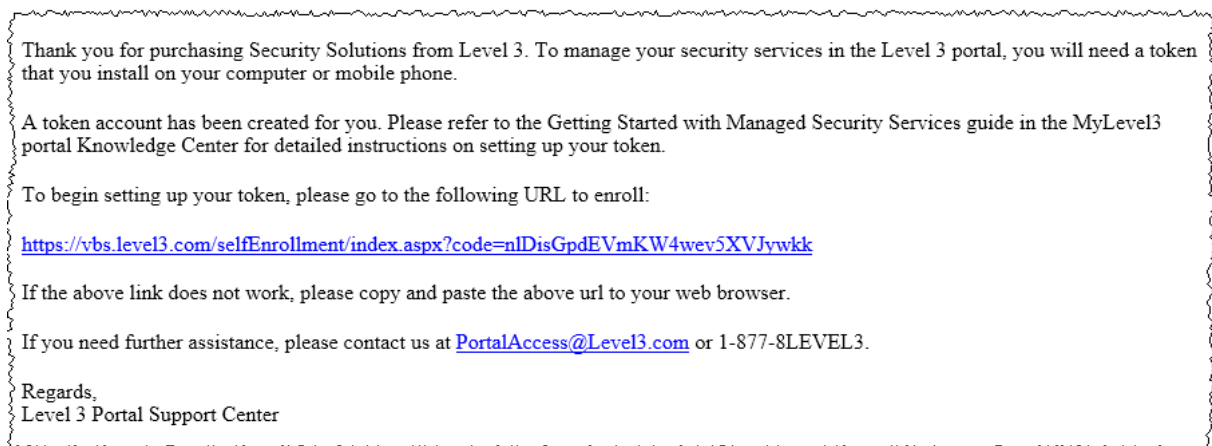

> Thank you for purchasing Security Solutions from Level 3. To manage your security services in the Level 3 portal, you will need a token that you install on your computer or mobile phone.
>
> A token account has been created for you. Please refer to the Getting Started with Managed Security Services guide in the MyLevel3 portal Knowledge Center for detailed instructions on setting up your token.
>
> To begin setting up your token, please go to the following URL to enroll:
>
> https://vbs.level3.com/selfEnrollment/index.aspx?code=nlDisGpdEVmKW4wev5XVJywkk
>
> If the above link does not work, please copy and paste the above url to your web browser.
>
> If you need further assistance, please contact us at PortalAccess@Level3.com or 1-877-8LEVEL3.
>
> Regards,
> Level 3 Portal Support Center

Figure 1: Sample email from Level 3

You may install the MobilePASS app on the following types of devices:

- Windows computer
- Mac
- Android phone
- iPhone

Note:	The software installer identifies the type of device you are installing on.

Windows

To install the MobilePASS app on a Windows computer, follow this procedure:

1. Open the email from Level 3 on your Windows computer. (See Figure 1.)

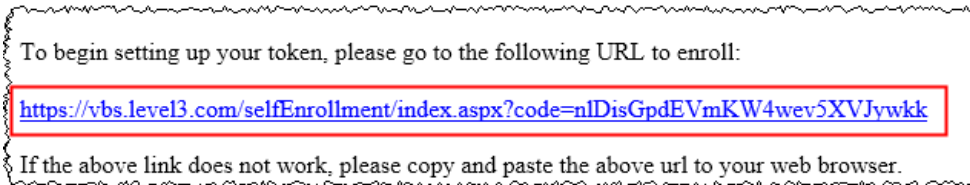2. Click on the token enrollment link (Figure 2).

To begin setting up your token, please go to the following URL to enroll:

https://vbs.level3.com/selfEnrollment/index.aspx?code=nlDisGpdEVmKW4wev5XVJywkk

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

Figure 2: Token enrollment link

The Level 3 Security Token Setup window opens (Figure 3).

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:

RW5yb2xsbWVudFVSTD1odHRwczovL3Zicy5sZXZlbDMuY29tL3NlbGZlbnJvbGxtZW50L2Rza3BwLmFzcHg/c2M9bGJtTEtUM
md5bw0KVXNlcklEPXN0dWFydC5oYW1ieUBsZXZlbDMuY29tDQpQYXNzcGhyYXNlPTA5MDA=

After completing token enrollment, close the browser window.

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Figure 3: Security Token Setup application

3. Click **Download MobilePASS Installer (.msi)**. The software downloads to your computer (Figure 4).

SafeNet MobilePASS....msi
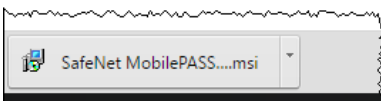
Figure 4: Downloaded file

4. Click the downloaded file. The SafeNet MobilePASS installation wizard opens (Figure 5).
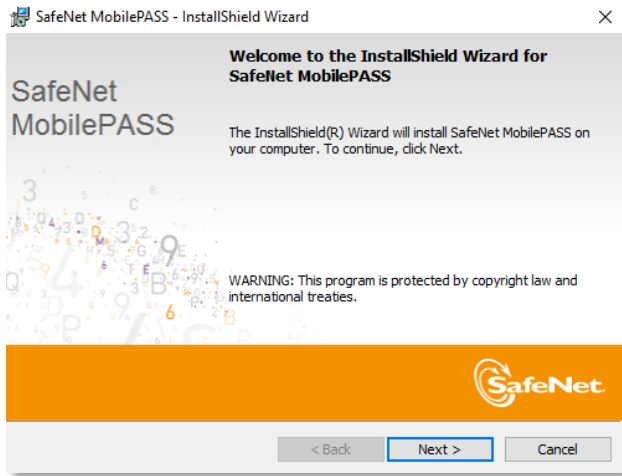
Figure 5: SafeNet MobilePASS installation wizard

5. Click **Next**. The software license agreement opens (Figure 6).
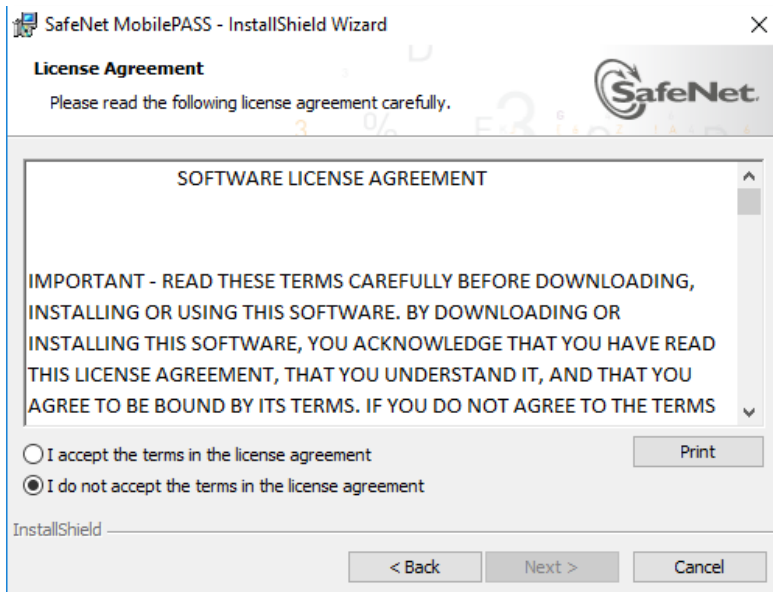

Figure 6: Software license agreement

6.   Select **I accept the terms in the license agreement**, then click **Next**. The Destination Folder page opens (Figure 7).
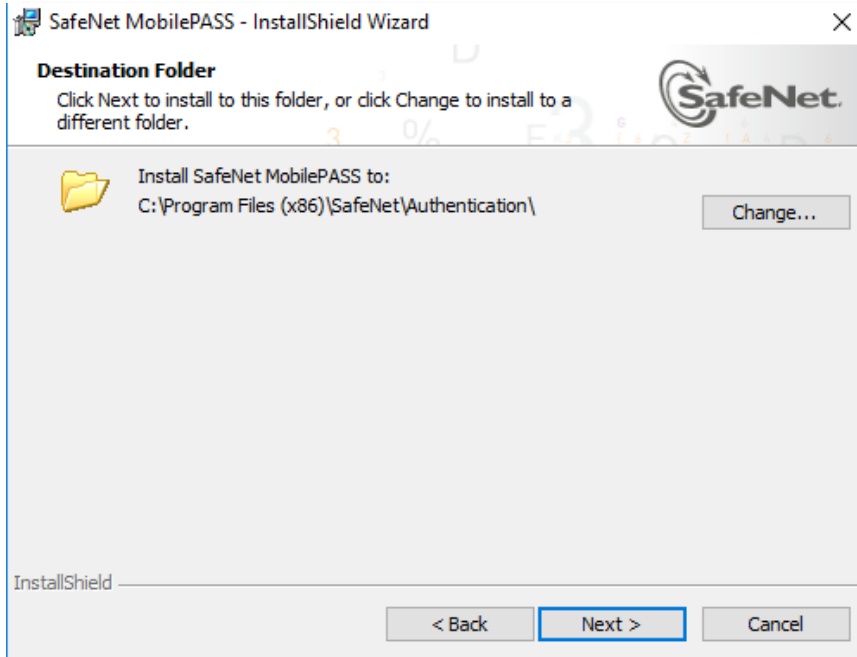

Figure 7: Destination Folder page

7.   Click **Next** to accept the default installation folder. A message appears that the program is ready to install (Figure 8).

- To select a different installation folder, click **Change…**, then browse to the new folder.
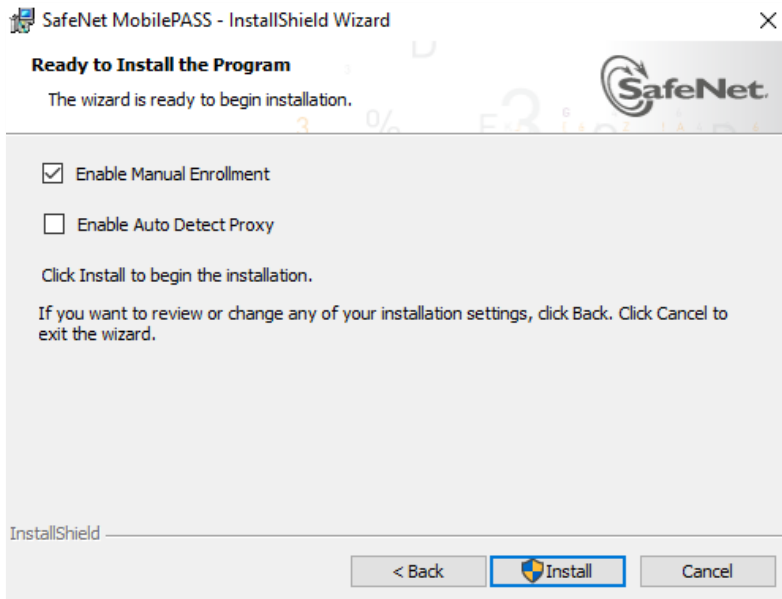
Figure 8: *Ready to Install the Program* message

8.   Click **Install**. The software downloads and installs. When installation is complete, a message appears (Figure 9).
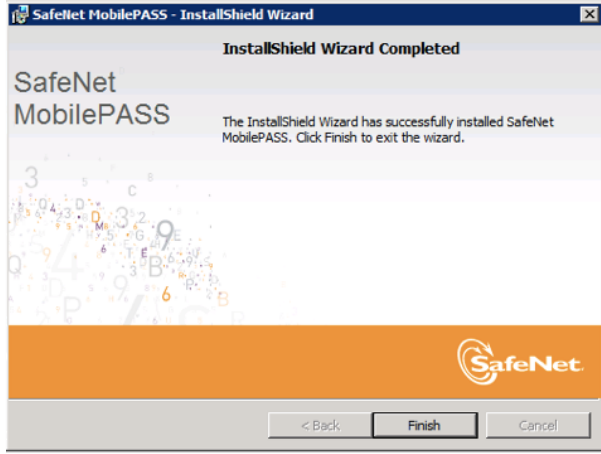
Figure 9: Installation completed message

9.   Click **Finish**. The InstallShield Wizard closes.

10.   Return to the initial Security Token Setup window (Figure 10).
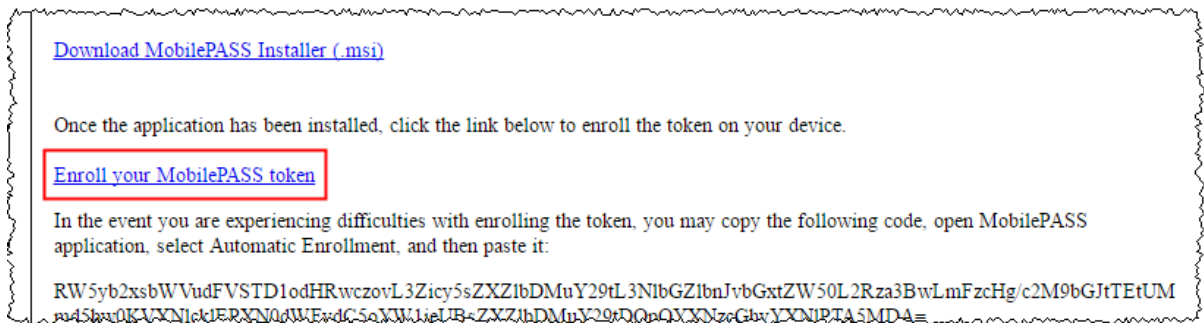
Figure 10: Security Token Setup window

11.   Click **Enroll your MobilePASS token**. The External Protocol Request window opens (Figure 11).

Note: Click this link once only. (If you click more than once, you will have to enroll the token manually.)
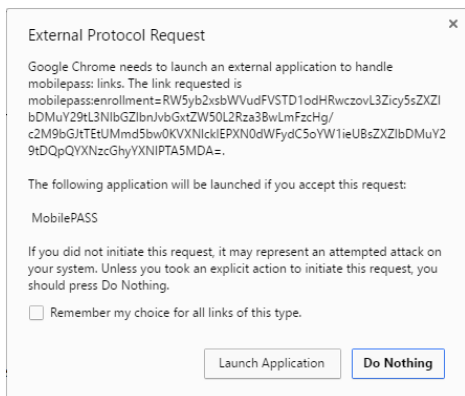
Figure 11: External Protocol Request dialog

12.   Click **Launch Application**. The MobilePASS application opens to the Create New Token screen (Figure 12).
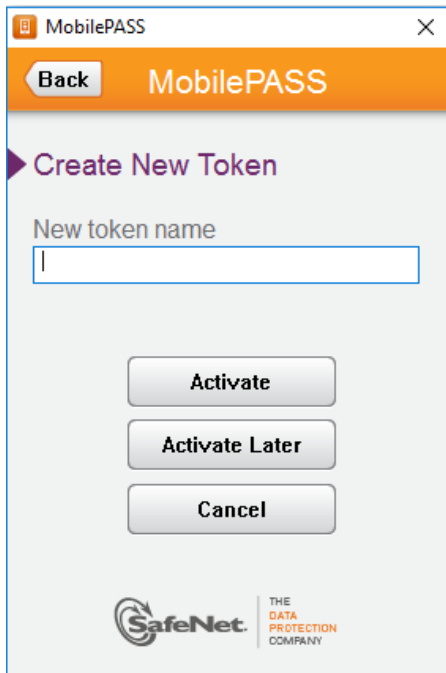
Figure 12: Create New Token screen

13.   Enter a new token name, then click **Activate**. The Token Enrollment screen opens (Figure 13).
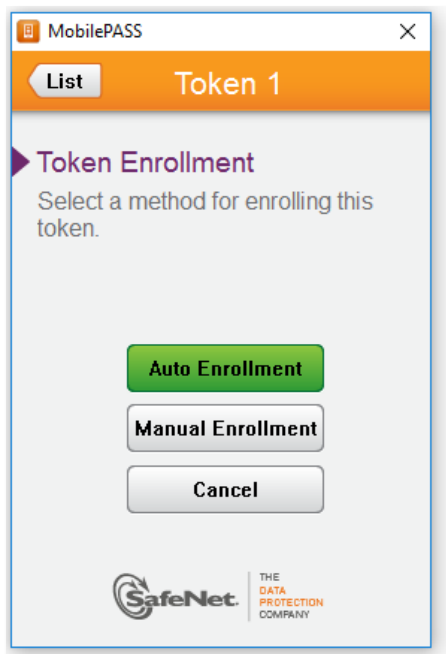
Figure 13: Token Enrollment screen

14. Click **Auto Enrollment**. The Set a Token PIN screen opens (Figure 14).

> **Note:** If Auto Enrollment fails, you can try to enroll manually.
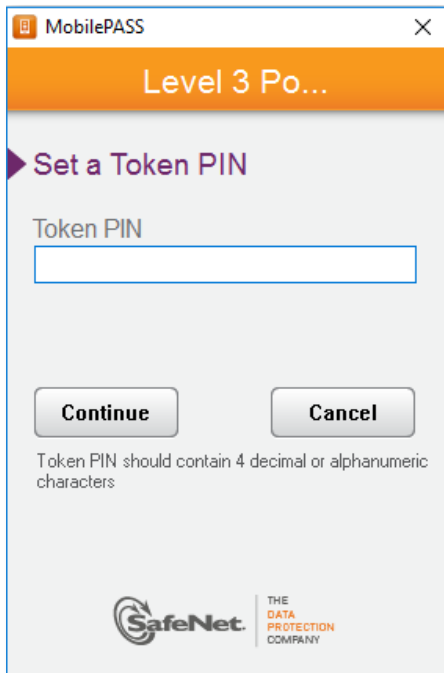
Figure 14: Set a Token PIN screen

15. Create a four-digit PIN, then click **Continue**. You are prompted to re-enter your PIN (Figure 15).
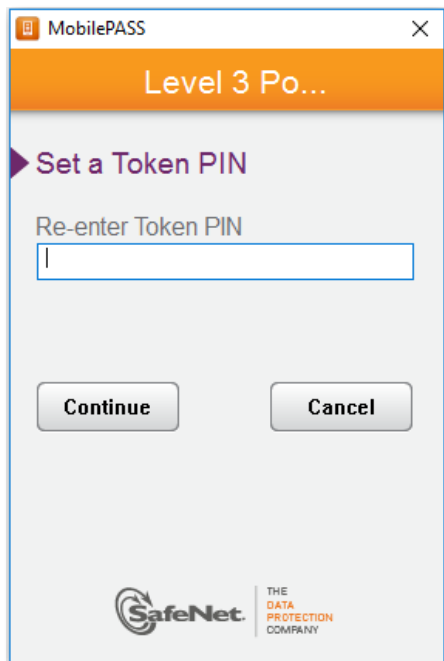
Figure 15: Re-enter your PIN

16.   Re-enter your PIN, then click **Continue**. A passcode is generated (Figure 16).
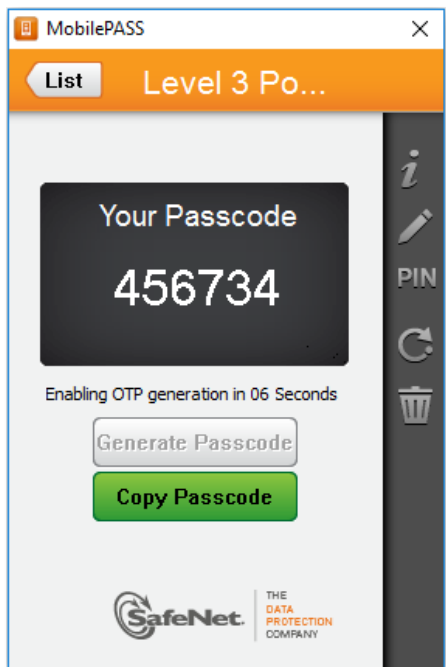
Figure 16: Passcode

17.   Click **Copy Passcode**, then continue to *Sign into the MyLevel3 Customer Portal* and enter this passcode in Step 3. (See Figure 60).

- You can close the MobilePASS app.

Mac

To install the MobilePASS app on a Mac, follow this procedure:

1. Open the email from Level 3 on your Mac. (See Figure 1.)
2. Click on the token enrollment link (Figure 17).

To begin setting up your token, please go to the following URL to enroll:

https://vbs.level3.com/selfEnrollment/index.aspx?code=nlDisGpdEVmKW4wev5XVJywkk

If the above link does not work, please copy and paste the above url to your web browser.
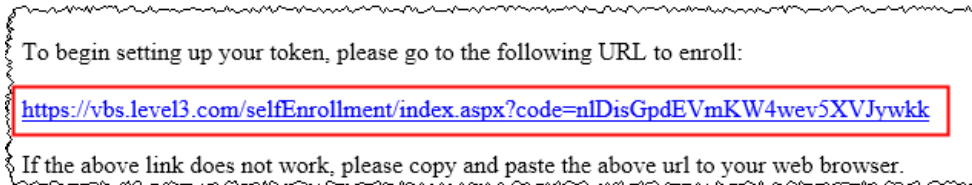
Figure 17: Token enrollment link

The Level 3 Security Token Setup window opens (Figure 18).

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 instead copy the following string, open the MobilePASS application, select Automatic Enrollment, and then paste (on some platforms it may already be pasted):

RW5yb2xsbWVudFVSTD1odHRwczovL3Zicy5sZXZlbDMuY29tL3NlbGZlbnJvbGxtZW50L2Rza3BwLmFzcHg/c2M9NDd0S0d1dWhsZg0KVXNlcklEPW5hdGhhbi5qYW1pcZWxsAbGV2ZWwzLmNvbQ0KUGFzc3BocmFzZT0wNzIz

After completing token enrollment, close the browser window.

Figure 18: Security Token Setup window with SafeNet icon

3. Click the **SafeNet** icon. The Launch Application window opens (Figure 19).
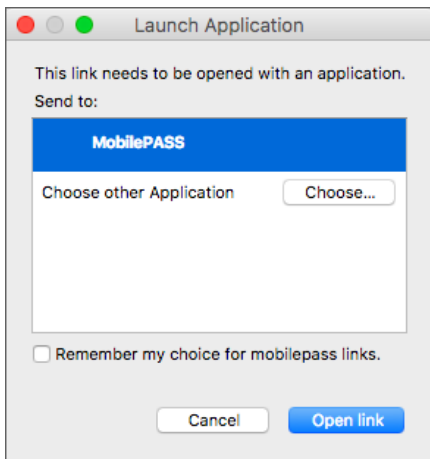
Figure 19: Launch Application window

4. Click **Open link**. The MobilePASS app appears in the App Store (Figure 20).
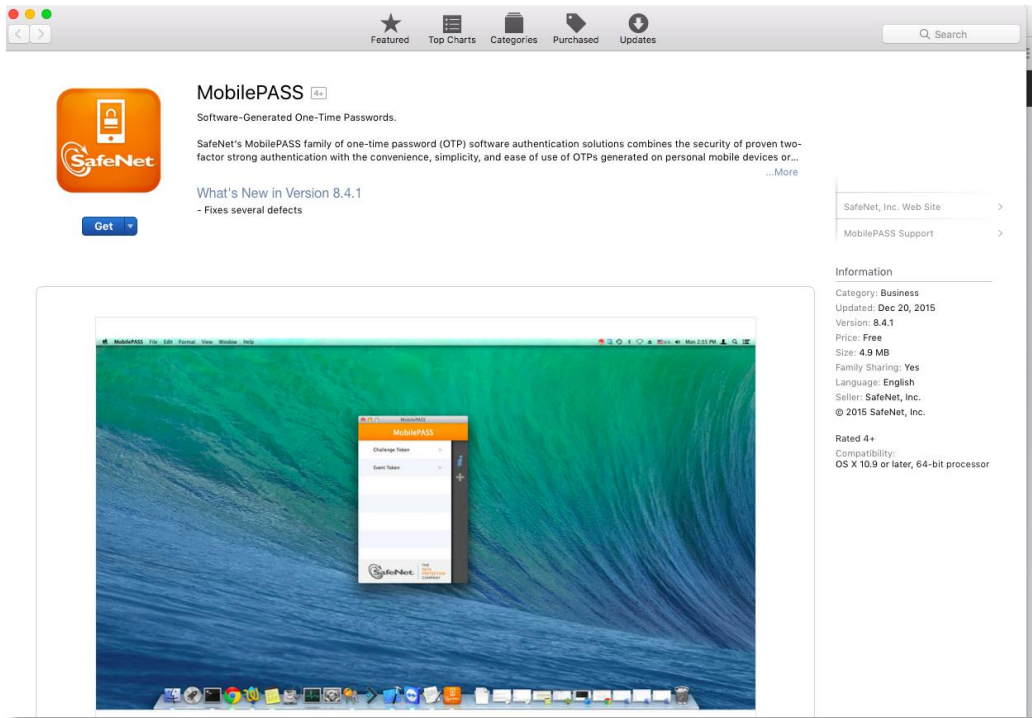
Figure 20: MobilePASS app in the App Store

5. Click **Get**. The app downloads (Figure 21).

Figure 21: Downloaded app

6. Click **Install App**. The app installs (Figure 22).

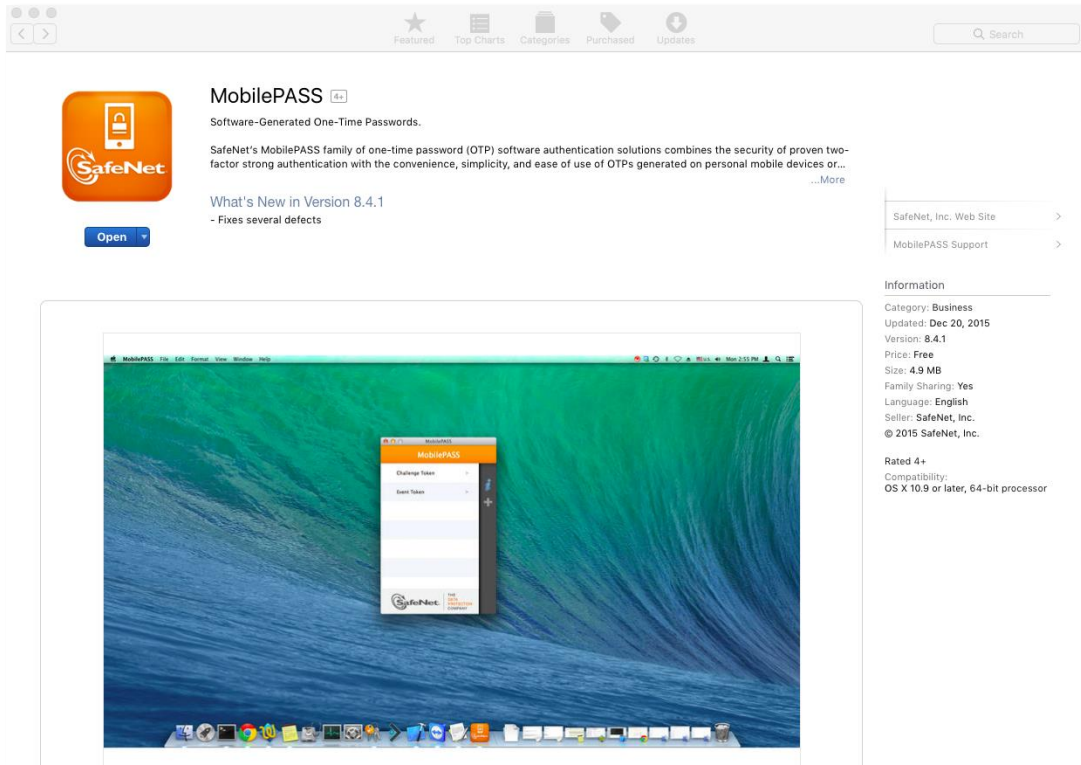- You are prompted to enter your App Store credentials.

Figure 22: Installed app

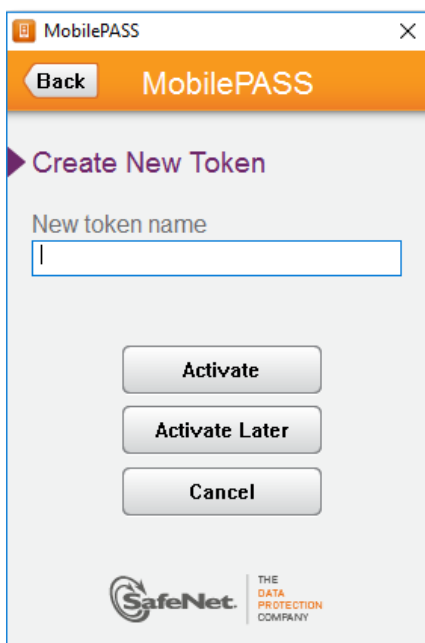7. Click **Open**. The MobilePASS application opens to the Create New Token screen (Figure 23).

Figure 23: Create New Token screen

8. Enter a new token name, then click **Activate**. The Token Enrollment screen opens (Figure 24).
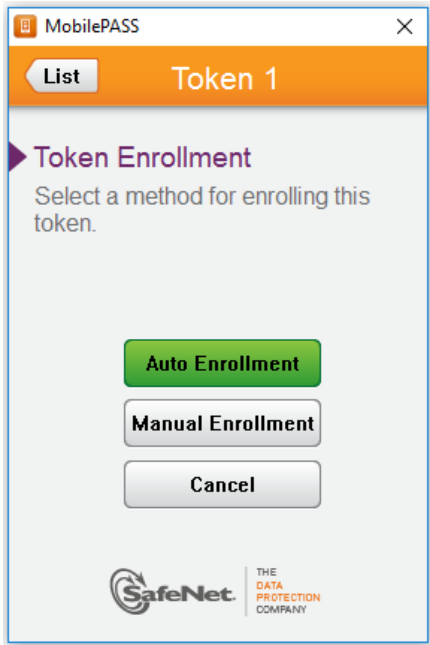
Figure 24: Token Enrollment screen

9. Click **Auto Enrollment**. The Set a Token PIN screen opens (Figure 25).

Note: If Auto Enrollment fails, you can try to enroll manually.
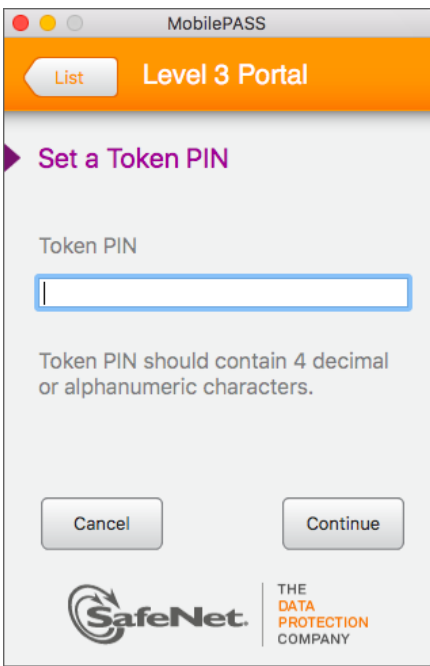
Figure 25: Set a Token PIN screen

10. Create a four-digit PIN, then click **Continue**. You are prompted to re-enter your PIN (Figure 26).
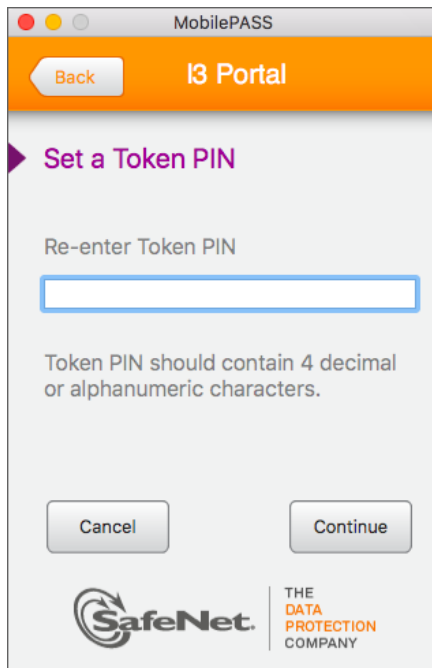
Figure 26: Re-enter your PIN

11. Re-enter your PIN, then click **Continue**. A passcode is generated (Figure 27).
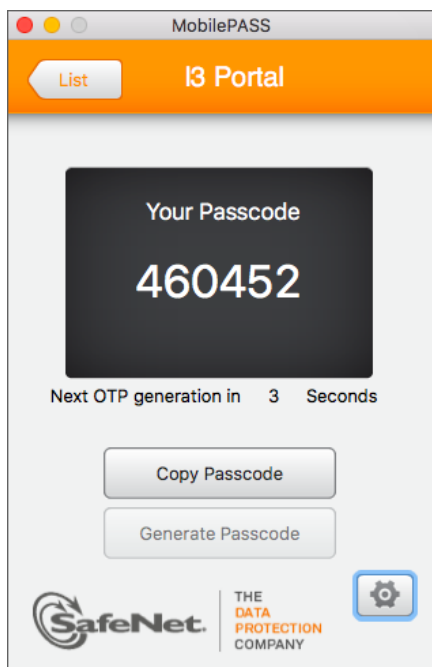
Figure 27: Passcode

12. Click **Copy Passcode**, then continue to *Sign into the MyLevel3 Customer Portal* and enter this passcode in Step 3. (See Figure 60).

- You can close the MobilePASS app.

Android

To install the MobilePASS app on an Android phone, follow this procedure:

1. Open the email from Level 3 on your phone. (See Figure 1.)
2. Tap on the token enrollment link (Figure 28).
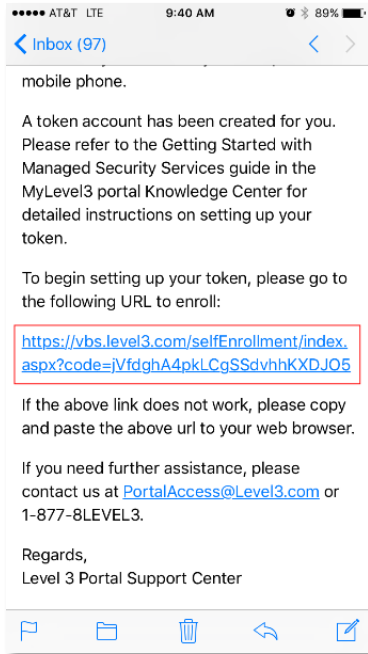
Figure 28: Email from Level 3 with link

The Security Token Setup window opens (Figure 29).
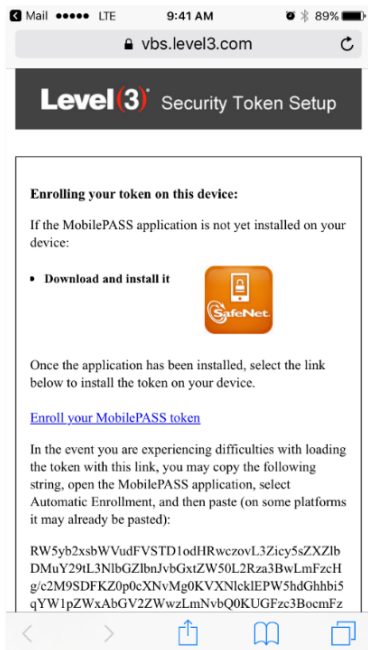
Figure 29: Security Token Setup window

3. Tap on the **SafeNet** icon. The MobilePASS app appears in the Google Play Store (Figure 30).
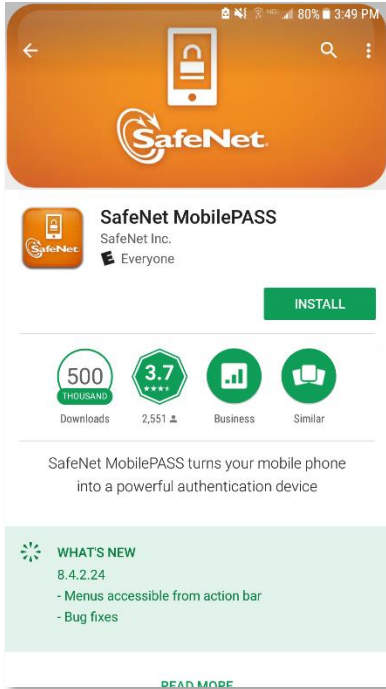
Figure 30: SafeNet MobilePASS in Google Play Store

4. Tap **INSTALL**. The app downloads and installs (Figure 31).
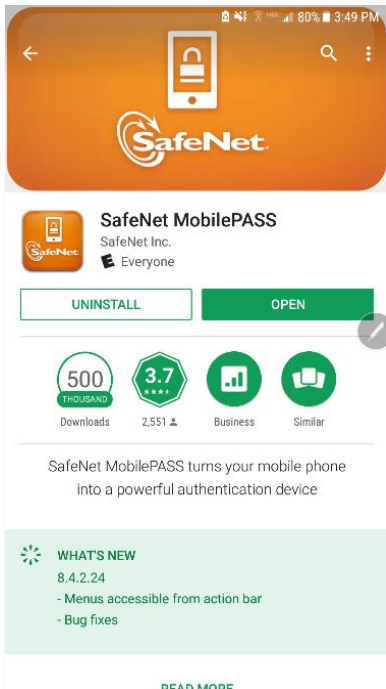
Figure 31: The MobilePASS app after downloading

5. Tap **OPEN**. The MobilePASS app opens (Figure 32).
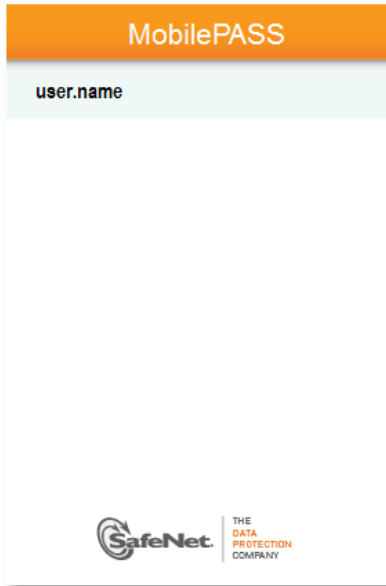
Figure 32: MobilePASS app

6. Return to the initial Security Token Setup window (Figure 33).
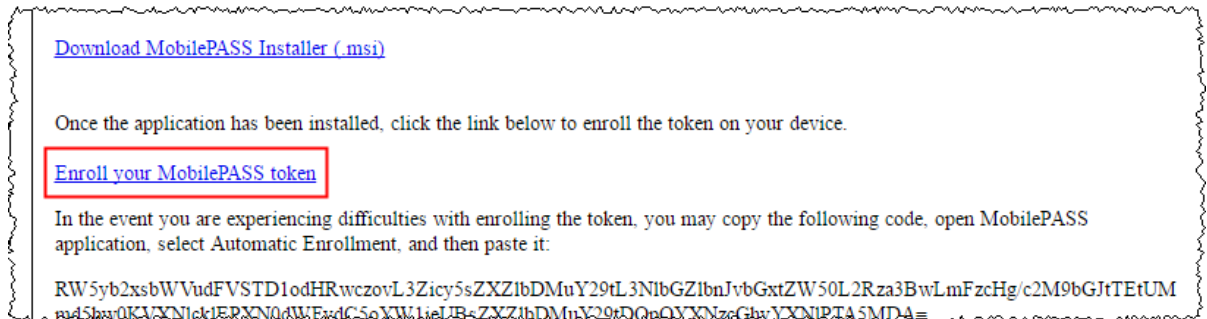
Figure 33: Security Token Setup window

7. Tap **Enroll your MobilePASS token**. The MobilePASS application opens to the Create New Token screen (Figure 34).

Note:	Tap this link **once** only. (If you tap it more than one time, you will have to enroll the token manually. See Manual Installation (for Failed Installation Attempts).)
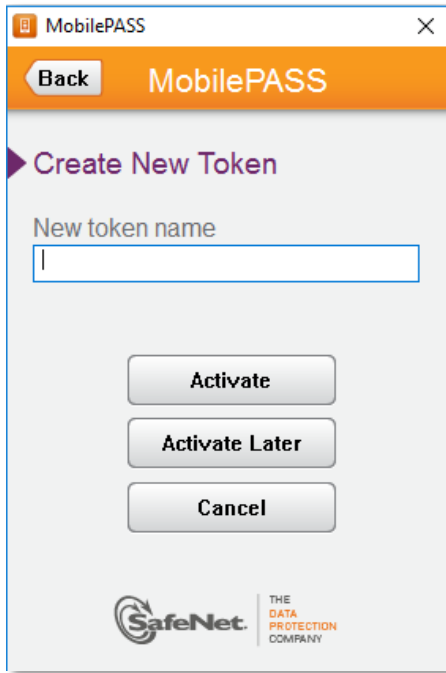
Figure 34: Create New Token screen

8. Enter a new token name, then click **Activate**. The Token Enrollment screen opens (Figure 35).
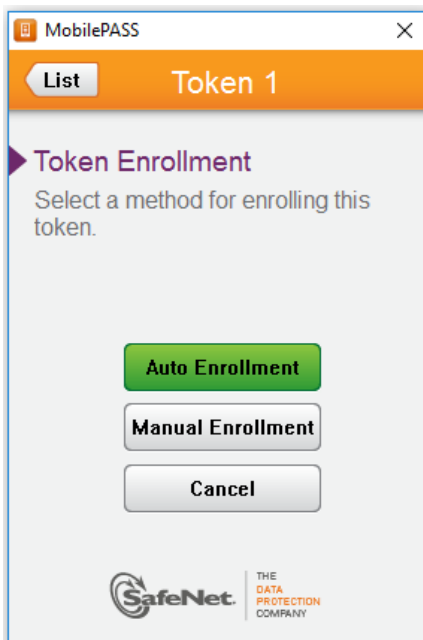
Figure 35: Token Enrollment screen

9. Click **Auto Enrollment**. The Set a Token PIN screen opens (Figure 36).

Note: If Auto Enrollment fails, you can try to enroll manually.
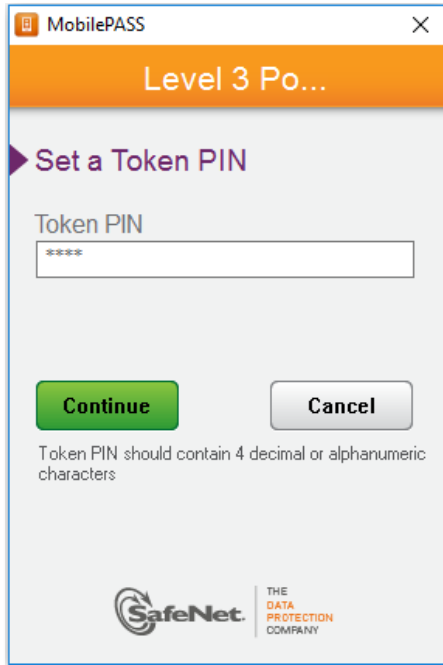
Figure 36: Set a Token PIN screen

10. Create a four-digit PIN, then click **Continue**. You are prompted to re-enter your PIN (Figure 37).
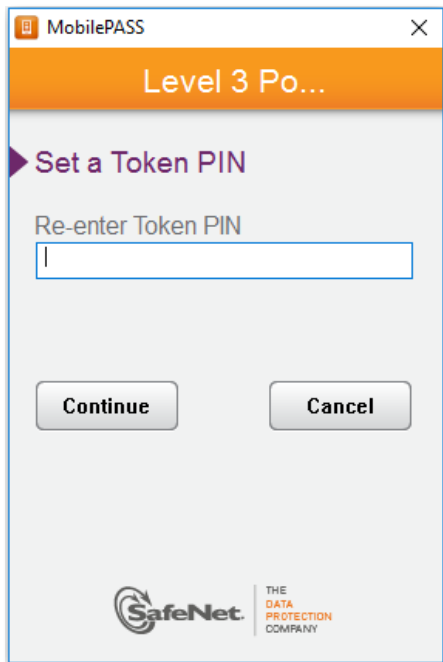

Figure 37: Re-enter your PIN

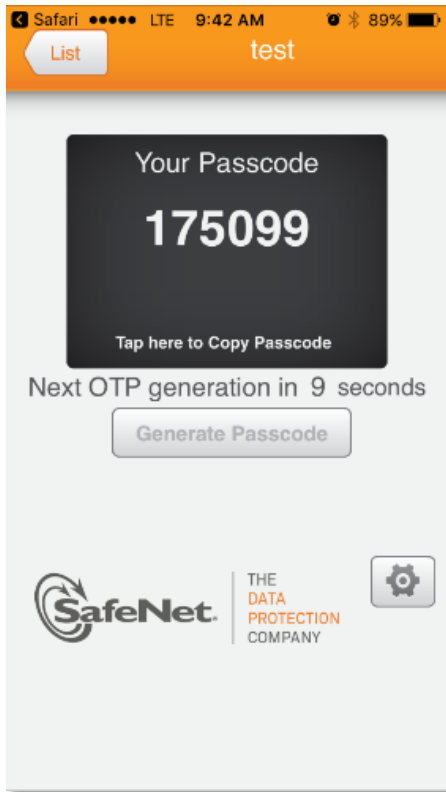11. Re-enter your PIN, then click **Continue**. A passcode is generated (Figure 38).

Figure 38: Passcode

12. Continue to Sign into the MyLevel3 Customer Portal and enter this passcode in Step 3. (See Figure 60).

- You can close the MobilePASS app.

iPhone

To install the MobilePASS app on an iPhone, follow this procedure:

1. Open the email from Level 3 on your phone. (See Figure 1.)
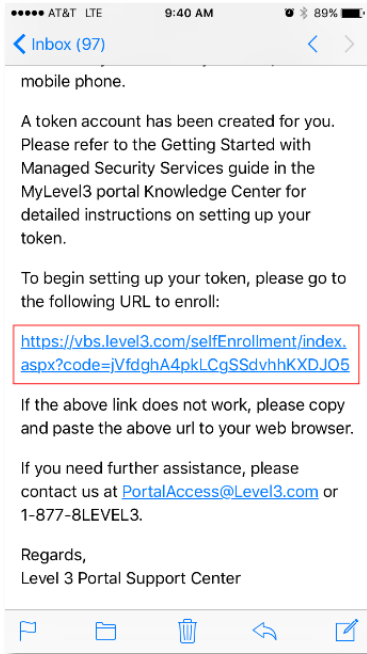2. Tap on the token enrollment link (Figure 39).

Figure 39: Email from Level 3 with link

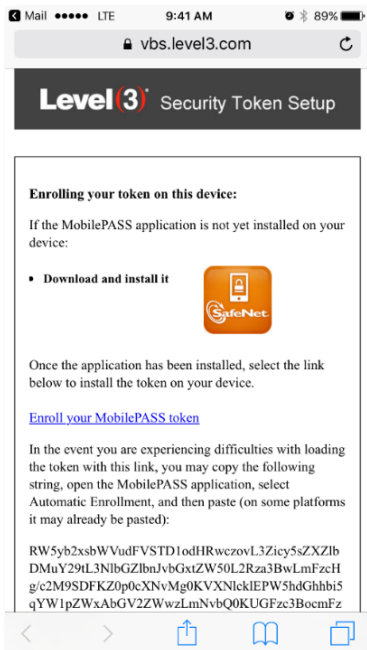The Security Token Setup window opens (Figure 40).

Figure 40: Security Token Setup window

3. Tap on the **SafeNet** icon. The MobilePASS app appears in the App Store (Figure 41)
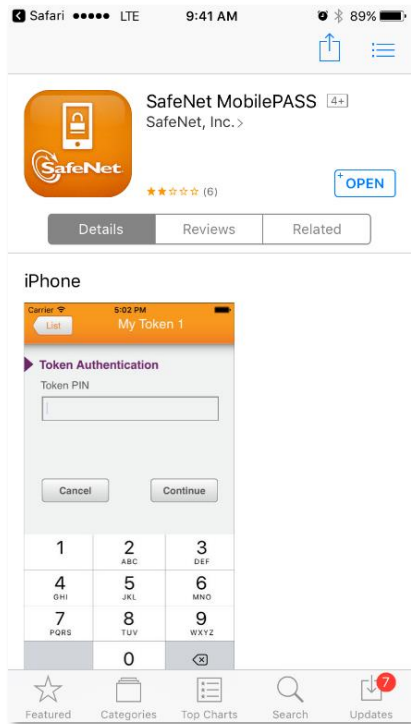

Figure 41: SafeNet MobilePASS in Apple Store

4. Tap **Get**. The app downloads (Figure 42).

Figure 42: The MobilePASS app after downloading

5.   Tap **Install App**. The app installs (Figure 43).

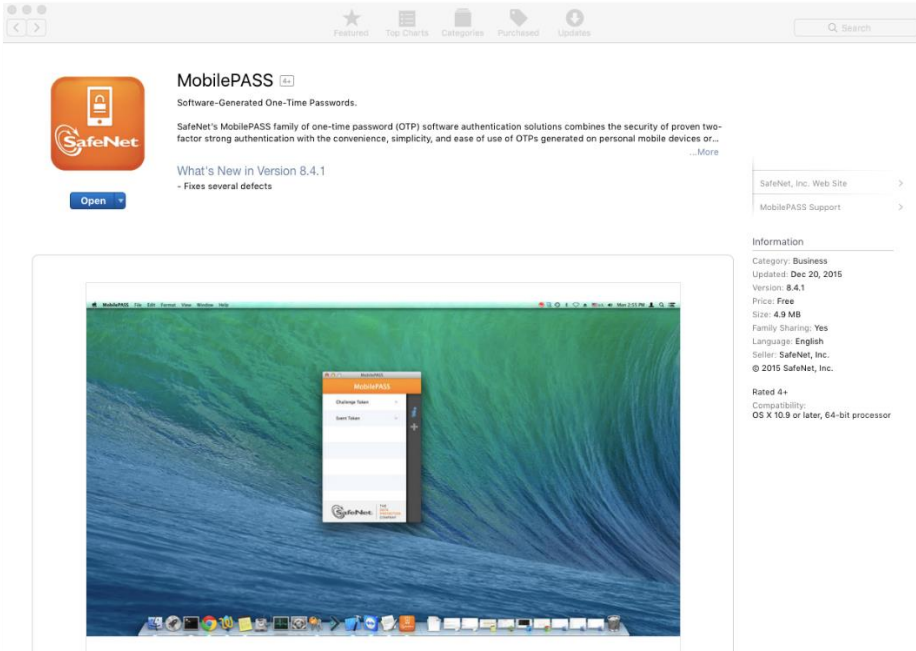- You are prompted to enter your App Store credentials.

Figure 43: The MobilePASS app after installation

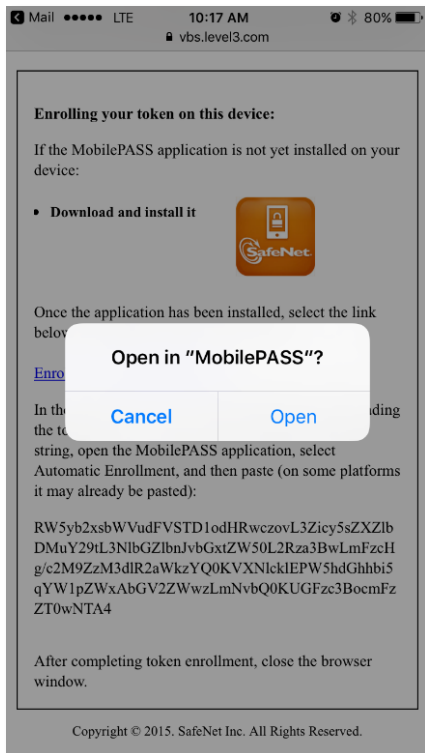You are prompted to open the app (Figure 44).

Figure 44: Prompt to open app

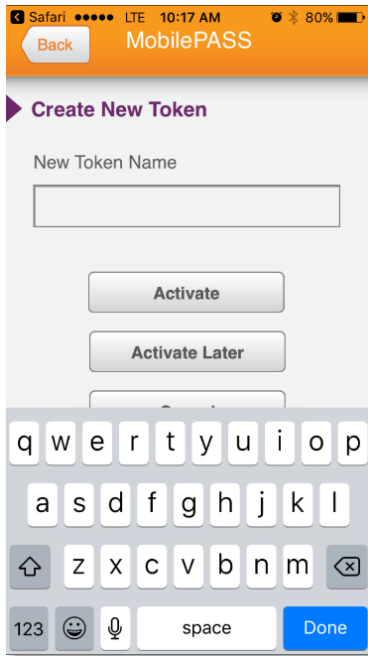6.   Tap **Open**. The MobilePASS app opens (Figure 45).

Figure 45: MobilePASS app

7.   Tap **Auto Enrollment**. The Set a Token PIN screen opens (Figure 46).

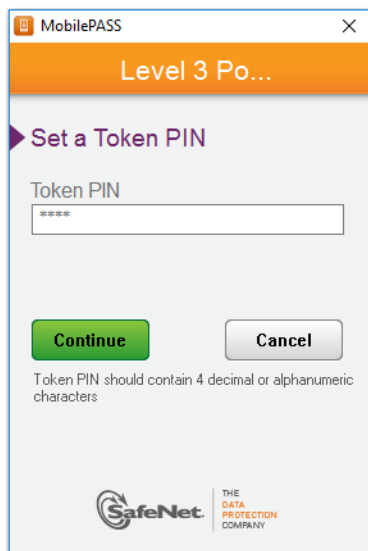| **Note:**	If Auto Enrollment fails, you can try to enroll manually.

Figure 46: Set a Token PIN screen

8. Create a four-digit PIN, then click **Continue**. You are prompted to re-enter your PIN (Figure 47).
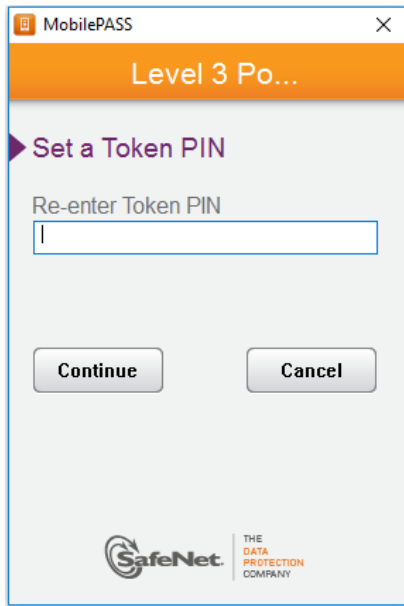

Figure 47: Re-enter your PIN

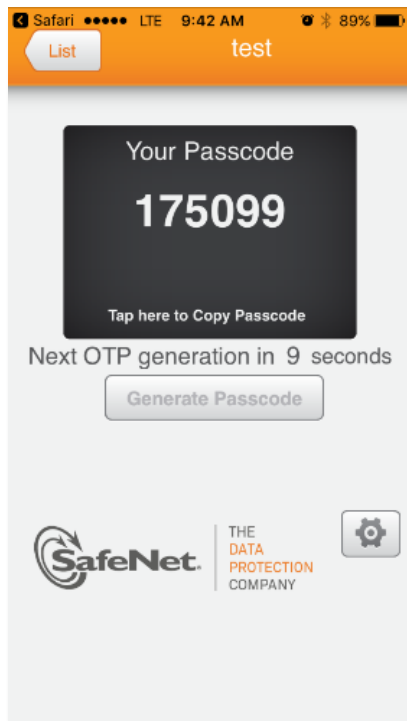9. Re-enter your PIN, then click **Continue**. A passcode is generated (Figure 48).

Figure 48: Passcode

10. Continue to Sign into the MyLevel3 Customer Portal and enter this passcode in Step 3. (See Figure 60).

- You can close the MobilePASS app.

Manual Installation (for Failed Installation Attempts)

If automatic token enrollment fails, you can enroll the token manually by following this procedure:

1. Open the email from Level 3 on your Windows computer. (See Figure 1.) The Security Token Setup window opens (Figure 49).
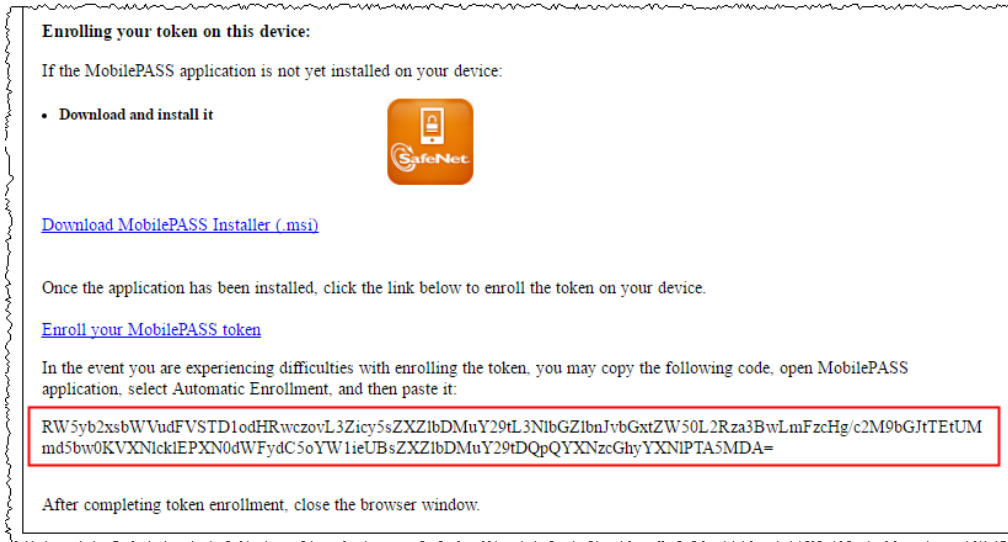

Enrolling your token on this device:

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:

RW5yb2xsbWVudFVSTD1odHRwczovL3Zicy5sZXZlbDMuY29tL3NlbGZlbnJvbGxtZW50Rza3BwLmFzcHg/c2M9bGJtTEtUM md5bw0KVXNlcklEPXN0dWFydC5oYW1ieUBsZXZlbDMuY29tDQpQYXNzcGhyYXNlPTA5MDA=

After completing token enrollment, close the browser window.

Figure 49: Security Token Setup application

2. Highlight and copy the code (Figure 50).

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:

RW5yb2xsbWVudFVSTD1odHRwczovL3Zicy5sZXZlbDMuY29tL3NlbGZlbnJvbGxtZW50Rza3BwLmFzcHg/c2M9bGJtTEtUM md5bw0KVXNlcklEPXN0dWFydC5oYW1ieUBsZXZlbDMuY29tDQpQYXNzcGhyYXNlPTA5MDA=
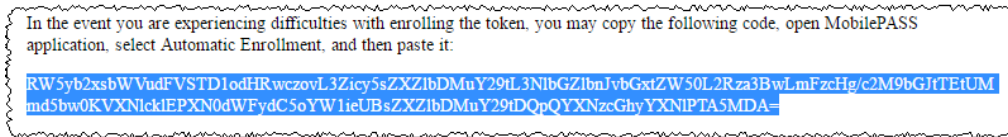
Figure 50: Code for manual enrollment

3. Open the MobilePASS application (Figure 51).
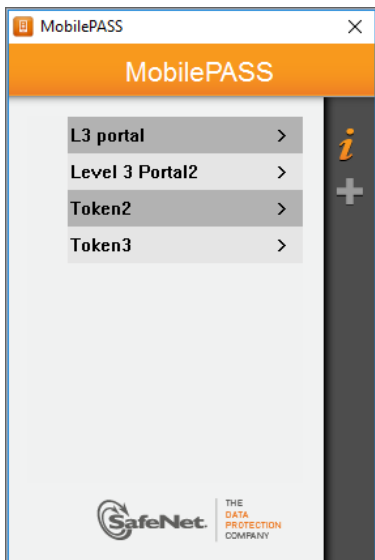

Figure 51: MobilePASS application

4.   Click the **Add Token** icon (▦). The Create New Token screen opens (Figure 52).
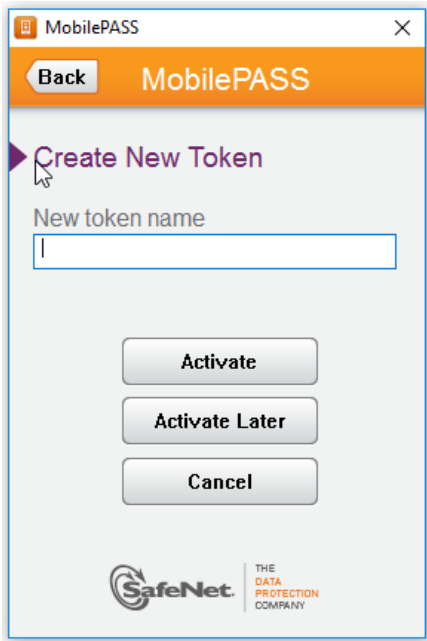

Figure 52: Create New Token screen

5.   Enter a new token name, then click **Activate**. The Token Enrollment screen appears (Figure 53).
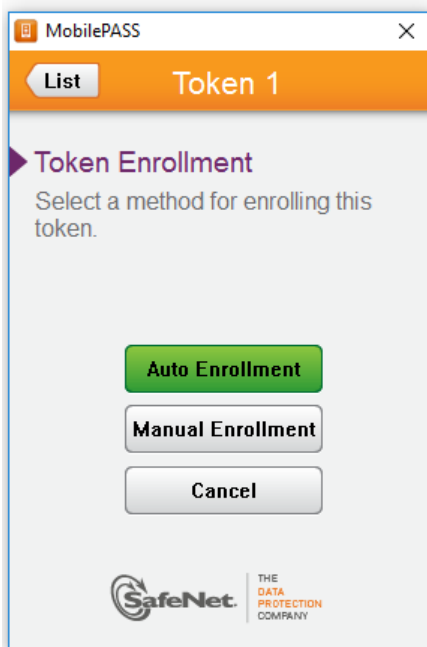

Figure 53: Token Enrollment screen

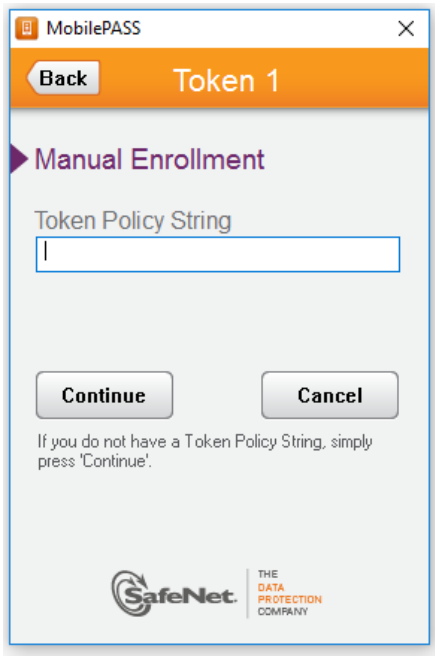6. Click **Manual Enrollment**. The Manual Enrollment screen opens (Figure 54).

Figure 54: Manual Enrollment screen

7. Paste the code ('token policy string') from the initial Security Token Setup window, then click **Continue** (Figure 55).
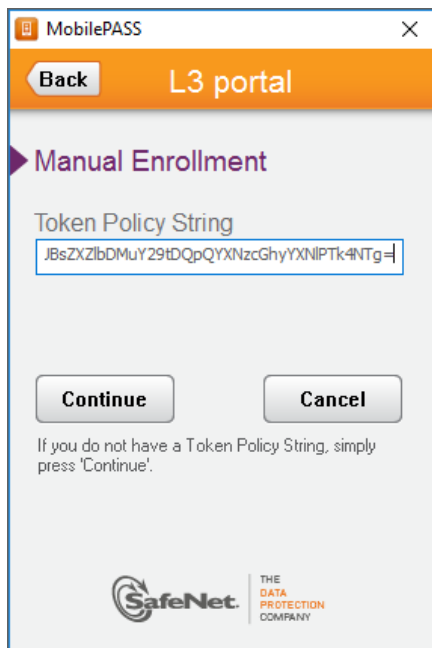

Figure 55: Paste the code/token policy string
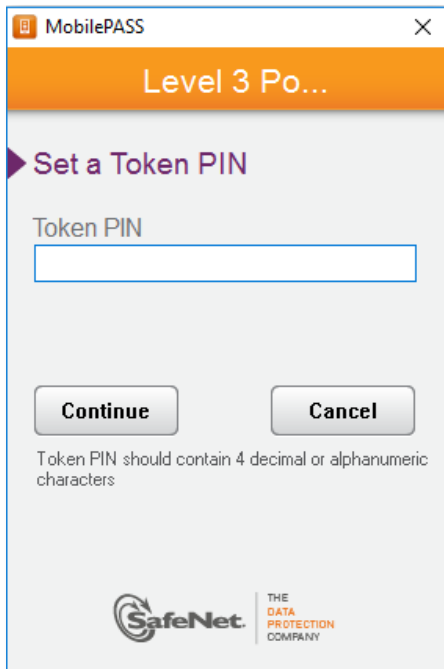
The Set a Token PIN screen opens (Figure 56).

Figure 56: Set a Token PIN screen

8. Create a four-digit PIN, then click **Continue**. You are prompted to re-enter your PIN (Figure 57).
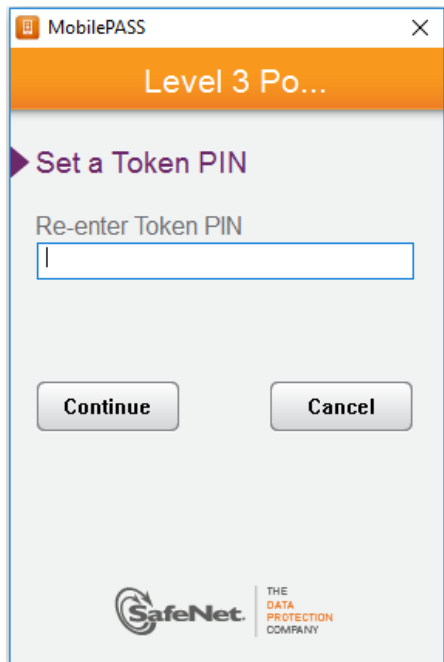

Figure 57: Re-enter token PIN

9. Re-enter your PIN, then click **Continue**. A passcode is generated (Figure 58).
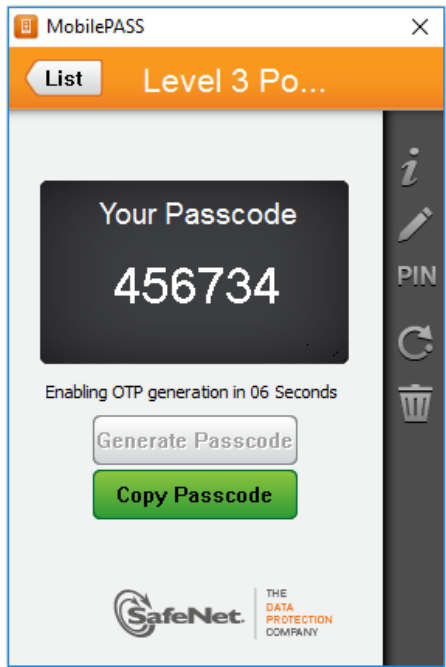

Figure 58: Passcode

10. Click **Copy Passcode**, then continue to *Sign into the MyLevel3 Customer Portal* and enter this passcode in Step 3. (See Figure 60).

- You can close the MobilePASS app.

Sign into the MyLevel3 Customer Portal

Now that you have installed the two-factor authentication software and have a MyLevel3 customer portal account, you can log into the portal.

To sign into the MyLevel3 customer portal, follow this procedure:

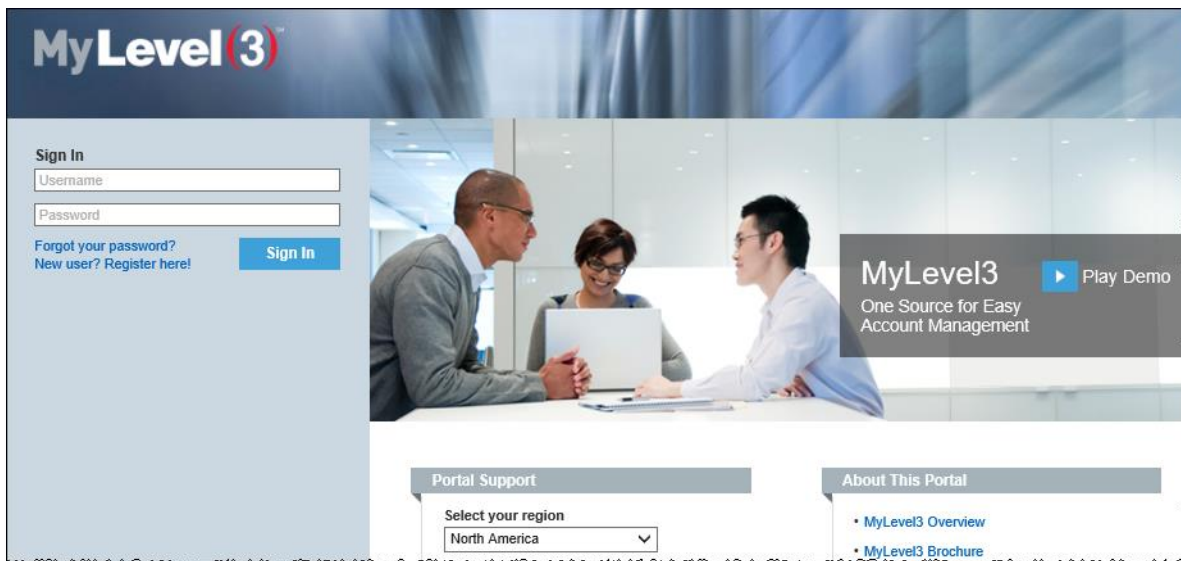1. Navigate to the MyLevel3 customer portal (Figure 59).

Figure 59: MyLevel3 customer portal sign in information

2. Sign into the MyLevel3 customer portal using your account credentials. The Security Solutions Login page opens (Figure 60).
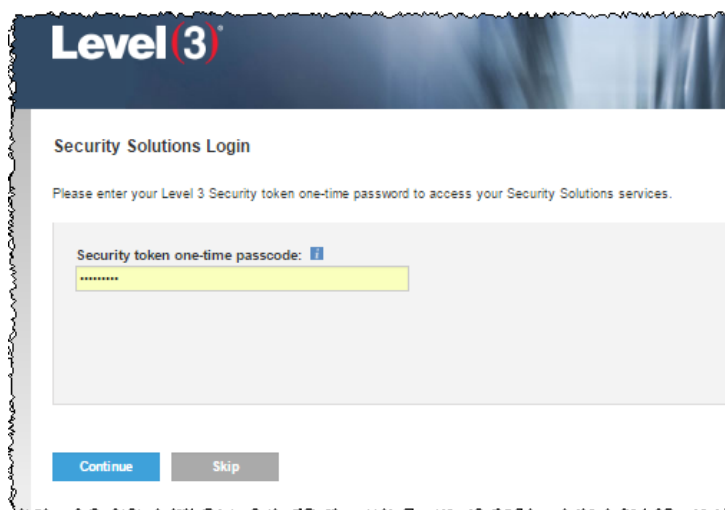

Figure 60: Security Solutions Login page

3. Enter the passcode token that was generated by the MobilePASS application, then click **Continue**.

> **Note:** The token expires in 60 seconds. If you do not enter the token and authenticate it within that time, MobilePASS automatically generates a new token.