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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
- <u>Mac</u>
- Android phone
- <u>iPhone</u>

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).

	Level (3) Security Token Setup
En	rolling your token on this device:
If t	the MobilePASS application is not yet installed on your device:
• 1	Download and install it
<u>Do</u>	wnload MobilePASS Installer (.msi)
On	ce the application has been installed, click the link below to enroll the token on your device.
En	roll your MobilePASS token
In app	the event you are experiencing difficulties with enrolling the token, you may copy the following code, open MobilePASS plication, select Automatic Enrollment, and then paste it:
RV md	v5yb2xsbWVudFVSTD1odHRwczovL3Zicy5sZXZlbDMuY29tL3NlbGZlbnJvbGxtZW50L2Rza3BwLmFzcHg/c2M9bGJtTEtUM j5bw0KVXNlcklEPXN0dWFydC5oYW1ieUBsZXZlbDMuY29tDQpQYXNzcGhyYXNlPTA5MDA=
Afi	ter completing taken enrollment, close the browser window

Figure 3: Security Token Setup application

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



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).

🕼 SafeNet MobilePASS - InstallShield Wizard	X	
License Agreement Please read the following license agreement carefully.	et.	
SOFTWARE LICENSE AGREEMENT	^	
IMPORTANT - READ THESE TERMS CAREFULLY BEFORE DOWNLOADING, INSTALLING OR USING THIS SOFTWARE. BY DOWNLOADING OR INSTALLING THIS SOFTWARE, YOU ACKNOWLEDGE THAT YOU HAVE READ THIS LICENSE AGREEMENT, THAT YOU UNDERSTAND IT, AND THAT YOU AGREE TO BE BOUND BY ITS TERMS. IF YOU DO NOT AGREE TO THE TERMS	~	
I accept the terms in the license agreement Print I do not accept the terms in the license agreement InstallShield		
< Back Next > Cancel		

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).

👘 SafeNet	😸 SafeNet MobilePASS - InstallShield Wizard 🛛 🛛 🗙			
Destinati Click Nex different	on Folder kt to install to this folder, or click Change to install to a t folder.	SafeNet		
Þ	Install SafeNet MobilePASS to: C:\Program Files (x86)\SafeNet\Authentication\	Change		
InstallShield –	< Back Next	> Cancel		

Figure 7: Destination Folder page

- 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).

👹 SafeNet MobilePASS - Ins	tallShield Wizard	×
	InstallShield Wizard Completed	
SafeNet		
MobilePASS	The InstallShield Wizard has successfully installed SafeNet MobilePASS. Click Finish to exit the wizard.	
3		
Q 24 - 3 ³ B		
* 5 P		
	SafeNe	t.
	< Back Finish Cancel	

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 <u>enroll the token manually</u>.)

External Protocol Request	×
Google Chrome needs to launch an external application to handle mobilepass: links. The link requested is mobilepass:enrollment=RW5yb2xsbWVudFVSTD1odHRwczovL3Zicy5sZXZI bDWuY291:SIINbG2Inbvb6xtZW502Rza38wLmFzcHg/ c2M9bGJtTEtUMmd5bw0KVXNIckIEPXN0dWFydC5oYW1ieUBsZXZIbDMuY2 9tDQpQYXNzcGhyYXNIPTA5MDA=.	2
The following application will be launched if you accept this request:	
MobilePASS	
If you did not initiate this request, it may represent an attempted attack on your system. Unless you took an explicit action to initiate this request, you should press Do Nothing.	
Remember my choice for all links of this type.	
Launch Application Do Nothing]

Figure 11: External Protocol Request dialog



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

🔲 MobilePA	455	×
Back	MobilePASS	
Create	New Token	
New tok	en name	
	Activate	
	Activate Later	
	Cancel	
(GafeNet. THE DATA DATA PROTECTION COMPANY	

Figure 12: Create New Token screen

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

MobilePASS	×				
List Token 1					
• Token Enrollment Select a method for enrolling this token.					
Auto Enrollment Manual Enrollment					
Cancel					
Conference Conference					

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 <u>enroll manually</u>.

MobilePASS	×
Level 3 Po	
Set a Token PIN	
Token PIN	
Continue Cancel	
Token PIN should contain 4 decimal or alphanumer characters	ic
CafeNet.	

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).





- 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:	}
f the MobilePASS application is not yet installed on your device:	Jana
• Download and install it	いろうしていくい
Dree the application has been installed, select the link below to install the token on your device.	ł
Intoll your MobilePASS token	ł
n 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 latforms it may already be pasted):	{
RWSyb2xsbWVudFVSTD1odHRwczovL3Zicy5sZXZlbDMuY29tL3NlbGZlbnJvbGxtZW50L2Rza3BwLmFzcHg/c2M9NDd0S0d1dWhsZg0KVXNlcklEPW5hdGhhbi5qYW1pZWxAbGV2ZWwzLmNvbQ0KUGF c3BocmFzZT0wNzIz	
After completing token enrollment, close the browser window.	Ş
	Informing your taken on this device: The MobilePASS application is not yet installed on your device: Download and install it Download and insta

Figure 18: Security Token Setup window with SafeNet icon

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

🔴 🔘 🕒 Launch Application			
	This link needs to be opened with an application. Send to:		
	MobilePASS		
	Choose other Application Choose		
	Remember my choice for mobilepass links.		
	Cancel Open link		

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).

< >	Featured Top Charts Categories Purchased Updates	Q Search
GafeNet	MobilePASS Software-Generated One-Time Passwords. SafeNet's MobilePASS family of one-time password (OTP) software authentication solutions combines the security of proven two-factor strong authentication with the convenience, simplicity, and ease of use of OTPs generated on personal mobile devices or	SarfeNet, Inc. Web Sile 5 MebilePASS Support 5
		Information Category: Business Upditate: Dec 20, 2015 Varian: 8.4.1 Price: Free Stare 4.0 MB Family Sharing: Ves Language: English Sater 54mNet, Inc. @ 2015 SateNet, inc. Rated 4+ Compatibility: OS X 10.9 or later, 64-bit processor

Figure 21: Downloaded app



- 6. Click **Install App**. The app installs (Figure 22).
 - You are prompted to enter your App Store credentials.

	Featured Top Charts Categories Purchased Updates	Q. Search
GafeNet	MobilePASS (a) Software-Generated One-Time Passwords. SafeNet's MobilePASS family of one-time password (OTP) software authentication solutions combines the security of proven two- factor strong authentication with the convenience, simplicity, and ease of use of OTPs generated on personal mobile devices or What's New in Version 8.4.1 - Fixes several defects	SafeNet, Inc. Web Site > MobilePASS Support >
		Category: Business Updated: Dec 20, 2015 Vernice: Free Size: 43 MB Family Sharing: Yes Language: English Seller: 3deNet, Inc. @ 2015 SafeNet, Inc. Rated 4+ Compatibility: OS X 10.9 or later, 64-bit processor

Figure 22: Installed app

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

🔲 MobilePA	SS	×
Back	MobilePASS	
Create	New Token	
New toke	en name	
	Activate	
	Activate Later	
	Cancel	
(SafeNet.	

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	y to enroll manually.
-------	--------------------------	-------------	-----------------------

•	MobilePASS
	List Level 3 Portal
	Set a Token PIN
	Token PIN
	Token PIN should contain 4 decimal or alphanumeric characters.
	Cancel
	GafeNet. THE DATA PROTECTION COMPANY

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).

	MobilePASS
List	l3 Portal
	Your Passcode
	400450
	460452
Next O	IP generation in 3 Seconds
	Copy Passcode
	Generate Passcode
Gaf	

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).

m	
	Download MobilePASS Installer (.msi)
2	
	Once the application has been installed, click the link below to enroll the token on your device.
2	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

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).)

🔲 MobilePA	SS	×
Back	MobilePASS	
Create	New Token	
Ciculo		
New tok	en name	
	Activate	
	Activate Later	
	Cancel	
(

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 <u>enroll manually</u>.

MobilePASS	×
Level 3 Po	
Set a Token PIN	
Token PIN	
Continue	
Token PIN should contain 4 decimal or alphanun characters	neric
C THE	
SafeNet. PROTECTION	

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)

🕻 Safari 🐽	••• LTE	9:41 AM	o *	89% 💼
			Û	
	Sa	feNet Mob feNet, Inc.>	ilePASS 4+	
Safe	Net **	<mark>☆☆☆</mark> (6)	(†	OPEN
	Details	Reviews	Related	
iPhone				
Carrier 🗢	5:02 PM My Toke	n 1		
Talaa				
Token PI	uthentication			
1				
Canc	el	Continue		
1	2 ABC	3 DEF		
4 0HI	5 JKL	6 MNO		
7 PORS	8 TUV	9 wxyz		
	0	\propto		
Å		* *	Q	12
Featured	Categories	Top Charts	Search	Updates

Figure 41: SafeNet MobilePASS in Apple Store

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

• • • < >	Featured Top Charts Categories Purchased Updates	Q, Search
GafeNet	MobilePASS Software-Generated One-Time Passwords. SafeNet's MobilePASS family of one-time password (OTP) software authentication solutions combines the security of proven two- factor strong authentication with the convenience, simplicity, and ease of use of OTPs generated on personal mobile devices or What's New in Version 8.4.1 - Fixes several defects	SafeNet, Inc. Web Site > MobilePASS Support >
		Information Category: Budiess Uptistel: Dec 20, 2015 Vanion: 84, 1 Picce: Free Size: 4.0 MB Family Sharing: Yes Language: English Baller: Safeket, Inc. @ 2015 Safeket, Inc. Rated 4+ Compatibility: OS X 10.9 or Later, 64-bit processor

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.

<>	Peedvand Togs Charts Categories Purchased Updates	Q. Search
GafeNet	MobilePASS Software-Generated One-Time Passwords. SafeNet's MobilePASS family of one-time password (OTP) software authentication solutions combines the security of proven two-factor strong authentication with the convenience, simplicity, and ease of use of OTPs generated on personal mobile devices or	SafeNet, Inc. Web Site > Mobile PASS Support >
		Information Category, Baiwess Update: De 20, 2015 Version: 8.41 Price: Fee Size: 4.9 MB Campaga: English Saler: Sateket, Inc. Ø 2015 Sateket, Inc. Rated 4. Rate 4. Sateket, Sateket, Inc.

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 <u>enroll manually</u>.

MobilePASS	×
Level 3 Po	
Set a Token PIN	
Token PIN	_

Continue	
Token PIN should contain 4 decimal or alphanur characters	neric
THE	
SafeNet. DATA PROTECTION COMPANY	

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).

MobilePASS	×
Level 3 F	⊃o
Set a Token PIN Re-enter Token PIN	
Continue	Cancel
SafeNet.	THE DATA PROTECTION COMPANY

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).

r~~	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~
E	nrolling your token on this device:
If	the MobilePASS application is not yet installed on your device:
•	Download and install it
D	ownload MobilePASS Installer (.msi)
0	nce the application has been installed, click the link below to enroll the token on your device.
E	nroll your MobilePASS token
In ap	the event you are experiencing difficulties with enrolling the token, you may copy the following code, open MobilePASS plication, select Automatic Enrollment, and then paste it:
R m	W5yb2xsbWVudFVSTD1odHRwczoyL3Zicy5sZXZlbDMuY29tL3NlbGZlbnJvbGxtZW50L2Rza3BwLmFzcHg/c2M9bGJtTEtUM d5bw0KVXNlcklEPXN0dWFydC5oYW1ieUBsZXZlbDMuY29tDQpQYXNzcGhyYXNlPTA5MDA=
A	fter completing token enrollment, close the browser window.

Figure 49: Security Token Setup application

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



Figure 50: Code for manual enrollment

3. Open the MobilePASS application (Figure 51).

🔲 Mo	bilePASS		Х
	MobilePASS		
	L3 portal Level 3 Portal2 Token2 Token3	> > >	<i>i</i> +
	GafeNet.	THE DATA PROTECTION COMPANY	

Figure 51: MobilePASS application



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

🔲 MobilePA	ss	×
Back	MobilePASS	
Çreate	New Token	
New tok	en name	
	Activate	
Activate Later		
Cancel		
(SafeNet.	

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).

🔲 MobileP/	ASS	>	<
Back	L3 po	rtal	
Manua	l Enrollme	nt	
Token P	olicy String	zcGhvYXNIPTk4NTa=	
100EAL00	narzowępę ma		
Conti	nue	Cancel	
If you do n press 'Cont	ot have a Token F iinue'.	Policy String, simply	
(THE DATA PROTECTION COMPANY	
			_

Figure 55: Paste the code/token policy string





The Set a Token PIN screen opens (Figure 56).

I MobilePASS	×
Level 3 Po	
Set a Token PIN	
Token PIN	
Continue Cancel	
Token PIN should contain 4 decimal or alphanumeri characters	ic
GafeNet. THE PROTECTION COMPANY	

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).

My Level (3)		9.000
Sign In Username Password Porgot your password? New user? Register here! Sign In	MyLevel3 Play De One Source for Easy Play De Account Management Play De	emo
Portal Support Select your regio North America	About This Portal Overview MyLevel3 Overview MyLevel3 Brochure	

Figure 59: MyLevel3 customer portal sign in information

 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.