Mobile Token User Guide

EFFECTIVE MARCH 2022

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

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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.
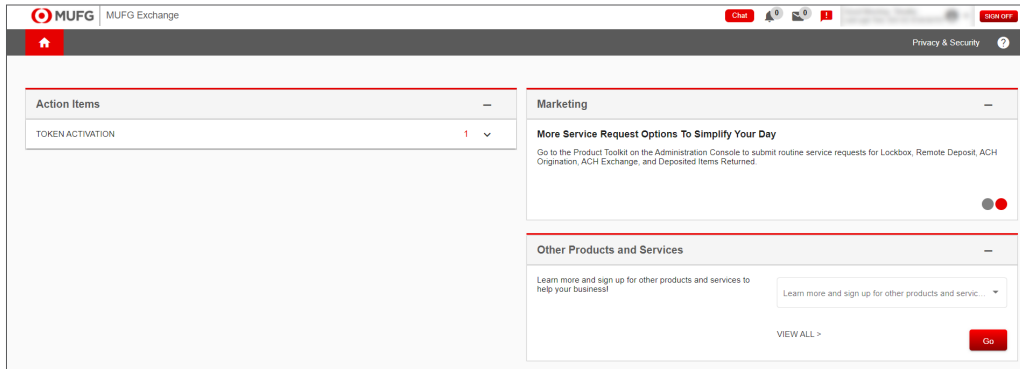
Activating your token requires two items, your mobile device and your computer.
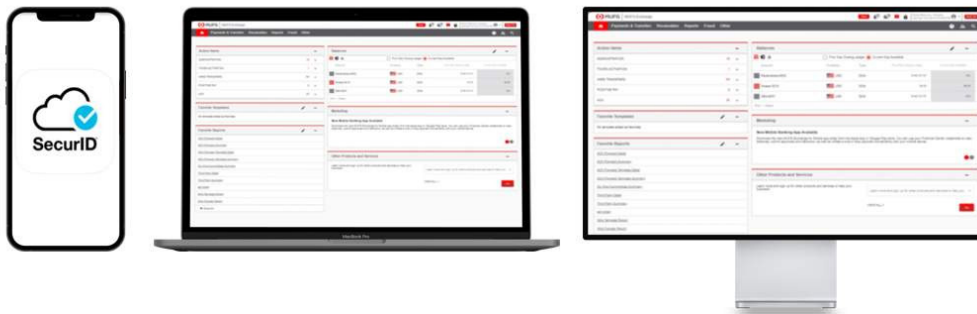
Step one is to download the **RSA SecurID** application to your mobile device. It is suggested you start and complete the download before logging into MUFG Exchange to ensure you are set and ready. You can access the **RSA SecurID** application by going to the Apple App store or Google Play store.


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.
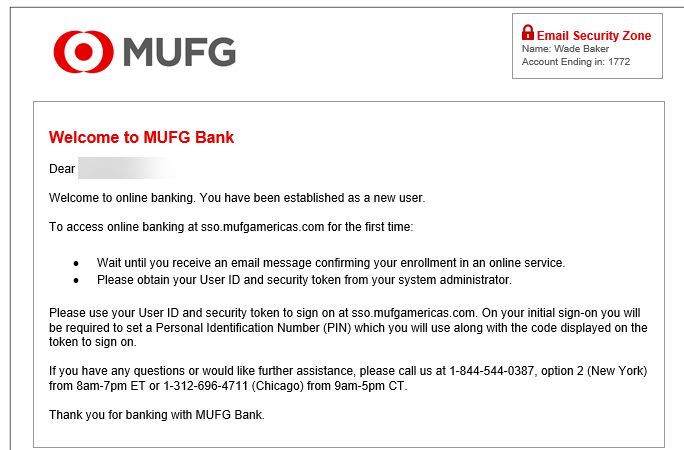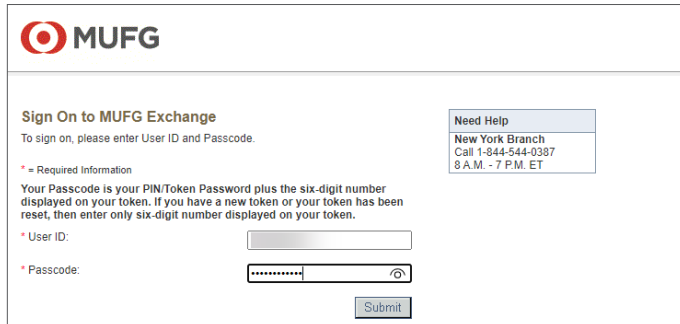

Mobile Token email: This email advises that you are enabled for a Mobile Token. This guide will provide further activation instructions.
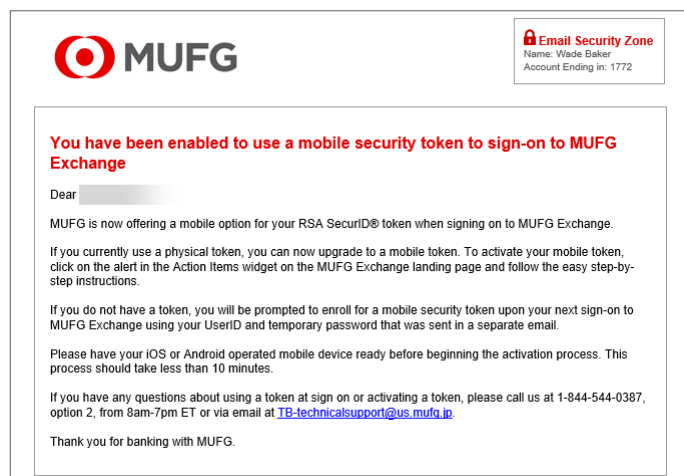
Temporary Password email: Shown in the screenshot below, this email provides your temporary password to access MUFG Exchange. **Please note that this temporary password is only active for 48 hours.** If you have not received your temporary password, please contact your Web or Security Administrator.
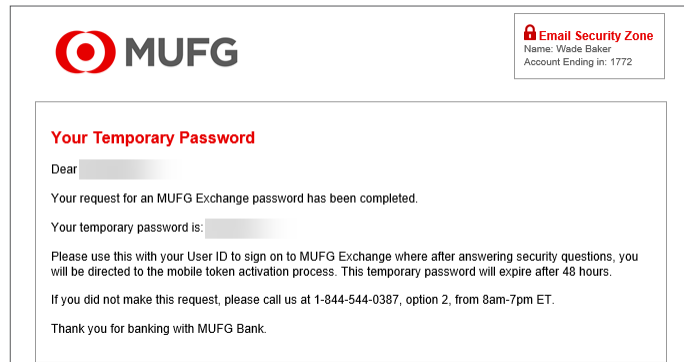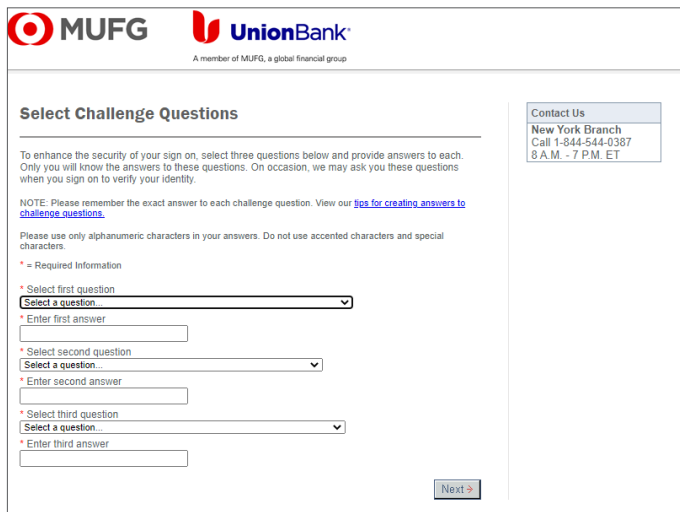
1 From your browser, go to sso.mufgamericas.com and enter your User ID and temporary password. Click **Submit**.

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Sign On to MUFG Exchange
To sign on, please enter User ID and Passcode.

* = Required Information

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.

* User ID:

* Passcode:

Submit

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8 A.M. - 7 P.M. ET

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

MUFG UnionBank
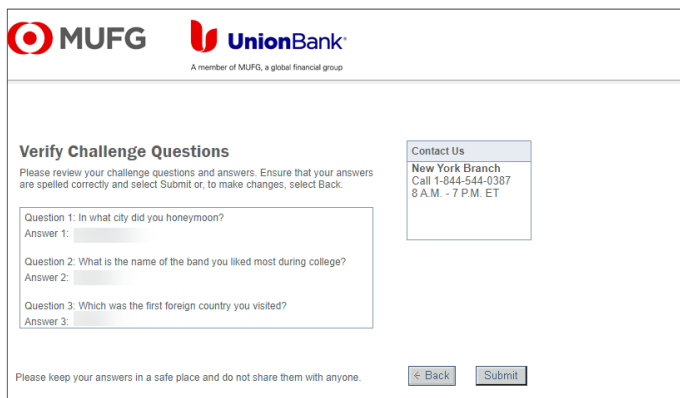A member of MUFG, a global financial group

Select Challenge Questions

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.

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.

* = Required Information

* Select first question
Select a question...

* Enter first answer

* Select second question
Select a question...

* Enter second answer

* Select third question
Select a question...

* Enter third answer

Next →

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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**.

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Verify Challenge Questions
Please review your challenge questions and answers. Ensure that your answers are spelled correctly and select Submit or, to make changes, select Back.

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:

Question 3: Which was the first foreign country you visited?
Answer 3:

Please keep your answers in a safe place and do not share them with anyone.

← Back   Submit

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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?

[   ]

Cancel   Submit

ACTIVATING YOUR MOBILE TOKEN

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

❶ 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.

❷ 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.

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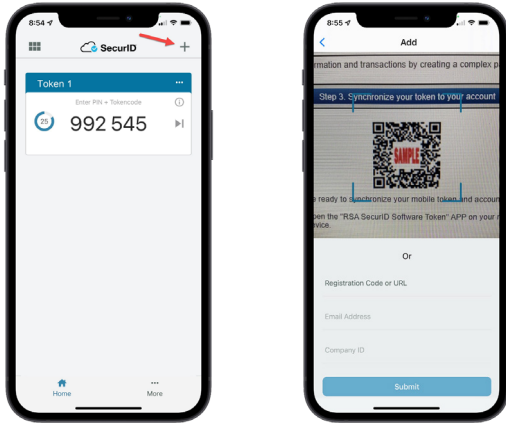
❹ Once you can see the Scan the QR code option, click **Get QR Code** on the Mobile Token Activation page on your computer and wait for the QR code to display.

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.
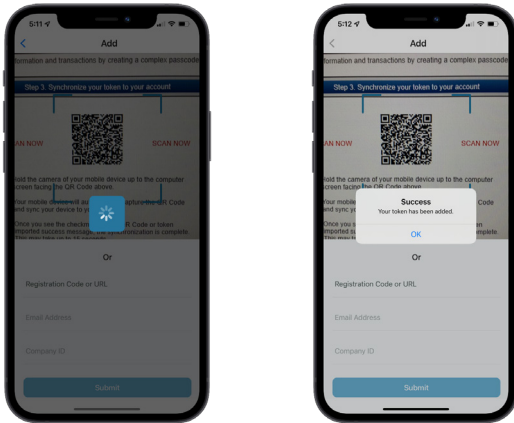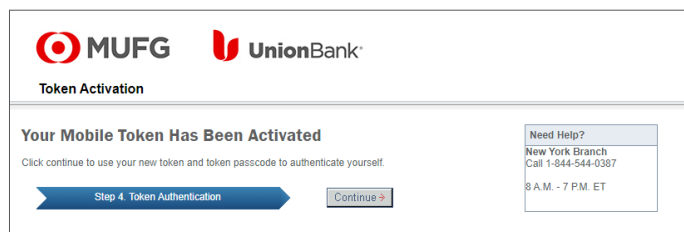

6 Once the green check mark appears in the QR Code on the computer screen, the synchronization is complete.
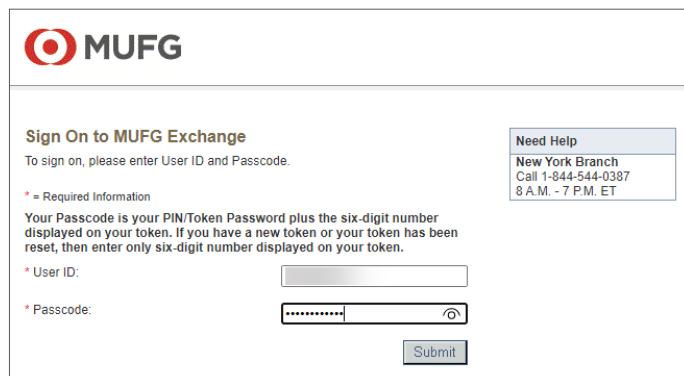
Click **Next** to confirm activation.

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.

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.
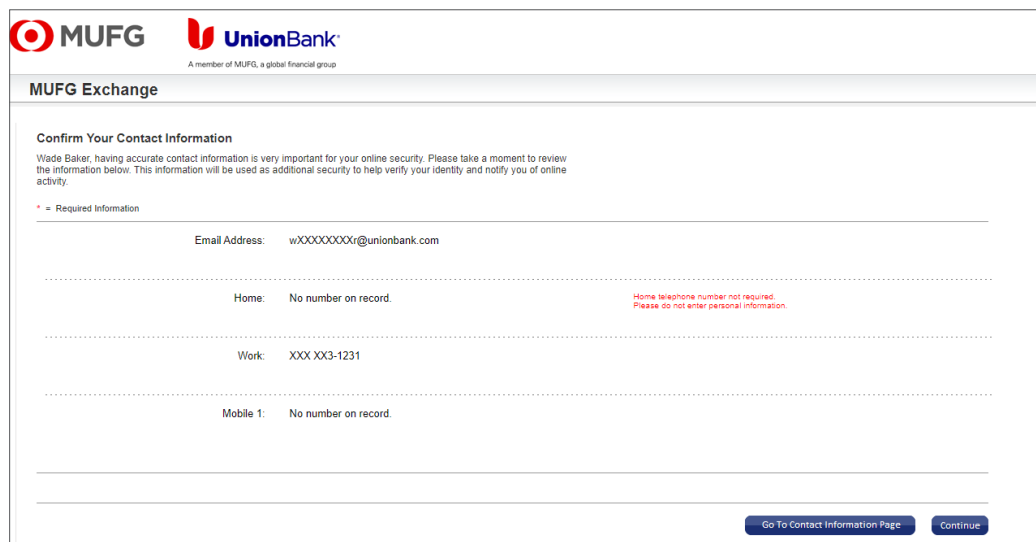
Click **Submit** to complete Activation.

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**.

Congratulations, you have successfully activated your Mobile Token.
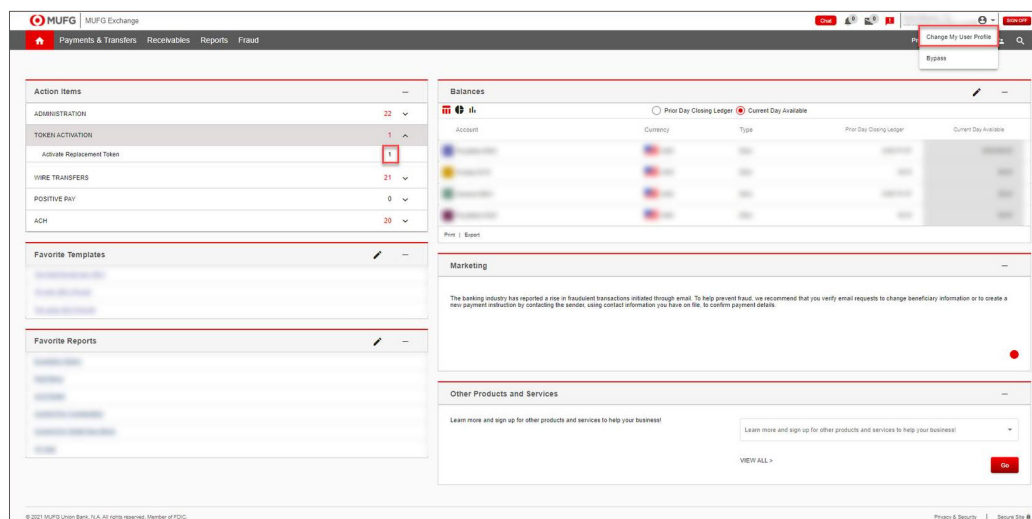
MANAGING YOUR MOBILE TOKEN

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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