

Managing Security Tokens Quick Reference Guide

MUFG EXCHANGE

GETTING STARTED

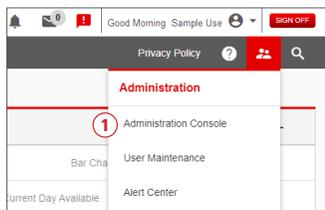
Security Tokens are an integral part of our efforts to safeguard your account from fraudulent activities. This guide provides instructions for assigning, unassigning, locking and unlocking security tokens. MUFG Exchange supports physical tokens and mobile tokens. Generally they are managed the same way.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

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

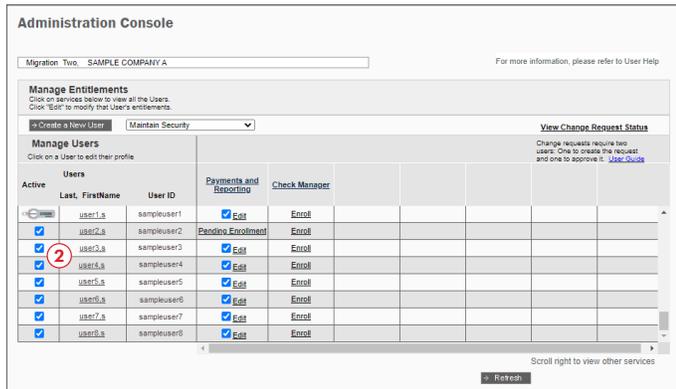
At the Sign On page enter User ID and passcode.

To Assign a Security Token

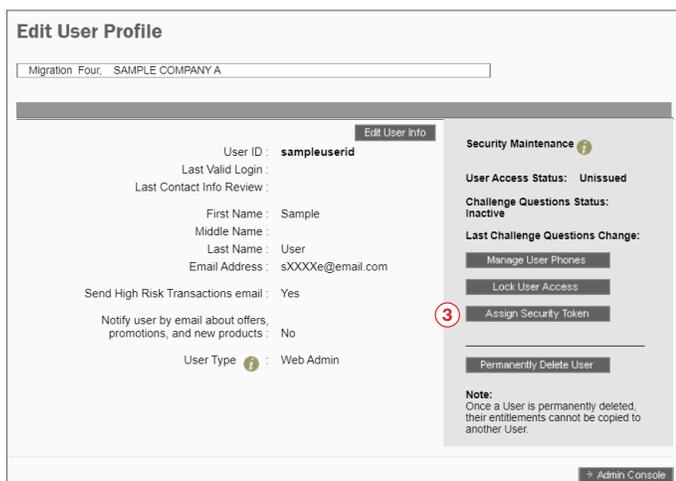
- 1 Select **Administration Console** from the People icon drop-down menu.



- 2 Click on the **User's name**.



- 3 Click **Assign Security Token**.



(continued)

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

Edit User Profile

Frances Valla TEST PROD CUST - MUFG BANK LTD TB NEWYORK

Edit User Info

User ID: 012724testemp01
 Last Valid Login: 012824-04-10
 Last Contact Info Review:
 First Name: 012724TestMP01
 Middle Name:
 Last Name: 012724TestMP01
 Email Address: axXXXXXX@us.mufj.jp
 Send High Risk Transactions email: Yes
 Notify user by email about offers, promotions, and new products: No
 User Type: Web User

Security Maintenance

User Access Status: Temporary not active
 Challenge Questions Status: Active
 Last Challenge Questions Change: 012824-04-11

Manage User Phones
 Lock User Access
 Reset Challenge Questions
 Assign Security Token (2)
 Permanently Delete User

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

Admin Console

- 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:

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: UserID11 (3)

* Token Passcode: [6-digit field] (3)

Need assistance? Contact customer service at 1-844-544-0387, option 2, from 8am-7pm ET

Cancel Submit (3)

- Click the box to the right of **Enable This User for Mobile Token** by clicking the box.
- Click the **Assign** button in the bottom left of the Assign Security Token screen.

Assign Security Token

User ID: 012724testemp01

Physical Token Serial Number: [dropdown]

-OR-

Enable This User for Mobile Token: (4)

Use Token for Login Authentication (i)

Cancel Assign (5)

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

Assign Token Confirmation

User ID: apritest100

Token Serial Number:

OK (6)

- 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**.

Edit User Profile

Tester1 TEST PROD CUST - MUFG BANK LTD TB NEWYORK

Edit User Info

User ID: Tester12
 Last Valid Login:
 Last Contact Info Review:
 First Name: Test
 Middle Name:
 Last Name: User
 Email Address: axXXXXXXXXXX@unionbank.com
 Send High Risk Transactions email: No
 Notify user by email about offers, promotions, and new products: No

Security Maintenance

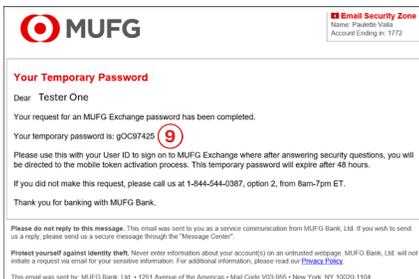
User Access Status: Unissued
 Challenge Questions Status: Inactive
 Last Challenge Questions Change: [field] (7)

Email Temporary Password
 Manage User Phones
 Lock User Access
 Assign Security Token

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



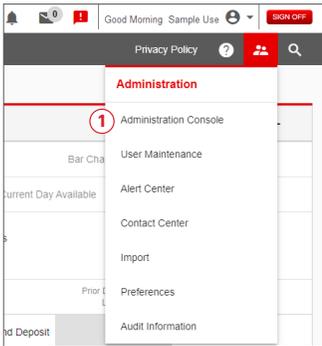
9 Within minutes, the MUFG Exchange system will generate 3 emails to the new user. The 1st email is a Welcome to MUFG Bank. The 2nd email will have the new user's UserID. The 3rd email will have the new user's temporary password. If the user does not receive any of these emails have them check their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



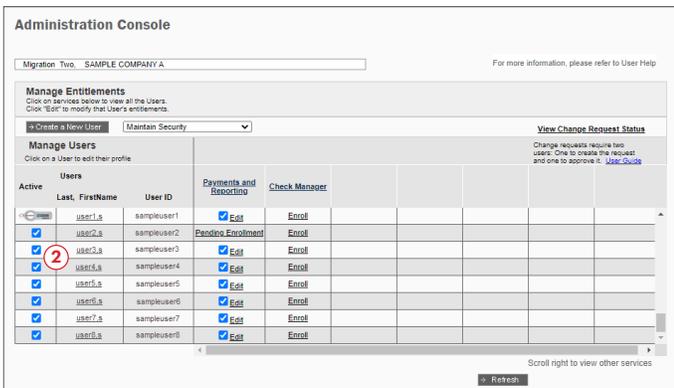
To Lock a Security Token

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**.



3 Click **Edit Security Token**.

Edit User Profile

Migration Four, SAMPLE COMPANY A

Edit User Info

User ID : sampleuserid
Last Valid Login :
Last Contact Info Review :
First Name : Sample
Middle Name :
Last Name : User
Email Address : sXXXXe@email.com
Send High Risk Transactions email : Yes
Notify user by email about offers, promotions, and new products : No
User Type : Web User

Security Maintenance

Challenge Questions Status: Inactive

Last Challenge Questions Change:

Manage User Phones
Lock User Access
Edit Security Token
Permanently Delete User

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

Admin Console

4 Enter your **Security Token Passcode**.

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 : migrationuserfour

4 *Token Passcode :

Need assistance? Contact customer service at: 1-844-544-0387, option 2, from 8am-7pm ET

Cancel Submit

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

6 Click **Update**.

Security Token Settings

User ID : sampleuser1

Token Serial Number : sampleuser1 Use Token for Login Authentication

Token Status :
Token Type :

Token Options

Unassign Token
 Reset Token Password
5 Lock Token

Cancel **6** Update

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

Security Token Settings Updated

User ID : sampleuser1

Token serial number: XXXXXXXXXXXX

Token status: Locked

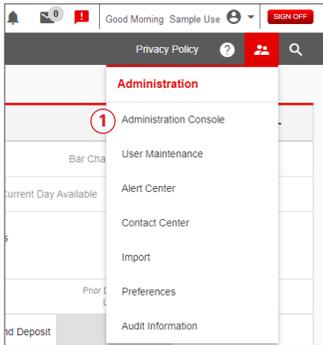
Use Token for login authentication **7**

OK

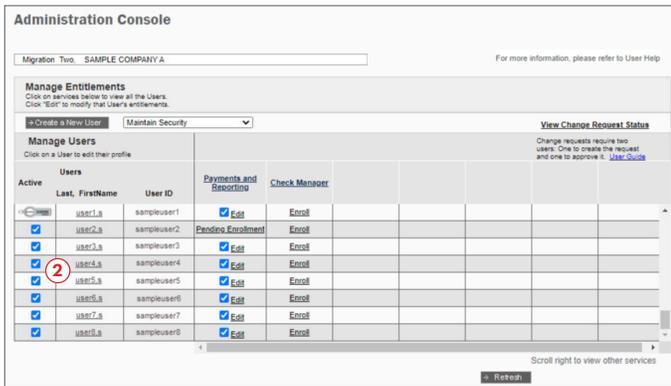
To Unlock a Security Token

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

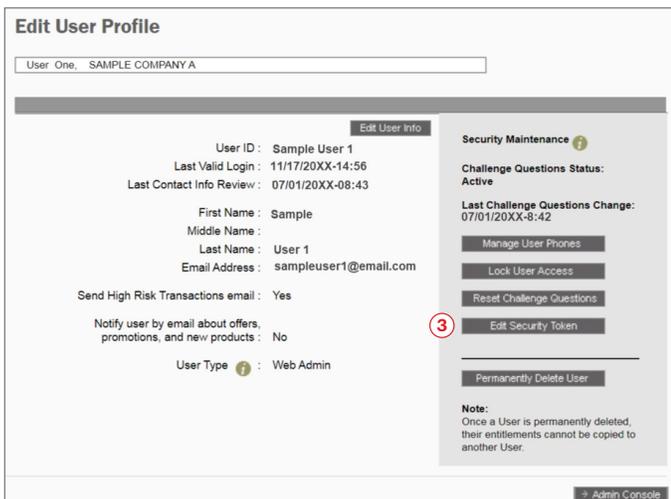
- 1 Select **Administration Console** from the People icon drop-down menu.



- 2 Click on the **User's name**.



- 3 Click **Edit Security Token**.



4 Enter your **Security Token Passcode**.

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 : migrationuserfour

4 Token Passcode :

Need assistance? Contact customer service at 1-844-544-0387, option 2, from 8am-7pm ET

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

6 Click **Update**.

Security Token Settings

User ID : sampleuser1

Token Serial Number : XXXXXXXXXXXX Use Token for Login Authentication

Token Status : Locked

Token Type : Physical

Token Options

Unassign Token 

Reset Token Password 

5 **Unlock Token** 

6

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

Security Token Settings Updated

User ID: sampleuser1

Token serial number: XXXXXXXXXXXX

Token status: Unlocked

Use Token for login authentication **7**