

How to enable a mobile token for system administrators

- 1 Go to the **Administration Console** and find the user that you want to edit. Click the User's link under **last, first name**.

Administration Console

Sample Customer For more information, please refer to User Help

Manage Entitlements
Click on services below to view all the Users.
Click "Edit" to modify that User's entitlements.

[Create a New User](#) [View Change Request Status](#)

Manage Users
Click on a User to edit their profile Scroll right to view other services

Active	Users	Payments and Reporting	File Transmissions	Mobile Business Center	Payables Services	Total Biller Solution	Check Manager
	Last, FirstName	User ID					
<input checked="" type="checkbox"/>	customer_sample	sampleID	<input checked="" type="checkbox"/> Edit	Enroll	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Edit	Enroll
<input checked="" type="checkbox"/>	customer_sample	userID1	<input checked="" type="checkbox"/> Edit	Enroll	<input checked="" type="checkbox"/> Edit	Enroll	Enroll
<input checked="" type="checkbox"/>	customer_sample	123456789012	<input checked="" type="checkbox"/> Edit	Enroll	<input checked="" type="checkbox"/> Edit	Enroll	Enroll
<input checked="" type="checkbox"/>	customer_sample	1userDsampl	<input checked="" type="checkbox"/> Edit	Enroll	<input checked="" type="checkbox"/> Edit	Enroll	Enroll
<input checked="" type="checkbox"/>	customer_sample	1userDsampl	<input checked="" type="checkbox"/> Edit	Enroll	<input checked="" type="checkbox"/> Edit	Enroll	Enroll
<input checked="" type="checkbox"/>	customer_sample	userID1	<input checked="" type="checkbox"/> Edit	Enroll	<input checked="" type="checkbox"/> Edit	Enroll	Enroll
<input checked="" type="checkbox"/>	customer_sample	123456789012	<input checked="" type="checkbox"/> Edit	Enroll	<input checked="" type="checkbox"/> Edit	Enroll	Enroll
<input type="checkbox"/>	customer_sample	1userDsampl	<input checked="" type="checkbox"/> Edit	<input checked="" type="checkbox"/> Edit	Enroll	Enroll	Enroll

[Refresh](#)

- 2 If the user already has a token assigned, click on **Edit User Info**. If the user does not have a token assigned, click on **Assign Security Token**.

Edit User Profile

Sample Customer

2 Edit User Info

User ID : **sampleuser123**
Last Valid Login : **XX/XX/XX - 11:16**
Last Contact Info Review : **XX/XX/XX - 12:12**

First Name : **sample**
Middle Name :
Last Name : **customer**
Email Address : **customer@email.com**

Send High Risk Transactions email : No
Notify user by email about offers, promotions, and new products : No
User Type **?** : Web Admin

Security Maintenance **?**

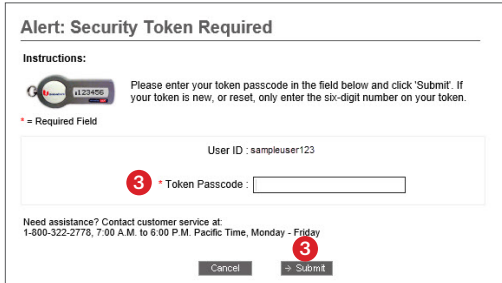
User Access Status : Locked
Challenge Questions Status : Active
Last Challenge Questions Change : **XX/XX/XX - 09:55**

[Manage User Phones](#)
[Unlock User Access](#)
[Reset Challenge Questions](#)
2 Assign Security Token
[Permanently Delete User](#)

Note:
Once a User is permanently deleted, their entitlements cannot be copied to another User.


(continued)

- 3 Enter your Token Passcode (token pin + plus the 6 digit on the token) and click **Submit**.



Alert: Security Token Required

Instructions:

 Please enter your token passcode in the field below and click 'Submit'. If your token is new, or reset, only enter the six-digit number on your token.

* = Required Field

User ID : sampleuser123

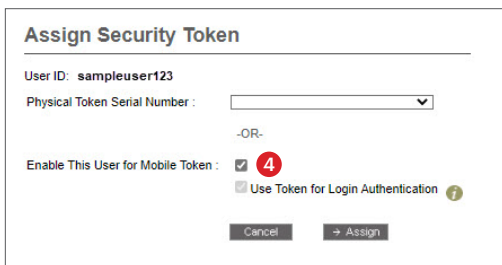
3 * Token Passcode :

Need assistance? Contact customer service at:
1-800-322-2778, 7:00 A.M. to 6:00 P.M. Pacific Time, Monday - Friday

- 4 If the user does not have a token, click on the checkbox next to **Enable This User for Mobile Token**.

Optional: Click on checkbox for **Use Token for Login Authentication**.

Note: If the user already has a token, click unassign token and then update. Once updated you can click on the checkbox to enable the user for mobile token.




Assign Security Token

User ID : sampleuser123

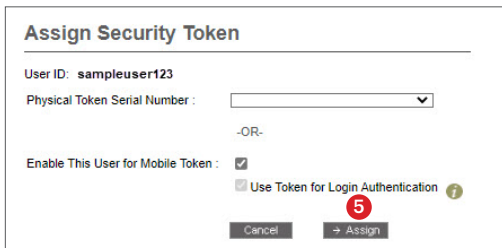
Physical Token Serial Number :

-OR-

Enable This User for Mobile Token : 4

Use Token for Login Authentication 

- 5 Click **Assign**.




Assign Security Token

User ID : sampleuser123

Physical Token Serial Number :

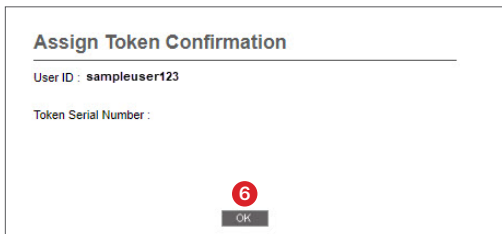
-OR-

Enable This User for Mobile Token :

Use Token for Login Authentication 

5

- 6 Click **OK** and the Process is completed.



Assign Token Confirmation

User ID : sampleuser123

Token Serial Number :

6

- 7 After clicking **OK**, it will take you back to the user profile. Click on **Email Temporary Password**.

HOW TO ACTIVATE MOBILE TOKEN BY USER

Go to the website below for instruction on how to activate mobile token:

[mobiletokenug.pdf \(unionbank.com\)](#)

For Mobile FAQ: [8915362-ub_mobile_faqs.pdf \(unionbank.com\)](#)