



Mobile Token User Guide



EFFECTIVE MARCH 2022

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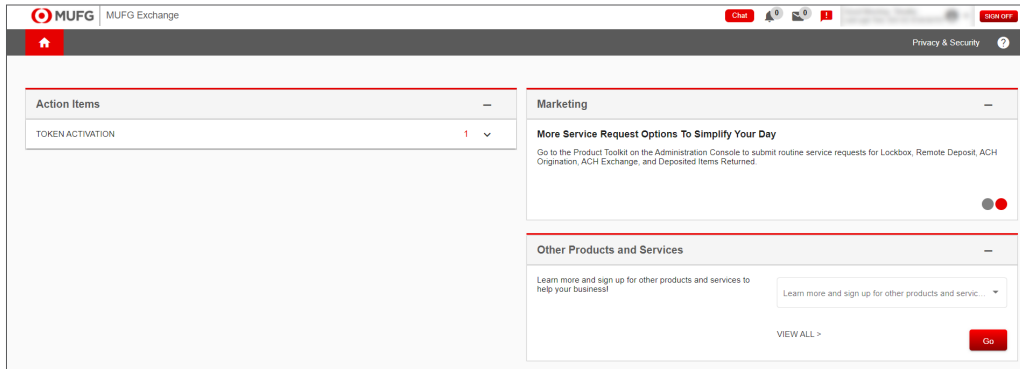
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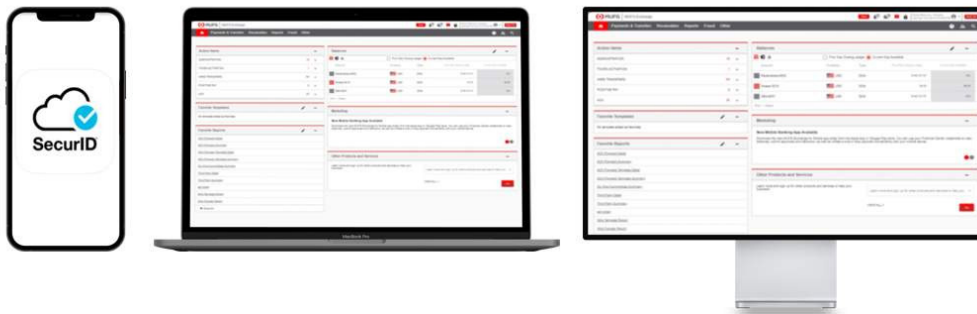
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INTRODUCTION

One of the benefits to Mobile Token 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 SecurID** 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 SecurID** application by going to the [Apple App store](#) or [Google Play store](#).

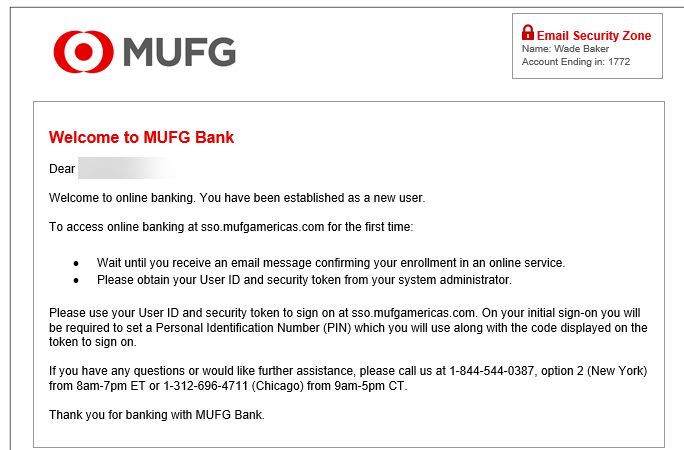


Before your Mobile Token can be activated, you must access MUFG Exchange using the temporary password provided to you by email.

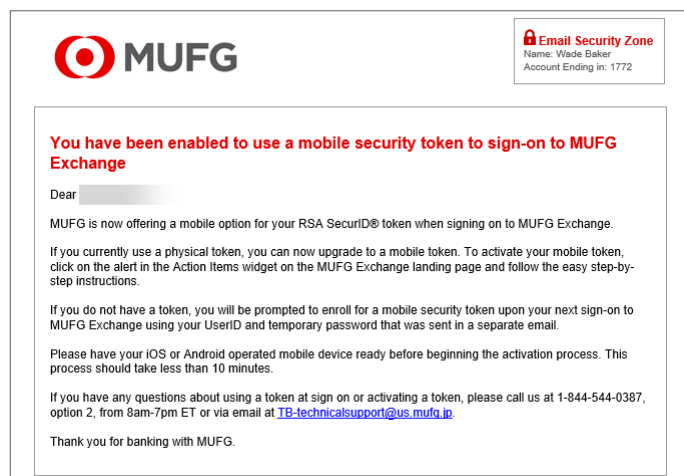
ACCESSING MUFG EXCHANGE FOR THE FIRST TIME

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

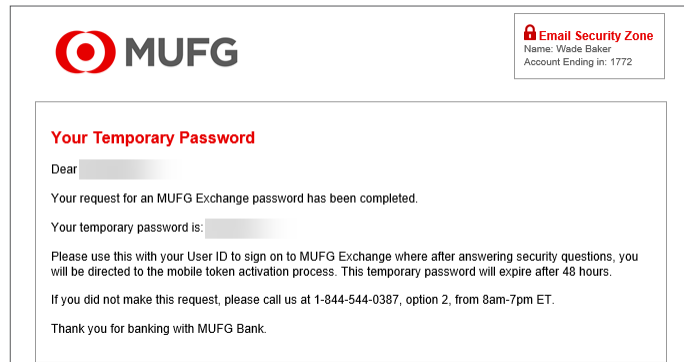
Welcome email: This email provides an introduction to online banking and instructs you to obtain your User ID from your Web Administrator.



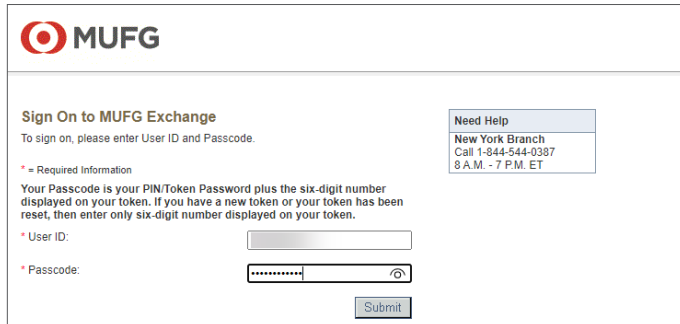
Mobile Token email: This email advises that you are enabled for a Mobile Token. This guide will provide further activation instructions.



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.** If you have not received your temporary password, please contact your Web or Security Administrator.

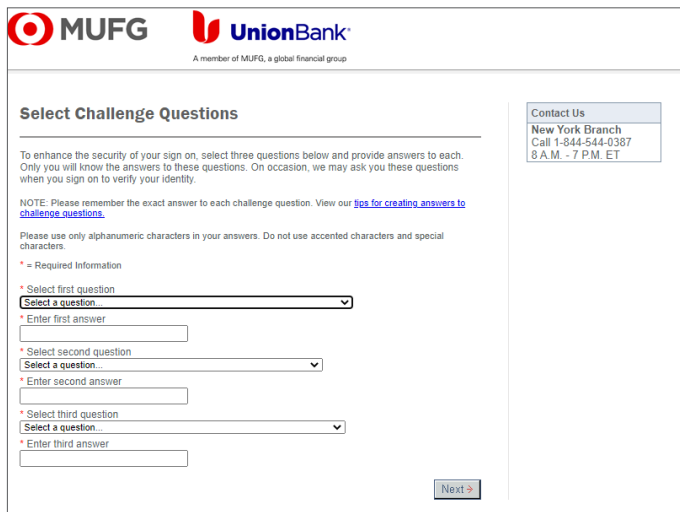


- 1 From your browser, go to sso.mufigamericas.com and enter your User ID and temporary password. Click **Submit**.



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 the New York Branch contact information: "Call 1-844-544-0387" and "8 A.M. - 7 P.M. ET". The main form area includes a "Required Information" section with a note about the Passcode being the PIN/Token Password plus a six-digit number. Below this are input fields for "User ID:" and "Passcode:", each with a "Show/Hide" icon. A "Submit" button is located at the bottom right of the form.

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

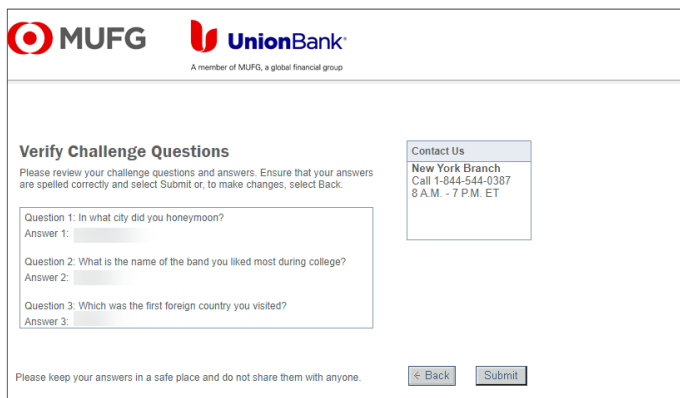


The screen shows the MUFG and UnionBank logos at the top. Below the logos, the heading "Select Challenge Questions" is followed by instructions to select three questions and provide answers. A "Contact Us" box on the right lists the New York Branch contact information. The main form area includes a "Required Information" section with a note about using alphanumeric characters. Below this are three sets of question and answer fields, each with a "Select a question" dropdown and an "Enter answer" text box. A "Next" button is located at the bottom right of the form.

- 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 and UnionBank logos at the top. Below the logos, 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 the New York Branch contact information. The main form area includes three question and answer pairs: "Question 1: In what city did you honeymoon?", "Question 2: What is the name of the band you liked most during college?", and "Question 3: Which was the first foreign country you visited?". Each question has a corresponding "Answer" text box. 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?

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 SecurID token App. If you have not already done so, please to download and install the “RSA SecureID Software Token” app from either the Apple App Store or the Google Play Store.

**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.

- 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.

**Mobile Token Activation**

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
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.

☒ APPLE - or - ☐ ANDROID

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

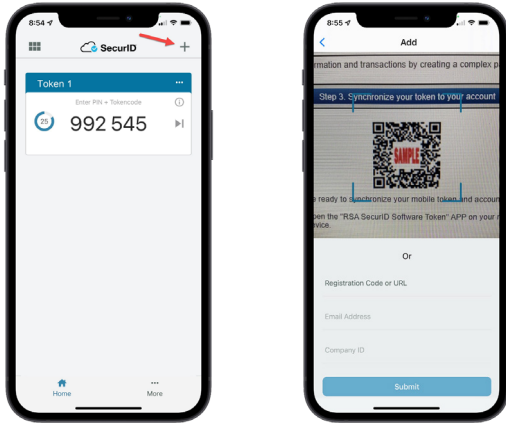
- Must be 6-8 characters (letters or numbers) -
- Do not use any special characters -
- Should be different from other PINs. -

Set PIN


Confirm PIN 

- 3 Follow **Step 3: Synchronize your token to your account** in the screenshot below and open the “RSA SecurID Software 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.



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

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.

Step 2. Select Device Type / Set PIN

☐ 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

Step 3. Synchronize your token to your account



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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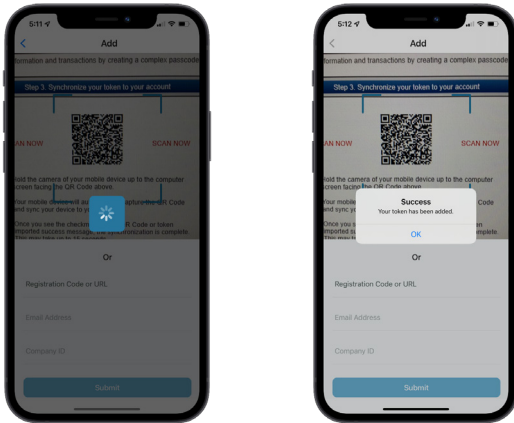
Secure Site

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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.

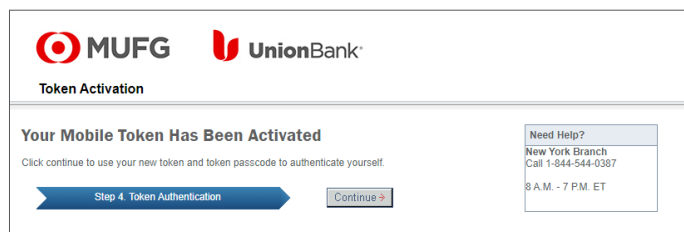


- 6 Once the green check mark appears in the QR Code on the computer screen, the synchronization is complete.

Click **Next** to confirm activation.

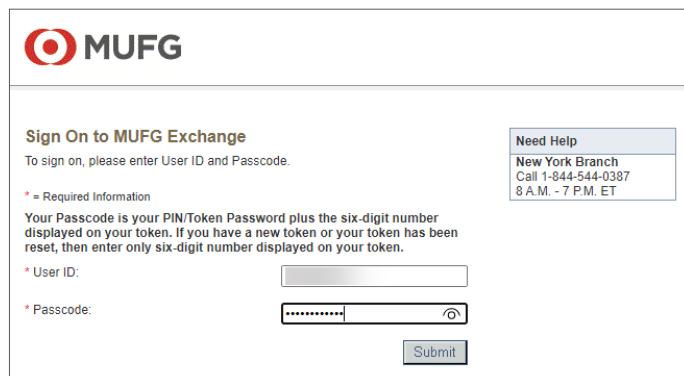
MUFG UnionBank	
Mobile Token Activation	
Thank you for activating and synchronizing your mobile security token. A security token helps protect your account information and transactions by creating a complex passcode. This mobile token will replace any physical token you may be using.	
<div>Step 1. Prepare your Device</div> <div>Step 2. Select Device Type / Set PIN</div> <div>Step 3. Synchronize your token to your account</div>	
<p>To begin, please have your mobile device in hand and ready:</p> <ol style="list-style-type: none">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.	<div><div><input type="radio"/> APPLE - or - <input type="radio"/> ANDROID</div><div>Create a specific PIN for your mobile token using the following guidelines:<ul style="list-style-type: none">- Must be 6-8 characters (letters or numbers) -- Do not use any special characters -- Should be different from other PINs. -</div><div>Set PIN <input type="text"/></div><div>Confirm PIN <input type="text"/></div></div> <div><div></div><div>Your mobile token is now synced to your account!!</div><div><div>Step 4. Token Authentication</div><div>Next</div></div></div>

- 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, the MUFG and UnionBank logos are displayed. Below them, the text "Token Activation" is shown. The main heading is "Your Mobile Token Has Been Activated", followed by the instruction "Click continue to use your new token and token passcode to authenticate yourself." There are two buttons: "Step 4. Token Authentication" and "Continue". A "Need Help?" box on the right provides contact information for the 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 (the 6-digits displayed on your token, also referred to by RSA as a One Time Password or OTP) into MUFG Exchange. Click **Submit** to complete Activation.

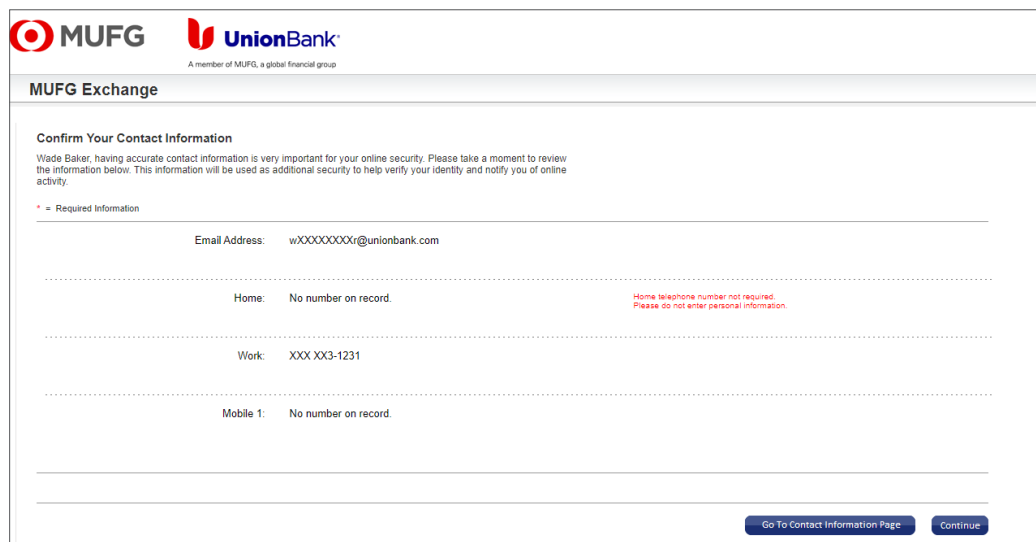


The screenshot shows the MUFG Sign On to MUFG Exchange screen. At the top, the MUFG logo is displayed. Below it, the heading "Sign On to MUFG Exchange" is shown, followed by the instruction "To sign on, please enter User ID and Passcode." There is a "Need Help?" box on the right with the same contact information as the previous screen. Below the heading, there is a note: "* = Required Information" and "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 toggle icon. A "Submit" button is at the bottom right.

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, the MUFG and UnionBank logos are displayed, along with the text "A member of MUFG, a global financial group". Below them, the heading "MUFG Exchange" is shown. The main heading is "Confirm Your Contact Information", followed by the instruction "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 rows of contact information: "Email Address: wXXXXXXXX@unionbank.com", "Home: No number on record. Home telephone number not required. Please do not enter personal information.", and "Work: XXX XX3-1231". There is also a "Mobile 1: No number on record." field. At the bottom, there are two buttons: "Go To Contact Information Page" and "Continue".

Congratulations, you have successfully activated your Mobile Token.

MANAGING YOUR MOBILE TOKEN

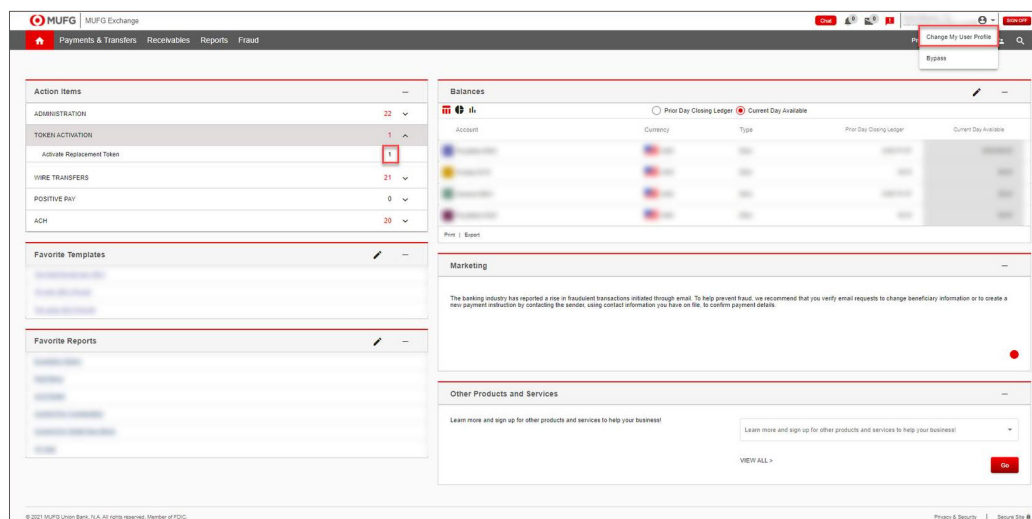
Once the mobile token has been activated, there are a handful of scenarios where you will need assistance with managing your token:

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.



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