## Managing Security Tokens Quick Reference Guide

## **GETTING STARTED**

Security Tokens are an integral part of our efforts to safeguard your account from fraudulent activities. This guide provides instructions for assigning, unassigning, locking and unlocking security tokens. MUFG Exchange supports physical tokens and mobile tokens. Generally they are managed the same way. Where differences occur, they will be discussed.

Access MUFG Exchange using the following link: sso.mufgbank.com

At the Sign On page enter User ID and passcode.

#### To Assign a Security Token

1 Select Administration Console from the People icon drop-down menu.



#### 2 Click on the User's name



### 3 Click Assign Security Token.



**MUFG Bank, Ltd.** A member of MUFG, a global financial group



G For a physical token, select a token serial number from the drop down menu in the pop-up window.

- 6 For a mobile token, check the box next to Enable This User for Mobile Token.
- 6 Click Assign.

Assign Security Toke	en	
User ID: sampleuserid		
Physical Token Serial Number :		× (1)
Fachle This User for Mahile Takan	-OR-	000405XXXXXX 000411XXXXXX 000411XXXXXX
Enable This User for Mobile Token (		
	Use Token	tor Login Authentication
		6
	Cancel	→ Assign

A confirmation message will appear. If you assigned a physical token, a Token Serial Number will confirm which token was assigned to the user. If you enabled the user for a Mobile Token, the same message appears; however, the serial number will be blank. Click **OK**.

Assign Token Confirmation
User ID : sampleuserid
Token Serial Number : 000405XXXXXX
OK

#### Creating a temporary passwords for mobile token Users

After a new User has been defined, the user ID and name will appear in the Administration Console. Only new users who will be using a mobile token are required to have a temporary password the first time they log into MUFG Exchange or if their token is reset. When requested, the system will generate a temporary password and email it to the user's address defined on the Edit User Profile screen. The temporary password is active for 48 hours then it will expire.

1 Click on the user's name in the column titled Last, First Name.

Frances	Valia, TEST PRC	O CUST - MUFG B	NK, LTD., TB NEWYC	IRK			Form	ore information, pi	ease refer to User
Mana Click or Click "E	ge Entitlement services before to view dit to modify that Use	s v all the Users. rs entitiements.							
⇒ Crea	će a New User	Maintain Security	~					View Char	ge Request Stat
Mana Click on	age Users	fia .							Scroll right to view other services
Active	Users	User ID	Payments and Reporting	Online Statements	Stop Payments	Image On Demand	Positive Pay	Commercial Loans	Wire and Intern Transfers
5	012724testch02	012724testch02	E Edit	Enroll	Enrol	Encol	Enrol	Encol	Enrol
	012724tester00	012724tester00	El Edit	Encol	Enrol	Encol	Enrol	Encol	Enrol
	012724testro01	012724testermp	E Edit	Encol	Enrol	Encol	Enrol	Encol	Enrol
	022224protest	022224pretest	Pending Enrolment	Erroll	Enrol	Erroll	Enrol	Erroll	Enrol
	022424chtest	022424chtest	Entol	Erroll	Enrol	Erroll	Enrol	Errol	Enrol
	03092024delete	03092024delete	Pending Enrolment	Enroll	Enrol	Enroll	Enrol	Errol	Enrol
2	03092024delete	03092024delete	Entel	Encol	Enrol	Encol	Enrol	Encol	Enrol
2	03092024delete	03092024delete	Enrol	Erroll	Enrol	Erroll	Enroll	Erroll	Enrol

2 The Edit User Profile screen will display. Select Assign Security Token in the Security Maintenance Section.



3 The Alert Security Token Required Screen will display. Enter your 6-digit pin and the 6-digit code from your token. Click **Submit**.

Alert: Security Token Required	
Instructions:	
Crown Lease 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 UserID11	
Need assistance? Contact customer service at: 1-844-544-0387, option 2, from 8am-7pm ET Cancel ⇒ Submit	

Olick the box to the right of Enable This User for Mobile Token by clicking the box.

**6** Click the **Assign** button in the bottom left of the Assign Security Token screen.

Assign Security Toke	n
User ID: 012724testermp01	
Physical Token Serial Number :	~
Enable This User for Mobile Token :	-OR-
	Cancel → Assign 5

6 A message will display showing the Assign Token Confirmation. Click **OK**.

Assign Token Confirmation	
User ID : apriltest100	
Token Serial Number :	
ок 6	

**7** The Edit User Profile screen will display. In the Security Maintenance section, there is an action button titled Email Temporary Password. Click **Email Temporary Password**.

Tester1 TEST PROD CUST - MUFGT	SANK LTD TB NEW YORK	
User ID :	Edit User Info	Security Maintenance 🍘
Last Valid Login : Last Contact Info Review :		User Access Status: Unissued
First Name :	Test	Challenge Questions Status: Inactive
Middle Name : Last Name :	User	Last Challenge Questions Char Email Terrorary Password
Email Address :	aXXXXXXXXXXXn@unionbank.com	Manage User Phones
Send High Risk Transactions email :	NO	Lock User Access
promotions, and new products :	No	Assign Security Token

8 A message will display that temporary password is sent to the user Firstname Lastname.



Within minutes, the MUFG Exchange system will generate 3 emails to the new user. The 1st email is a Welcome to MUFG Bank. The 2nd email will have the new user's UserID. The 3rd email will have the new user's temporary password. If the user does not receive any of these emails have them check their spam folder.

MUFG	The Email Security Zone Name: Paulette Valia Account Ending in: 1772
Your Temporary Password	
Dear Tester One	
Your request for an MUFG Exchange password has been completed.	
Your temporary password is: gOC97425 9	
Please use this with your User ID to sign on to MUFG Exchange where after be directed to the mobile token activation process. This temporary password	answering security questions, you will will expire after 48 hours.
Please use this with your User ID to sign on to MUFG Exchange where after be directed to the mobile token activation process. This temporary password If you did not make this request, please call us at 1-844-544-0387, option 2,	answering security questions, you will will expire after 48 hours. from 8am-7pm ET.
Please use this with your User ID to sign on to MUFC Exchange where after be directed to the mobile token activation process. This temporary password If you did not make this request, please call us at 1-844-544-0387, option 2, Thank you for banking with MUFG Bank.	answering security questions, you will will expire after 48 hours. from 8am-7pm ET.
Please use this with your User ID to sign on to MUFC E Suchange where after to elicected to the molection brokes. This temporary password If you did not make this request, please call us at 1-944-544-0387, option 2, Thank you for banking with MUFC Bank. Please de not retryly to this message. This chall was sort to you as a soroce communication an endy please sort as accore message through the "Message Conter".	answering security questions, you will will expire after 48 hours. from 8am-7pm ET.
Please use this with your User ID to sign on to MUFC Exchange where after the directed to the molecular models been advalution process. This temporary password If you did not make this request, please call us at 1-844-544-0087, option 2, Thank you for banking with MUFC Bank. Please de neight per the message. The small was sort to you as service communicat an endp please and neight per the message. The small was sort to you as service communicat Please de neight per the message. The small was sort to you as service communicat an endp please and the your message financiary. The service of the same the	answering security questions, you will will expire after 48 hours. from 8am-7pm ET. on from MUFG Bank, Ltd. If you wish to send n untrusted weepage. MUFG Bank, Ltd. will not al on Physics Placks

#### To Lock a Security Token

Process is the same for Physical and Mobile Tokens.

1 Select Administration Console from the People icon drop-down menu.



#### 2 Click on the User's name.

Admir	nistration <b>C</b>	onsole							
Migration	Two, SAMPLE C	OMPANY A				For more	information, please	refer to User He	lp
Manag Click on Click "Ec	ge Entitlements services below to view it" to modify that User	all the Users. s entitlements.							
→ Creat	e a New User	Maintain Security	~				View Change R	equest Status	
Mana Click on a	ge Users User to edit their prof	le					Change requests re users: One to creat and one to approve	equire two e the request it. <u>User Guide</u>	
Active	Users Last, FirstName	User ID	Payments and Reporting	Check Manager					
· 🖂 📼	user1,s	sampleuser1	Edit	Enrol					^
	user2.s	sampleuser2	Pending Enrollment	Enrol					
	user3.s	sampleuser3	Z Edit	Enrol					
	user4.s	sampleuser4	Edit	Enrol					
	user5.s	sampleuser5	Edit	Enrol					
	user6,s	sampleuser6	Z Edit	Enrol					
<b></b>	user7.s	sampleuser7	Z Edit	Enrol					
	user8.s	sampleuser8	Edit	Enrol					-
			4						
						→ Refresh	Scroll right to view	v ourier service:	5



#### 4 Enter your Security Token Passcode.

structions:	
Required Field	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.
	User ID ; migrationuserfour
	4 * Token Passcode :
and pasistance?	Contact customer service at

**5** Select the **Lock Token** radio button.

#### 6 Click Update.

Token Serial Number: sampleuser1 2 Use Token for Login Authentication Token Status : Token Type : Token Options	
Token Type : Token Options	
Token Options	
Unassign loken 👘	
🔿 Reset Token Password 🍘	
🔎 Lock Token 🍘	
·	

**O** Click **OK** from the **Security Token Settings Updated** screen.

Security Token Settings Updated
User ID: sampleuser1
Token serial number: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Token status: Locked
Use Token for login authentication 🥡
OK

#### To Unlock a Security Token

# The process to unassign a token or reset a token password is exactly the same as described below, simply choose the correct option.

1 Select Administration Console from the People icon drop-down menu.



#### 2 Click on the User's name.

Admir	nistration (	Console							
Migration	Two, SAMPLE	COMPANY A				For mo	re information, please	e refer to User H	felp
Manag Click on Click "Ed	ge Entitlement services below to view it" to modify that User	S v all the Users. r's entitlements.							
→ Creat	te a New User	Maintain Security	~				View Change I	Request Status	
Mana Click on a	ige Users a User to edit their pro	fie					Change requests users: One to creat and one to approv	require two ate the request re it. <u>User Guide</u>	
Active	Users Last, FirstName	User ID	Payments and Reporting	Check Manager					
·C=	user1.s	sampleuser1	Edit	Enroll					*
	user2.s	sampleuser2	Pending Enrollment	Enroll					
	user3.s	sampleuser3	Edit	Enroll					
	user4.s	sampleuser4	Edit	Enroll					
	user5.s	sampleuser5	Edit	Enroll					
	user6.s	sampleuser6	Edit	Enroll					
	user7.s	sampleuser7	Edit	Enroll					
	user6.s	sampleuser8	Edit	Enroll					×
			<						۶.
						→ Retrest	Scroll right to vie	w other servic	BS

#### 3 Click Edit Security Token.



4	Enter	your	Security	Token	Passcode
---	-------	------	----------	-------	----------

nstructions:	
Required Field	Please enter your token passcode in the field below and click 'Submit' if your token is new, or reset, only enter the sk-digit number on your token.
	User ID : migrationuserfour
	4 * Token Passcode :
leed assistance? Co	intact customer service at:

#### 5 Select the **Unlock Token** radio button.

## 6 Click Update.

User ID : sampleuser1		
Token Serial Number : XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Use Token for Login Authentication	
Token Type : Physical		
Token Options		
🔿 Unassign Token 🍈		
Reset Token Password		
🔍 🖲 Unlock Token 🍘		
_		6
		-(6)
	Cancel	⇒ Upda

Olick OK from the Security Token Settings Updated screen.

