



# Mobile Tokens User Guide



**EFFECTIVE MARCH 2024**

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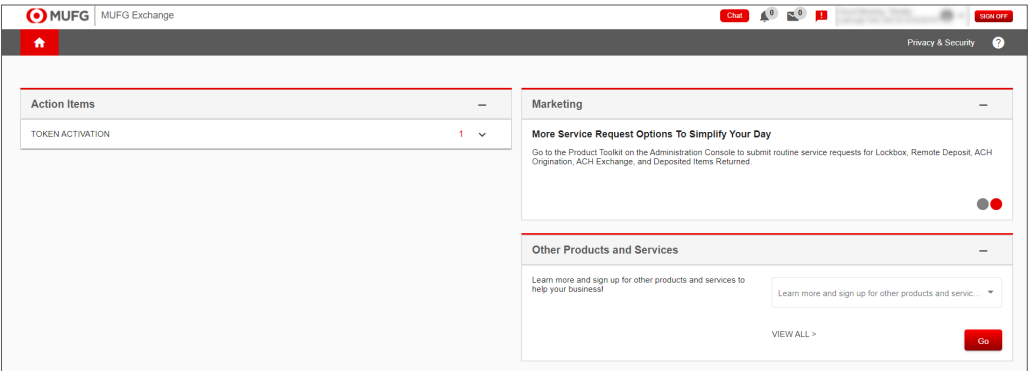
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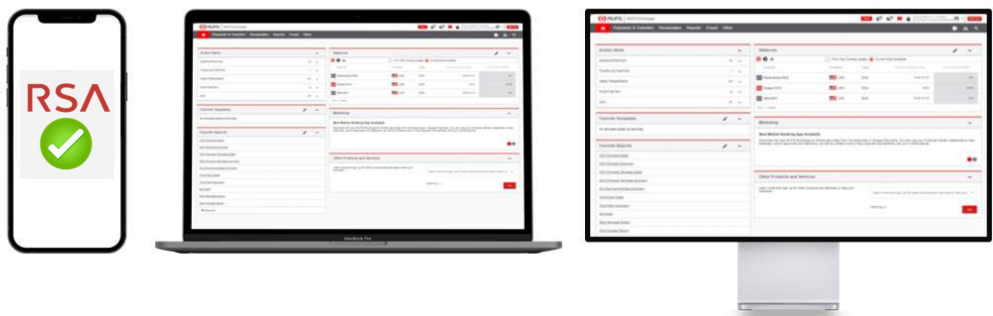
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# INTRODUCTION

One of the benefits to Mobile Tokens is the ability to manage your token through MUFG Exchange, our online banking portal. You can conveniently activate and replace your token as well as access your frequently used banking applications and time-saving self-service options from the Action Items section of the Dashboard.



Activating your token requires two items, your mobile device and your computer.



Step one is to download the **RSA** application to your mobile device. It is suggested you start and complete the download before logging into MUFG Exchange to ensure you are set and ready. You can access the **RSA** application by going to the [Apple App store](#) or [Google Play store](#).

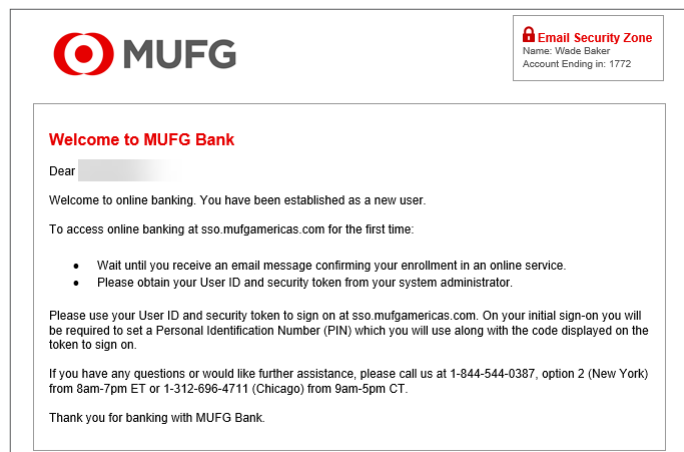


Before your Mobile Token can be activated, you must access MUFG Exchange using the temporary password provided to you by email.

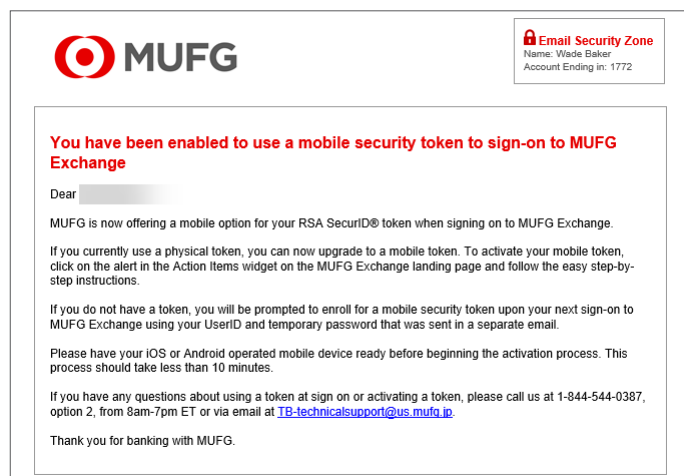
## ACCESSING MUFG EXCHANGE FOR THE FIRST TIME

Three different emails will be sent to you to get started:

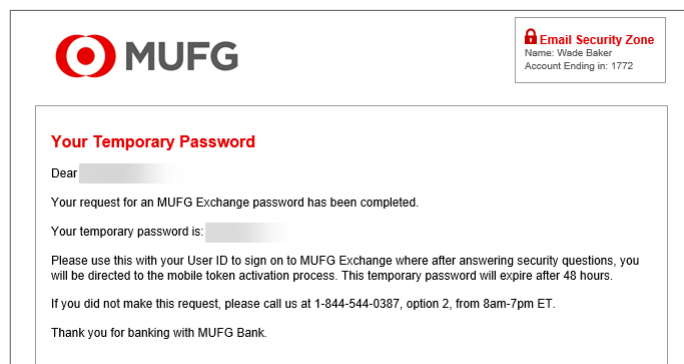
**Welcome email:** This email provides an introduction to online banking and instructs you to obtain your User ID from your Web Administrator.



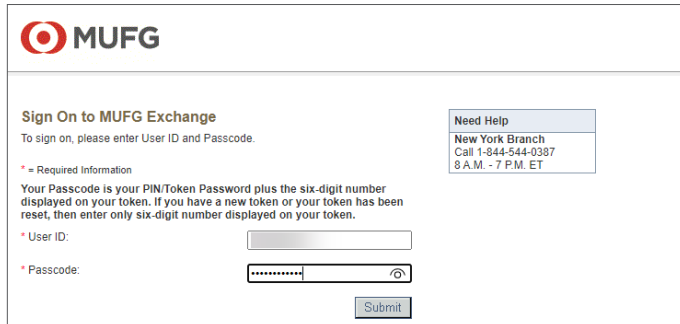
**Mobile Token email:** This email advises that you are enabled for a Mobile Token. This guide will provide further activation instructions.



**Temporary Password email:** Shown in the screenshot below, this email provides your temporary password to access MUFG Exchange. **Please note that this temporary password is only active for 48 hours.**

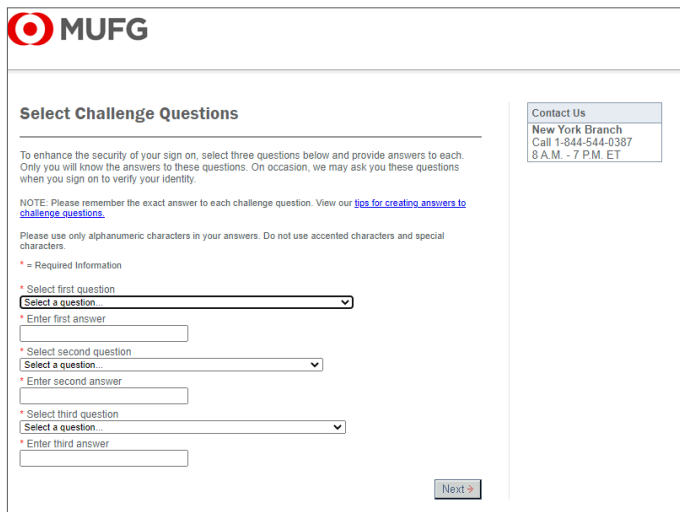


- 1 From your browser, go to [sso.muftgbank.com](https://sso.muftgbank.com) and enter your User ID and temporary password. Click **Submit**.



The screen displays the MUFG logo at the top left. Below it, the heading "Sign On to MUFG Exchange" is followed by the instruction "To sign on, please enter User ID and Passcode." A "Need Help" box on the right lists "New York Branch" with the phone number "Call 1-844-544-0387" and hours "8 A.M. - 7 P.M. ET". A note states: "Your Passcode is your PIN/Token Password plus the six-digit number displayed on your token. If you have a new token or your token has been reset, then enter only six-digit number displayed on your token." Below this, there are input fields for "User ID:" and "Passcode:". The "Passcode:" field has a toggle for visibility. A "Submit" button is at the bottom right.

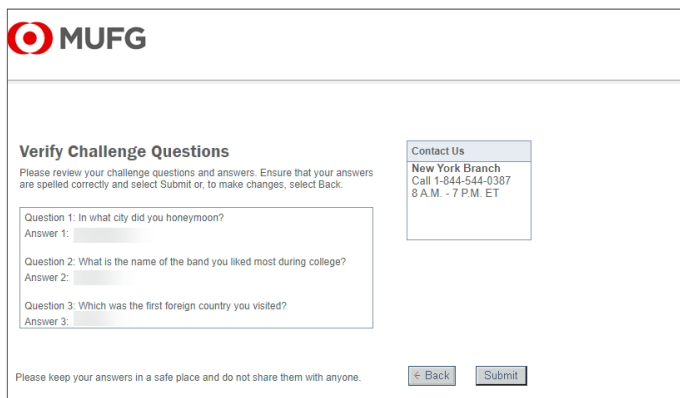
- 2 To enhance the security of your sign on, select three questions and provide the answers to each question. Click **Next**.



The screen displays the MUFG logo at the top left. Below it, the heading "Select Challenge Questions" is followed by instructions: "To enhance the security of your sign on, select three questions below and provide answers to each. Only you will know the answers to these questions. On occasion, we may ask you these questions when you sign on to verify your identity." A "Contact Us" box on the right lists "New York Branch" with the phone number "Call 1-844-544-0387" and hours "8 A.M. - 7 P.M. ET". A note states: "NOTE: Please remember the exact answer to each challenge question. View our [tips for creating answers to challenge questions](#). Please use only alphanumeric characters in your answers. Do not use accented characters and special characters." Below this, there are three sets of questions, each with a dropdown menu to "Select a question" and a text input field for the answer. A "Next" button is at the bottom right.

- 3 The challenge questions and answers will appear giving you the opportunity to confirm your selections.

**Note:** Please keep your answers in a safe place and do not share them with anyone. Once your selections have been confirmed, click **Submit**.



The screen displays the MUFG logo at the top left. Below it, the heading "Verify Challenge Questions" is followed by the instruction "Please review your challenge questions and answers. Ensure that your answers are spelled correctly and select Submit or, to make changes, select Back." A "Contact Us" box on the right lists "New York Branch" with the phone number "Call 1-844-544-0387" and hours "8 A.M. - 7 P.M. ET". Below this, there are three questions with their corresponding answers displayed in a box: "Question 1: In what city did you honeymoon? Answer 1:", "Question 2: What is the name of the band you liked most during college? Answer 2:", and "Question 3: Which was the first foreign country you visited? Answer 3:". At the bottom, there is a "Back" button and a "Submit" button.

Your challenge questions have now been recorded. The next step in the process is to answer a challenge question to proceed to token activation.

**Additional Security**

In order to protect the security of your account, please answer the question below.


What is the name of the band you liked most during college?

CancelSubmit

## ACTIVATING YOUR MOBILE TOKEN

To activate your Mobile Token, please follow the steps below:

- 1 Follow **Step 1: Prepare your Device** by opening your RSA token App. If you have not already done so, please to download and install the RSA Token app from either the Apple App Store or the Google Play Store.

**MUFG**

**Mobile Token Activation**

Thank you for activating and synchronizing your mobile security token. A security token helps protect your account information and transactions by creating a complex passcode. This mobile token will replace any physical token you may be using.

Step 1. Prepare your Device

Step 2. Select Device Type / Set PIN

Step 3. Synchronize your token to your account


To begin, please have your mobile device in hand and ready:

1. Open your mobile device and search for the "RSA SecurID Software Token" APP from either the Apple App or Google Play Store.
2. Download and install the "RSA SecurID Token" APP on your mobile device.
3. Click the APP icon on your device to open the APP.

BackNext

- 2 Follow **Step 2: Select Device Type / Set PIN** in the screenshot below to identify whether you are using an iPhone or Android and create your mobile token PIN.

**Note:** The PIN must be 6-8 characters (Letters or Numbers). Special characters are not allowed. Your PIN should also be unique to this security device and not used for other access/activities (e.g., Amazon, insurance account, bank debit card, etc.). In some customer support instances (e.g., related to payment activity) you may be asked to provide this PIN and RSA Tokencode to a bank representative for verification.

**MUFG**

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3. Click the APP icon on your device to open the APP.

☒ APPLE - or - ☐ ANDROID

Create a specific PIN for your mobile token using the following guidelines:

- Must be 6-8 characters (letters or numbers) -
- Do not use any special characters -
- Should be different from other PINs. -

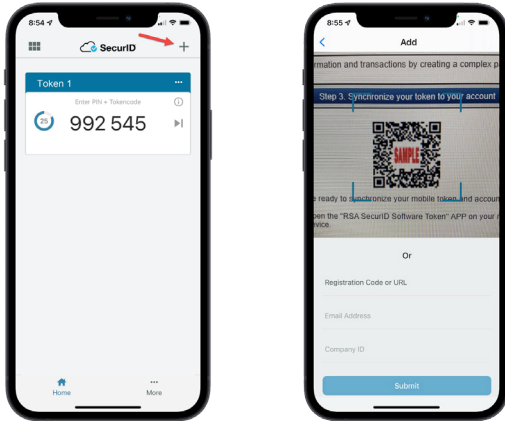
Set PIN

Confirm PIN


BackNext

- 3 Follow **Step 3: Synchronize your token to your account** in the screenshot below and open the RSA Token app on your mobile phone.

To be ready to scan the QR Code, find the plus (+) sign within the upper right corner of the RSA SecurID Software Token.



- 4 Once you can see the Scan the QR code option, click **Get QR Code** on the Mobile Token Activation page on your computer and wait for the QR code to display.



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- Should be different from other PINs. -

Set PIN

Confirm PIN



You are ready to synchronize your mobile token and account.

1. Open the "RSA SecurID Software Token" APP on your mobile device.
2. With the APP open, prepare the device to scan the QR code: Select the "+" icon to open the QR scanner; keep your device ready to scan the QR Code
3. Click on the "Get QR Code" button below.

Back

Get QR Code

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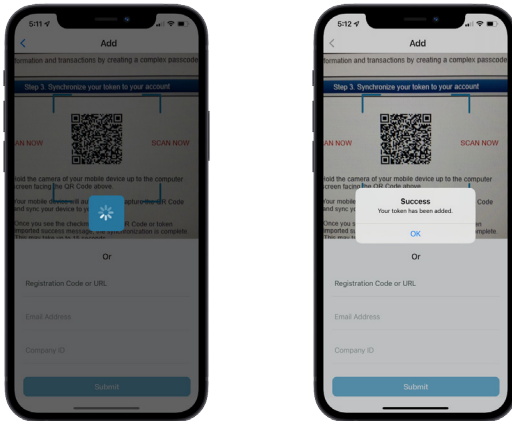
Secure Site

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- 5 Hold your mobile phone up to your computer to scan the QR code and follow the instructions that appear on your mobile phone.


The app scans the QR code and automatically begins to synchronize. This process may take up to 15 seconds.

**Note:** You have five minutes to place your mobile phone up to the computer so that it can scan the QR code.



- 6 Once the green check mark appears in the QR Code on the computer screen, the synchronization is complete.

Click **Next** to confirm activation.



### Mobile Token Activation

Thank you for activating and synchronizing your mobile security token. A security token helps protect your account information and transactions by creating a complex passcode. This mobile token will replace any physical token you may be using.

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- Click the APP icon on your device to open the APP.


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- Should be different from other PINs. -

Set PIN

Confirm PIN



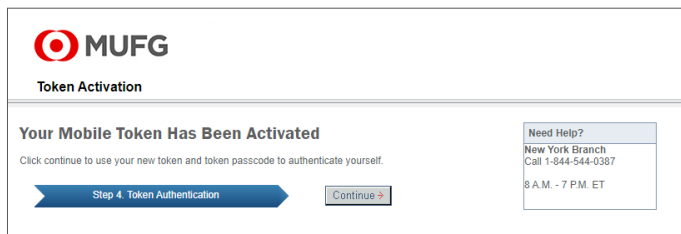
Your mobile token is now synced to your account!

Step 4. Token Authentication

Next

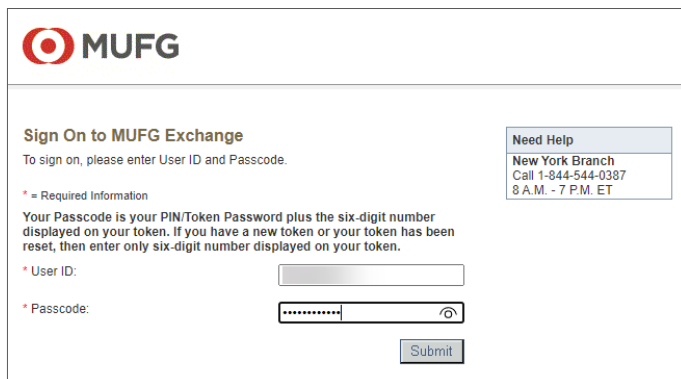


- 7 You will receive a confirmation on your screen confirming the mobile token is activated. Follow **Step 4: Token Authentication** in the screenshot below and click Continue to complete activation.



The screenshot shows the MUFG Token Activation screen. At the top is the MUFG logo. Below it, the text "Token Activation" is displayed. The main heading is "Your Mobile Token Has Been Activated". Below this heading, it says "Click continue to use your new token and token passcode to authenticate yourself." There are two buttons: "Step 4. Token Authentication" (highlighted with a blue arrow) and "Continue". On the right side, there is a "Need Help?" box with the text "New York Branch", "Call 1-844-544-0387", and "8 A.M. - 7 P.M. ET".

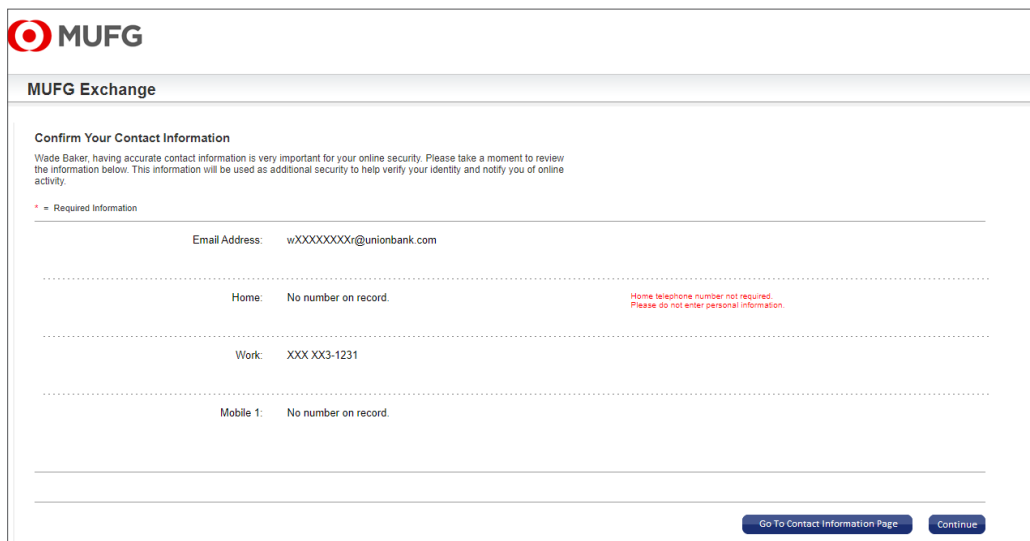
- 8 To finalize the process you must enter a Token Passcode which is your newly activated mobile PIN as created in Step 2 plus enter the RSA Tokencode into MUFG Exchange. Click **Submit** to complete Activation.



The screenshot shows the MUFG Sign On to MUFG Exchange screen. At the top is the MUFG logo. Below it, the text "Sign On to MUFG Exchange" is displayed. Below this text, it says "To sign on, please enter User ID and Passcode." There is a note: "\* = Required Information". Below this, it says "Your Passcode is your PIN/Token Password plus the six-digit number displayed on your token. If you have a new token or your token has been reset, then enter only six-digit number displayed on your token." There are two input fields: "User ID:" and "Passcode:". The "Passcode:" field has a "Show/Hide" icon. Below the input fields is a "Submit" button. On the right side, there is a "Need Help?" box with the text "New York Branch", "Call 1-844-544-0387", and "8 A.M. - 7 P.M. ET".

## CONFIRM YOUR CONTACT INFORMATION

- 9 As a part of the activation process, MUFG Exchange will ask you to confirm your contact information. If you do not need to make updates to your information, click **Continue**.



The screenshot shows the MUFG Exchange Confirm Your Contact Information screen. At the top is the MUFG logo. Below it, the text "MUFG Exchange" is displayed. Below this text, the heading "Confirm Your Contact Information" is shown. Below the heading, it says "Wade Baker, having accurate contact information is very important for your online security. Please take a moment to review the information below. This information will be used as additional security to help verify your identity and notify you of online activity." There is a note: "\* = Required Information". Below this, there are three input fields: "Email Address:" (with the value "wXXXXXXXX@unionbank.com"), "Home:" (with the value "No number on record."), and "Work:" (with the value "XXX XX3-1231"). Below the "Home:" field, there is a red note: "Home telephone number not required. Please do not enter personal information." Below the "Work:" field, there is a "Mobile 1:" field (with the value "No number on record."). At the bottom right, there are two buttons: "Go To Contact Information Page" and "Continue".

Congratulations, you have successfully activated your Mobile Token.

## MANAGING YOUR MOBILE TOKEN

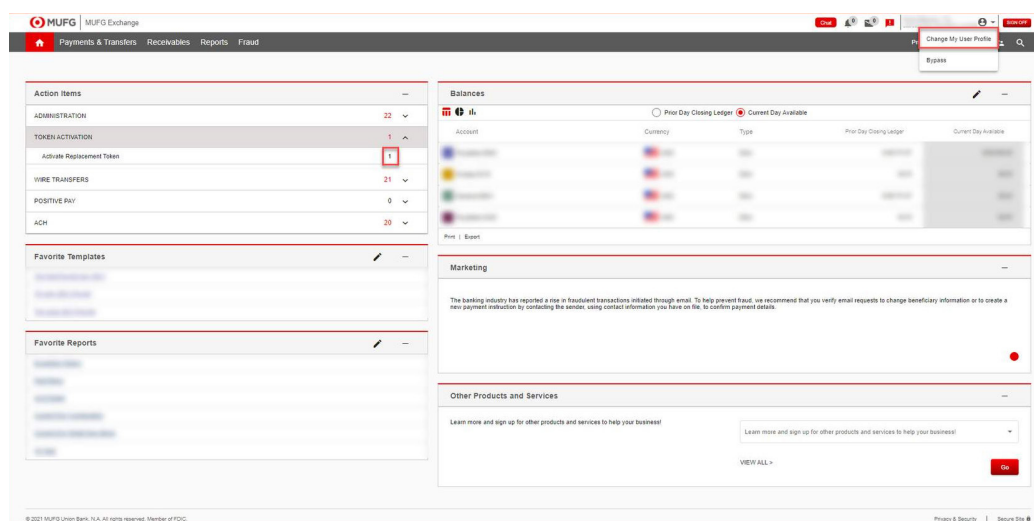
Once the mobile token has been activated, there are a handful of scenarios where you will need assistance with managing your token:

### TRANSFERRING YOUR TOKEN TO A NEW DEVICE WHEN YOU HAVE BOTH OLD AND NEW DEVICES

- Login with your existing device
- TOKEN ACTIVATION in the Action Items section of MUFG Exchange says Activate Replacement Token. Click number one.
- Follow the activation steps on your new device.

### OR

- Select “Change My User Profile” from your personal greeting.
- Select Change My Token and click Submit.
- Follow the activation steps on your new device.



### REPLACING YOUR MOBILE TOKEN WHEN YOU NO LONGER HAVE THE ORIGINAL DEVICE

Contact your Web Administrator to unassign your existing token and then assign a new token, which will restart the activation process.

### SETTING A NEW PIN WHEN YOU KNOW YOUR OLD PIN

Contact your Web Administrator to reset your PIN from the Edit Security options within your User Profile.

### SETTING A NEW PIN WHEN YOU DON'T KNOW YOUR OLD PIN

Contact your Web Administrator to reset your PIN from the Edit Security Token options from your User Profile.

### TOKEN HAS BEEN DELETED FROM YOUR RSA SECURID APPLICATION

Contact your Web Administrator to unassign the token and reassign a new token.

If after working with your Web Administrator you need additional assistance, please contact Treasury Management Services at 1-844-544-0387.

