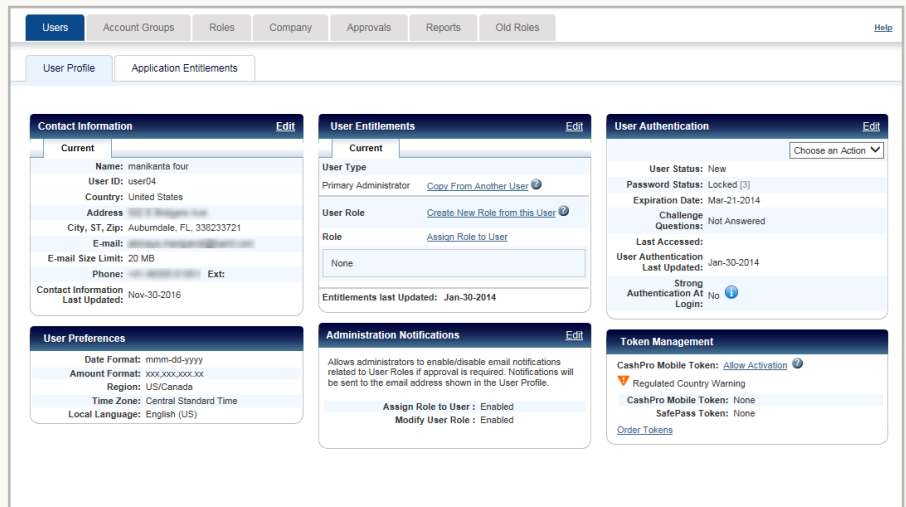


CashPro® Mobile tokens offer all the functionality that exists with the SafePass® Token in a mobile and tablet format. The mobile token requires no token ordering and Company Administrators grant activation permission via a self-service activation process.

The CashPro App supports multiple tokens on a single mobile device removing the need for multiple physical devices. For security, mobile tokens are bound directly to the CashPro User ID and supports biometric validation, simplifying the user experience with fingerprint scanning or face recognition on devices that support these biometrics.

You must be a Primary Administrator or entitled Application Administrator to administer tokens. Go to **CashPro®**, select **Menu**, select **Administration**.



1 Granting Permission to Activate a Mobile Token from CashPro Online

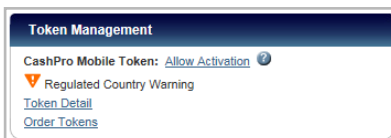


- Mobile tokens require the CashPro App which is available for download from the App Store®, Google Play® or the Galaxy Store®.
- Company Administrators must grant permission before a user can activate a mobile token. Approval is required when granting mobile token permission to users.

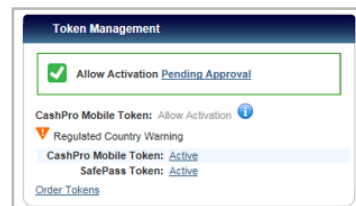
- Users have 72 hours to activate a mobile token after a Company Administrator approves permission.
- A mobile token, once activated, is bound to a single device and will not work on additional mobile or tablet devices.
- One SafePass and one Mobile token can be active per user ID.

To grant permission for a user to activate a mobile token, complete the following:

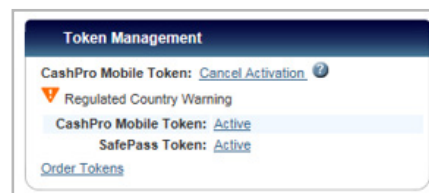
1. From the Users tab, click the **User ID** hyperlink for which you would like to grant permission.
2. Click **Allow Activation** within Token Management.



- A dialogue box will display indicating the activation is Pending Approval.
- For companies setup as Single Administration the user can click on the **Pending Approval** link and will be taken to the Approvals tab where they can approve.



3. To complete the secondary approval, from **Approvals > User Requests** select the pending mobile token activation and click **Approve**.
4. After obtaining secondary approval, the user has 72 hours to activate the mobile token.
- If the 72 hour activation window expires, the Company Administrator will need to grant and approve the permission again.
- To cancel the activation permission, from Token Management click **Cancel Activation**.



2 Granting Permission to Activate a Mobile Token from the CashPro App

To grant permission for a user to activate a mobile token from the CashPro App, complete the following:

1. From the home page, select **Admin Approvals**.
2. Tap **View Open Requests**.
3. Select **Show only requests I can approve**.
4. Under **Pending Requests**, select **Mobile Token Activation**.
5. Tap **Approve** or **Reject**.

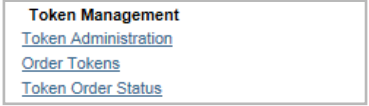
To complete the secondary approval, another Admin must to their Admin Approvals in the CashPro App and approve the pending request. After obtaining a secondary approval, the user has 72 hours to activate the mobile token.

3 Managing Tokens

Properly entitled administrators may enable, disable, or revoke tokens.

To manage tokens, complete the following:

1. From the Company tab, click **Token Administration** within Token Management.



2. Locate the token **Serial Number** to view the token status. Possible statuses are:

- Active** The token is assigned to a user and can be used for authentication.
- Disabled** The token is assigned to a user, but an administrator must enable the token before it can be used for authentication.
- Enabled** The token is available for use within CashPro, but the user has not yet activated it.
- Revoked** The token has been permanently disabled and cannot be used.

3. Click the **Serial Number** hyperlink for the token.

Last Activity ▼	Serial Numbe...	Status
05/24/2018 15:44 CDT	FDN8086404	Active
05/24/2018 15:38 CDT	1270000567	Active

4. Complete **one** of the following token actions:

Enable Use Enable if a mobile token is in a disabled status either because an administrator disabled the token or a user entered an incorrect password or incorrect OTP 3 times, or an incorrect ESIG 5 times. Click **Enable**, then click **Enable** again to confirm. The token status changes to Active and the user may authenticate with the token.

Disable Use Disable if a user will not be using a mobile token for a period of time, such as a leave of absence, but will use it again in the future. Click **Disable**, then click **Disable** again to confirm. The token status changes to Disabled, and the user may not authenticate with the token until it is enabled.

Revoke Use Revoke if a user no longer needs a mobile token or if the user has forgotten their token PIN. If the user has forgotten the token PIN, once the existing token is revoked, go into the user's profile and grant them a new mobile token. The newly granted mobile token will need to be approved before the user can go through the activation process.

4 Replacing a Mobile or Tablet Device

When a user replaces a mobile or tablet device that stores active mobile tokens in the CashPro App, existing active mobile tokens will not automatically transfer activation to the new device.

Before replacing a mobile or tablet device, the user should delete existing mobile tokens and the Company Administrator must grant and approve permission to activate the tokens on the new device.

Follow steps 1 through 4 in [Granting Permission to Activate a Mobile Token](#).

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