SurePassID Authenticator Guide

SurePassID Authentication Server 2021

Introduction

This technical guide describes how to use the SurePassID Mobile Authenticator app to generate One-Time Passwords (OTP) that are compatible with SurePassID Authentication Server.

SurePassID Authentication Server increases the security of online identities and significantly improves an organization’s resistance to identity theft attacks such as phishing. It addresses the real-world demand of strong authentication, making it easier to use while helping to reduce deployment and management costs.

Prerequisites

Before you start

Complete the following steps before configuring SurePassID Authenticator to work with SurePassID Authentication Server:

- You will need an Android or iOS capable device such as a mobile phone or tablet.
- Open and configure a SurePassID Authentication Server account. If you have not already done so, open an account at www.surepassid.com.

What is SurePassID Authenticator?

The SurePassID Authenticator is a mobile application that acts as a container for storing SurePassID mobile security tokens. SurePassID Authenticator can store the following tokens:

- One Time Passcode - Each SurePassID Authenticator token is a software equivalent of a physical two-factor hardware authentication token. The user enters this token to gain access to a system.
- Push Tokens – The SurePassID Authenticator will prompt the user to approve access to a system.

The SurePassID Authenticator offers the following advantages over traditional hardware tokens:

- The SurePassID Authenticator can hold an almost unlimited number of SurePassID Authenticator tokens.
- In addition to QR codes for SurePassID Authenticator token activations, SurePassID Authenticator supports over-the-air provisioning of SurePassID Authenticator tokens with a single click, increasing user satisfaction and eliminating security flaws inherent with QR codes.
- Supports legacy mobile security tokens like Google Authenticator, Authy, etc.
- No need to carry additional hardware tokens - just your phone.
- SurePassID Authenticator tokens can be created instantaneously and electronically distributed to your users. Conversely, traditional hardware tokens must be sent to individual users.
- SurePassID Authenticator tokens are software and as such they are inherently less costly than traditional hardware tokens. Perfect for budget constrained companies.
- SurePassID Authenticator tokens can be delivered to users in a matter of minutes. Hardware tokens can often require a set of operational procedures for the distribution of physical corporate assets.

Using SurePassID Authenticator involves the following steps:

1. Adding a SurePassID Authenticator token to the user's SurePassID account
2. Installing the SurePassID Authenticator application on the user's mobile device
3. Activating the SurePassID Authenticator token on the user's mobile device
4. Verifying the SurePassID Authenticator token is setup correctly

Adding a SurePassID Authenticator token to a User Account

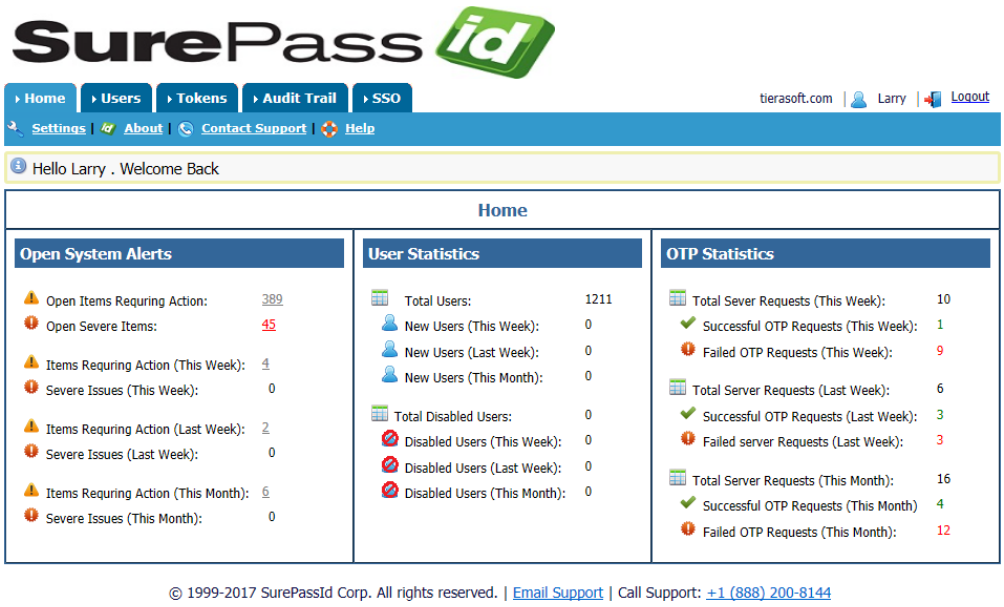
There are a few ways you can add a SurePassID Authenticator token to a SurePassID user account:

1. Manual – Add a SurePassID Authenticator to each user account one at a time. Best for doing some limited testing or on an ad-hoc basis.
2. Quick Link – You direct users to the SurePassID Activate web app and they can install the SurePassID Authenticator on their mobile device and activate their SurePassID Authenticator token.
3. SurePassID API – Use the SurePassID API to create SurePassID Authenticator tokens from your existing corporate intranet or IT application and assign them to users.
4. User Import – When you import users into SurePassID you have the system automatically create tokens for each user and send them a link to the activation page.
5. ServicePass – End-user self-service portal to create, activate and disable SurePassID Authenticator tokens.

This document only describes the Manual method. The other methods are beyond the scope of this document.

To add a SurePassID Authenticator manually, follow these steps.

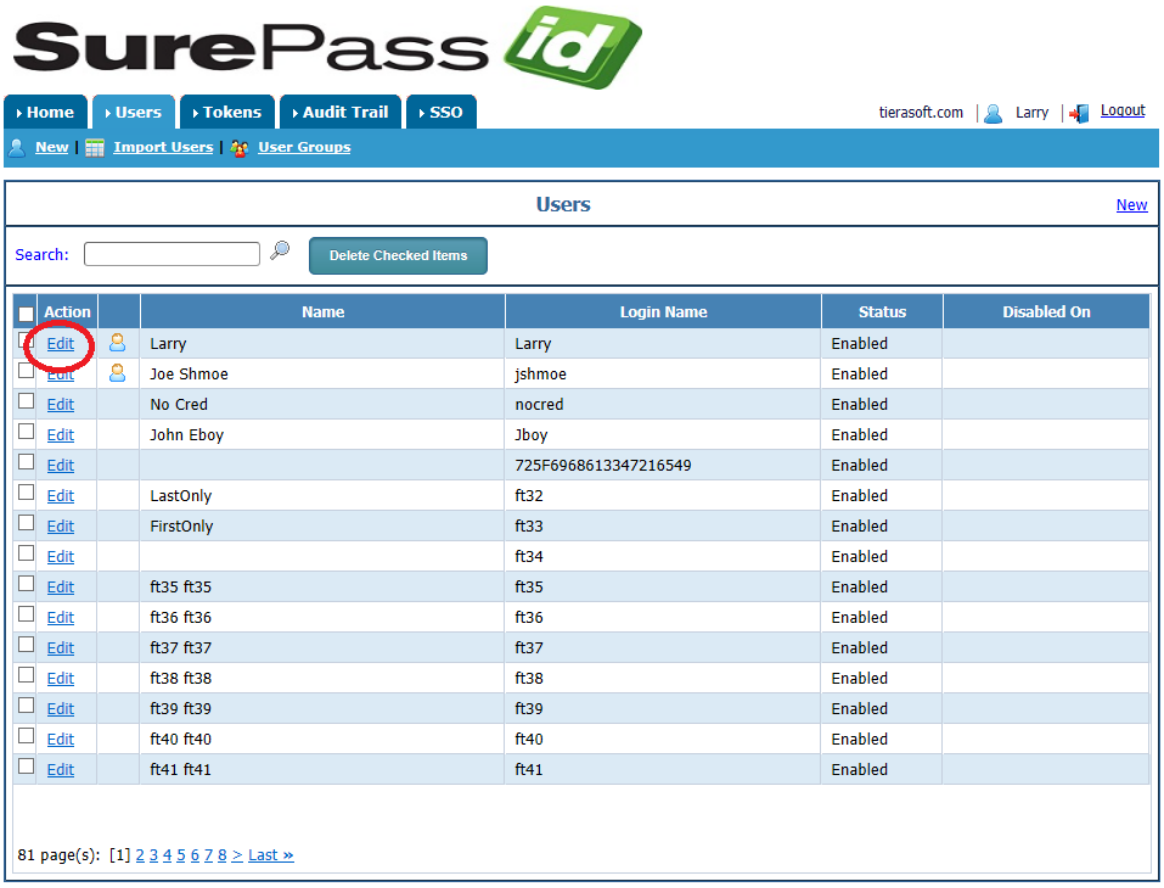
Log in to your SurePassID account. After logging into your account, select the **Users** tab as shown below.



HINT: Alternatively, you can use the **Tokens** folder to add an existing SurePassID Authenticator token and then assign it to an existing user.

HINT: To add many users art once, use the SurePassID User import. For additional instructions on this, please refer to the SurePassID Administrators Guide.

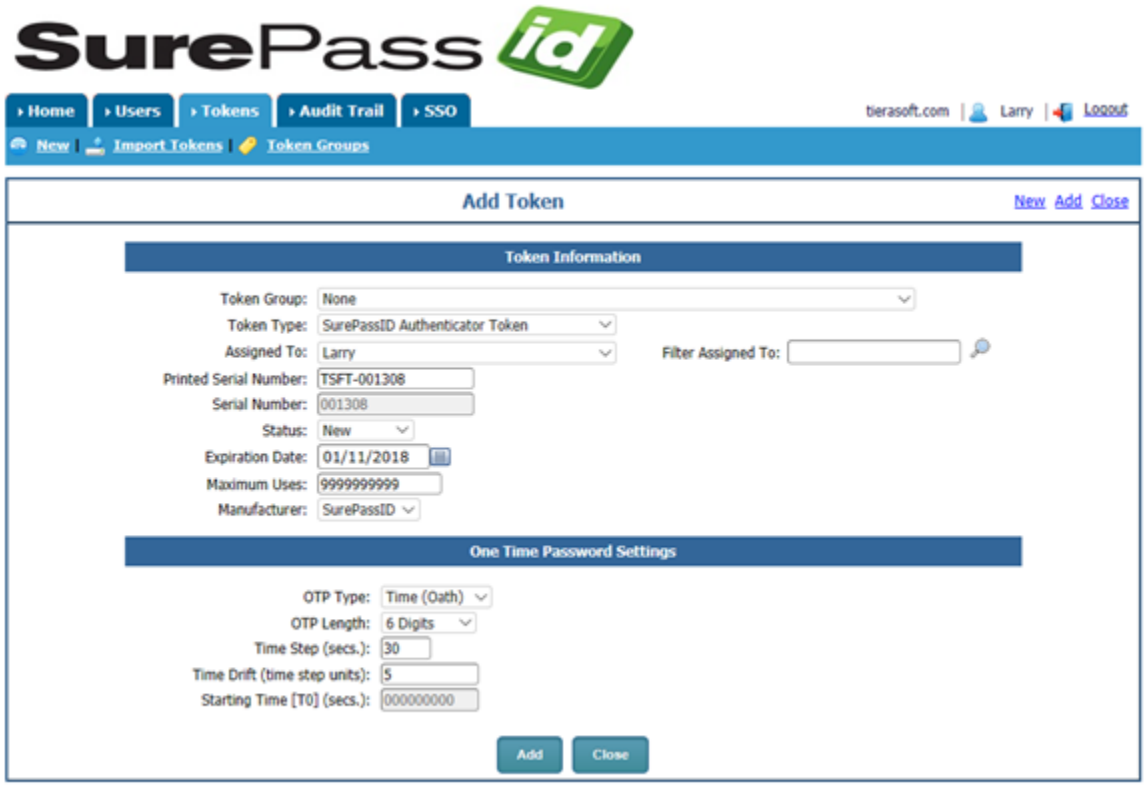
When the **Users** tab opens, select an existing user by clicking the **Edit** link as highlighted below.



© 1999-2017 SurePassId Corp. All rights reserved. | Email Support | Call Support: +1 (888) 200-8144

Add a new token to the user's account by clicking on the **New** link as shown below.

The following form will be displayed:

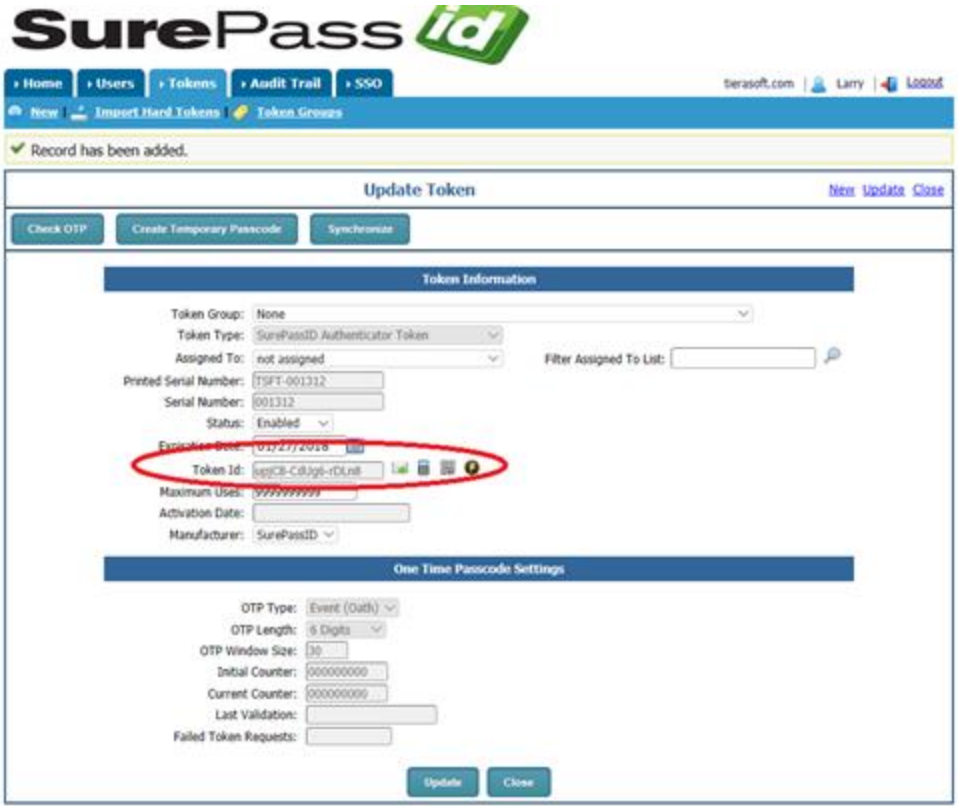


Set the applicable parameters. Specifically take notice of the following fields:

- **Token Type** – SurePassID Authenticator Token
- **Status** – Set to Enabled. If the token is not enabled, the user will not be able to configure the SurePassID Authenticator token.
- **OTP Type** – Select either a **Time** Based OTP, **Event** Based OTP, **Time** Based CSC, **Event** Based CSC.
- **OTP Length** - 3, 4, 6, 8, 10 digits

HINT: You can find more info about all these parameters in the Administrator's Guide.

Click the **Add** button and the following form will be displayed:



Take note of the **Token Id** field. You will need this code to configure the token in the SurePassID Authenticator mobile application.

There are several choices for you to send setup instructions to the user:

Click the icon to send token setup instructions to the user via email.

Click the icon to send a token activation to the user via SMS.

Click the icon to display the QR Code and hold your mobile device to the screen.

Click the icon to display the Instant Activation link

Alternatively, you can copy the **Token Id** and send it to the user via some other method such as Skype.

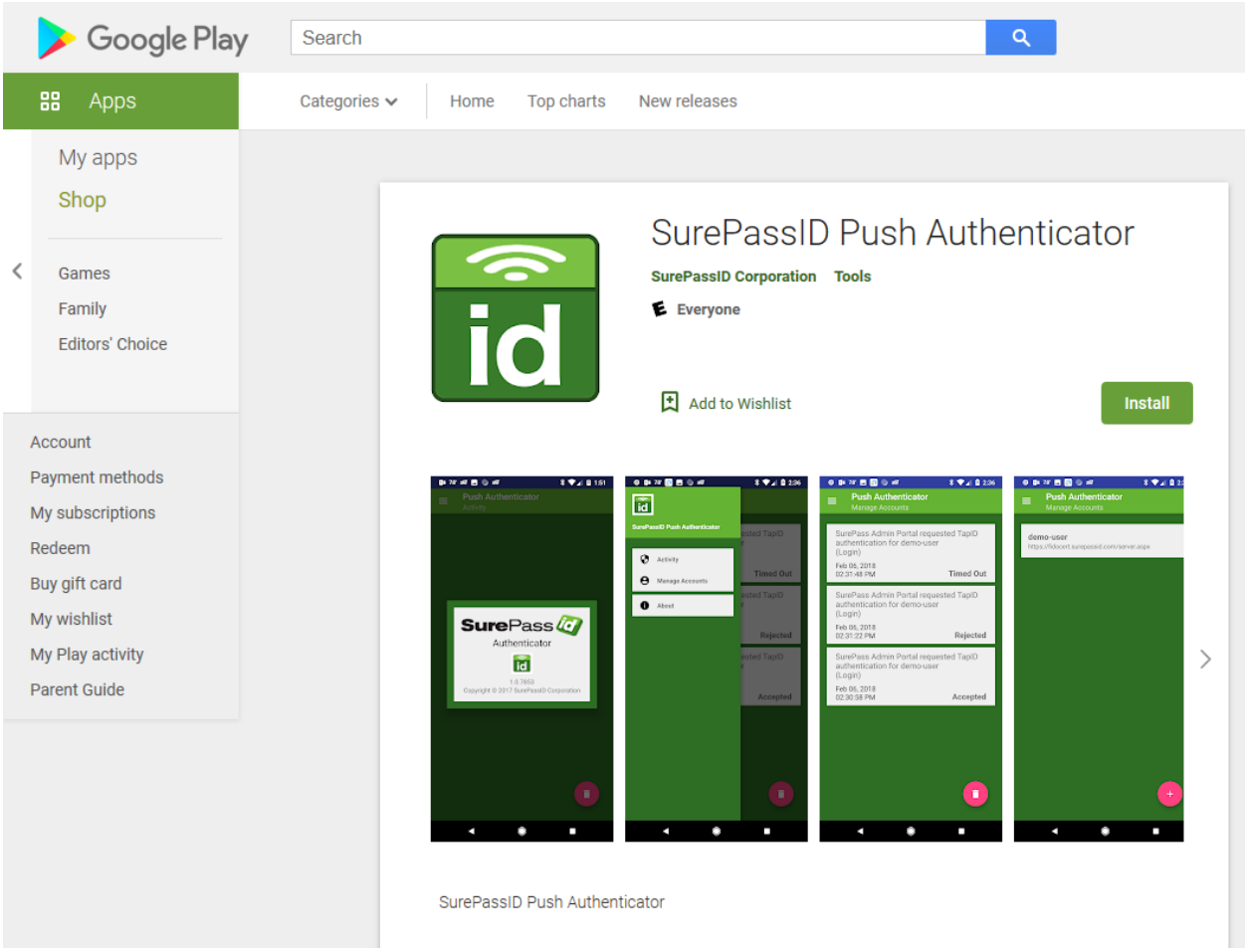
HINT: When using the Import Users method to add SurePassID Authenticators, the Unique Identifier field and the link to activate the SurePassID Authenticator will be sent to the user in an email for one-click install.

NOTE: You can customize the setup instructions by selecting the **Home > Settings > Customize Email Messages** or **Home > Settings > Customize SMS Messages** as shown below:

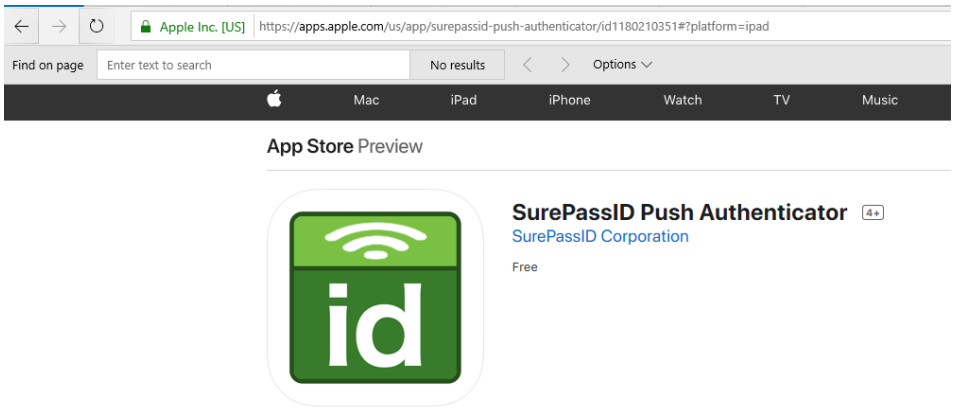
Installing the SurePassID Authenticator App

To install the SurePassID Authenticator application, follow these steps.

1. **Android** - Download the SurePassID Authenticator from the Play Store (Android) and follow the instructions to install on your mobile device. You can find the SurePassID Authenticator app by searching for **SurePassID Push Authenticator** as shown below.



iOS - Download the SurePassID Authenticator from the Apple App Store iTunes and follow the instructions to install on your mobile device. You can find the SurePassID Authenticator app by searching for **SurePassID Push Authenticator** as shown below.



2. Click Install.

Activating SurePassID Authenticator Tokens

SurePassID Authenticator can activate SurePassID Authenticator tokens the following ways:

- Instant Activation – Click an instant activation link on your mobile device (SMS or mobile email) and the token will be instantly activated without user interaction.
- Scan QR Code –Scan a QR code for a specific SurePassID Authenticator token.

To activate with Instant Activation

How does it work?

Instant Activation is a method of installing SurePassID Authentication tokens using over-the-air provisioning. This means the user can just click on a token activation link and the following things will happen:

1. The SurePassID Authenticator will automatically launch on the mobile device
2. The token will be pulled from the server, installed into the SurePassID Authenticator and locked from further activations.

Instant Activation requires that the link must be clicked on the user's mobile device. The link can be displayed on a mobile browser web page, embedded in an email, or in an SMS text message. SurePassID provides you many different ways to implement for very large organizations.

The instant activation link will be in the format of:
https://<surepass_installation>/oath-ota-provision/<tokenid>

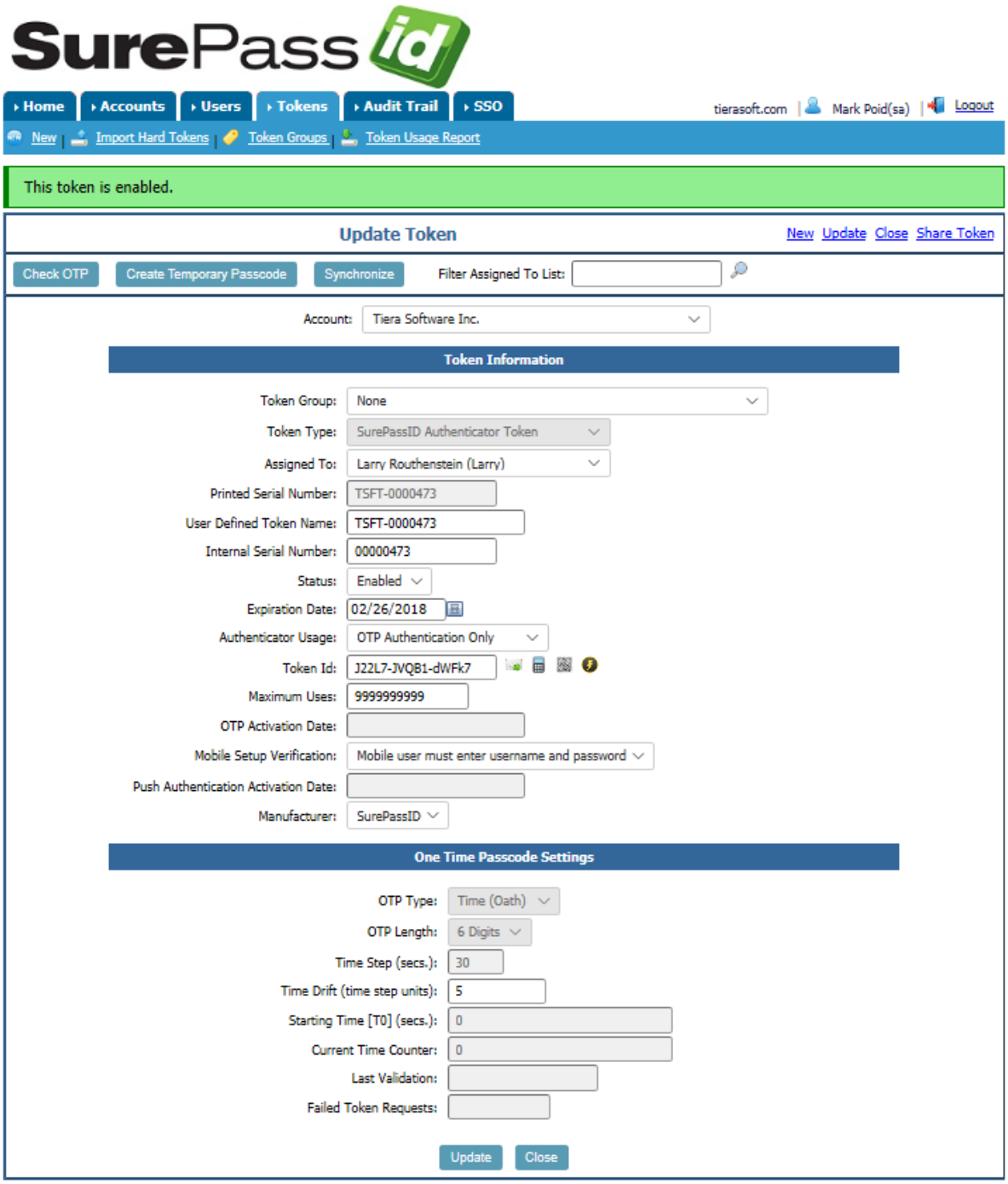
For example:

https://sandbox.surepassid.com/oath-ota-provision/pLxP0-NOkz1-dxgo1

HINT: This is the easiest and most secure way to add a SurePassID Authenticator token. When importing users into the system, they can automatically receive this link.

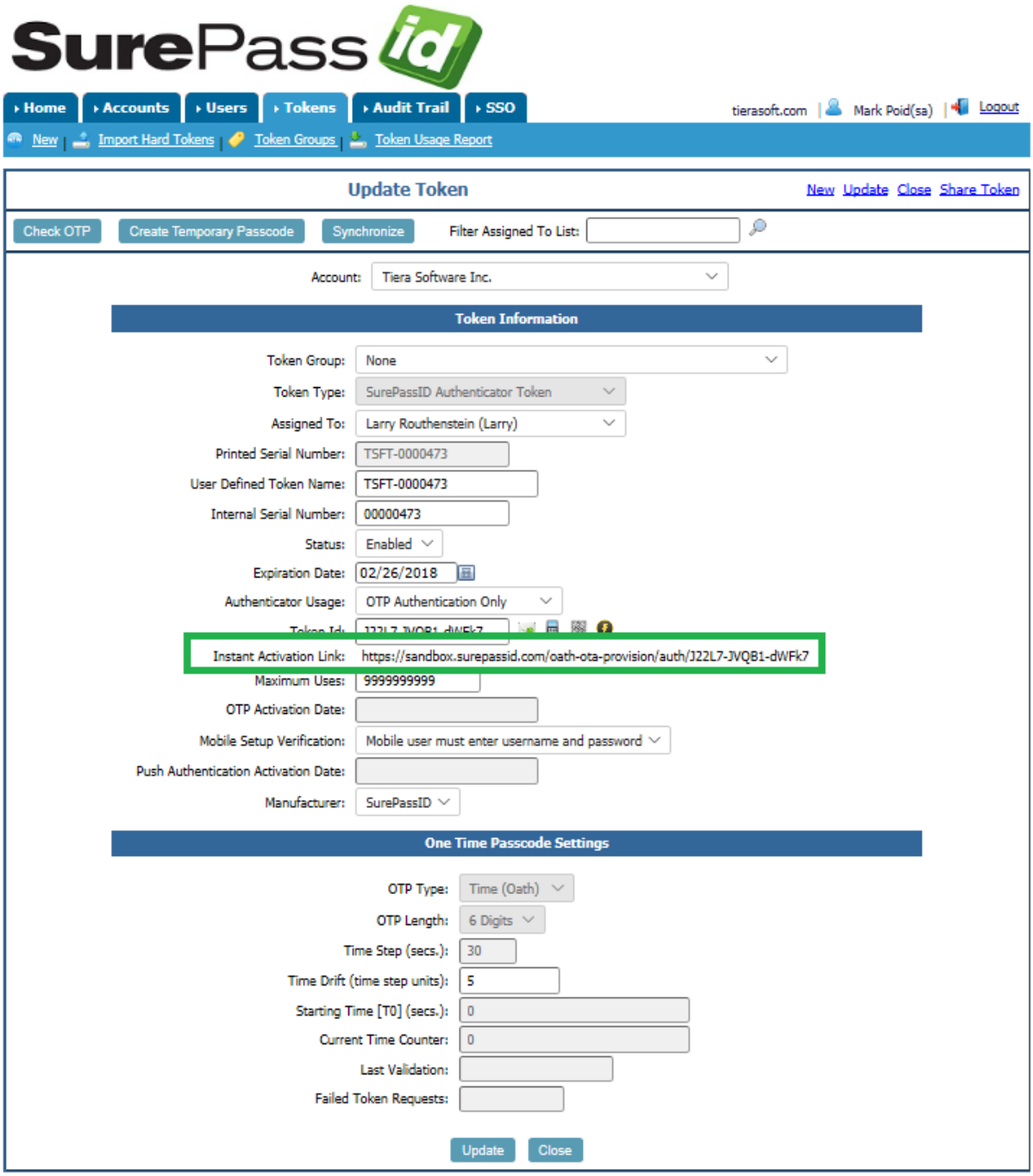
NOTE: If you are using SurePassID Server installed in your datacenter; (not in the cloud) then you will need to use the SurePassID Mobile Connector, or ServicePass to allow users to activate their tokens.

To start the process, log into your SurePassID account (if not already logged in) and locate the SurePassID Authenticator Token you want to activate. You can do this by following the same steps as Adding the SurePassID Authenticator, or by selecting the **Tokens** folder (filtering/sorting the tokens for a user and selecting that token). In either case, you will see the form below:



Click Instant Activation Button

Click the Instant Activation icon and the following form will be shown.



The **Instant Activation Link** is shown in red. Emailing or sending the link to a user will allow them to click on the link to activate the token.

Click icon to email the token setup instructions with the Instant Activation link to the user.

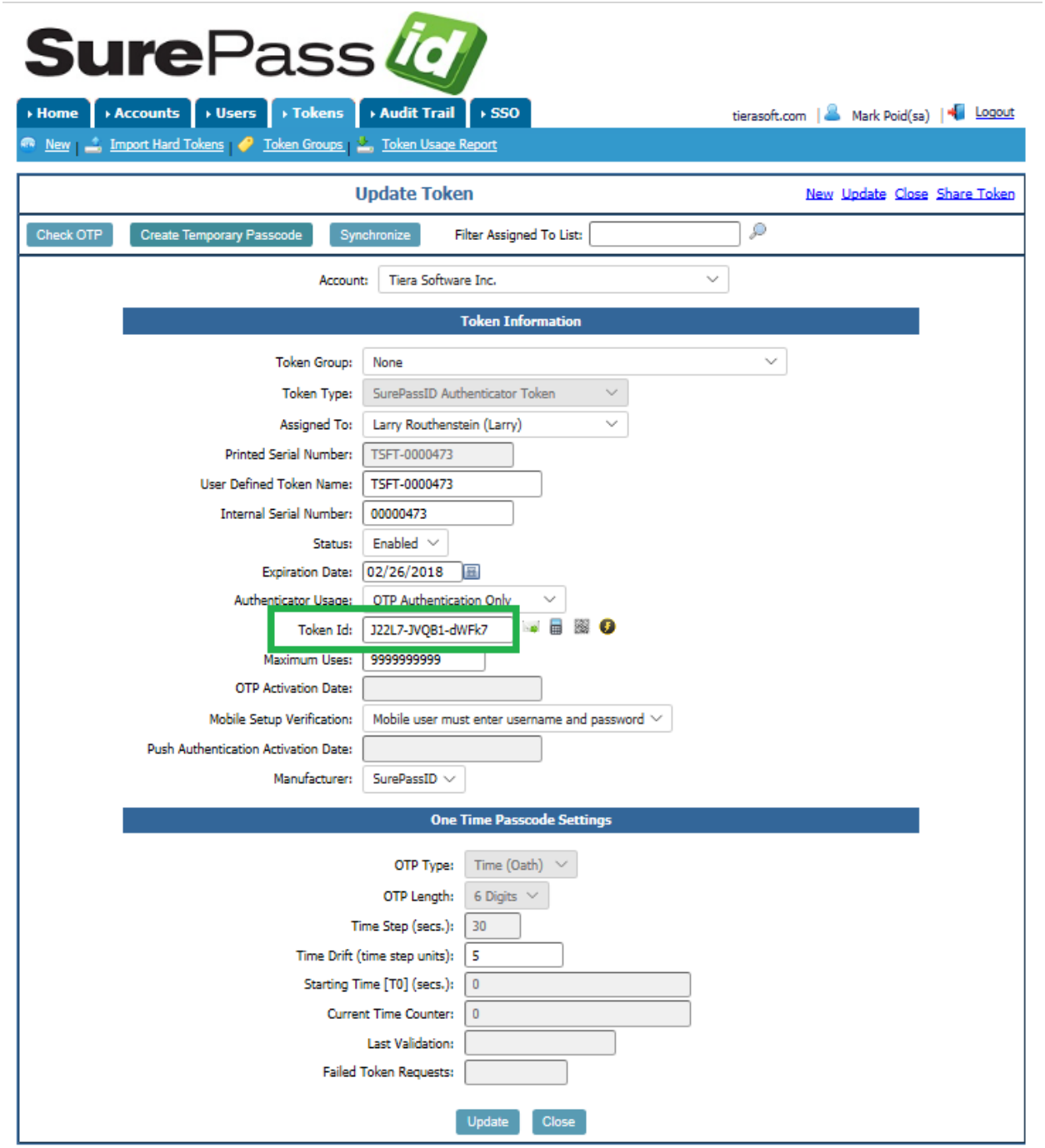
Click icon to send the Instant Activation link to the user via SMS.

When the user clicks the Instant Activation link while they are on their mobile device, the token will be installed without any user interaction.

HINT: This is the easiest and most secure way to add a SurePassID Authenticator token. When importing users into the system, they can automatically receive this link.

To activate with Token ID

1. Start the SurePassID Authenticator app on the target mobile device.
2. The SurePassID Authentic
3. Select **Download From Cloud** and enter the Token ID.
4. Log into your SurePassID account (if not already logged in) and locate the SurePassID Authenticator Token you want to activate. You can do this by following the same steps as Adding the SurePassID Authenticator, or by selecting the **Tokens** folder (filtering/sorting the tokens for a user and selecting that token). In either case, you will see the form below:

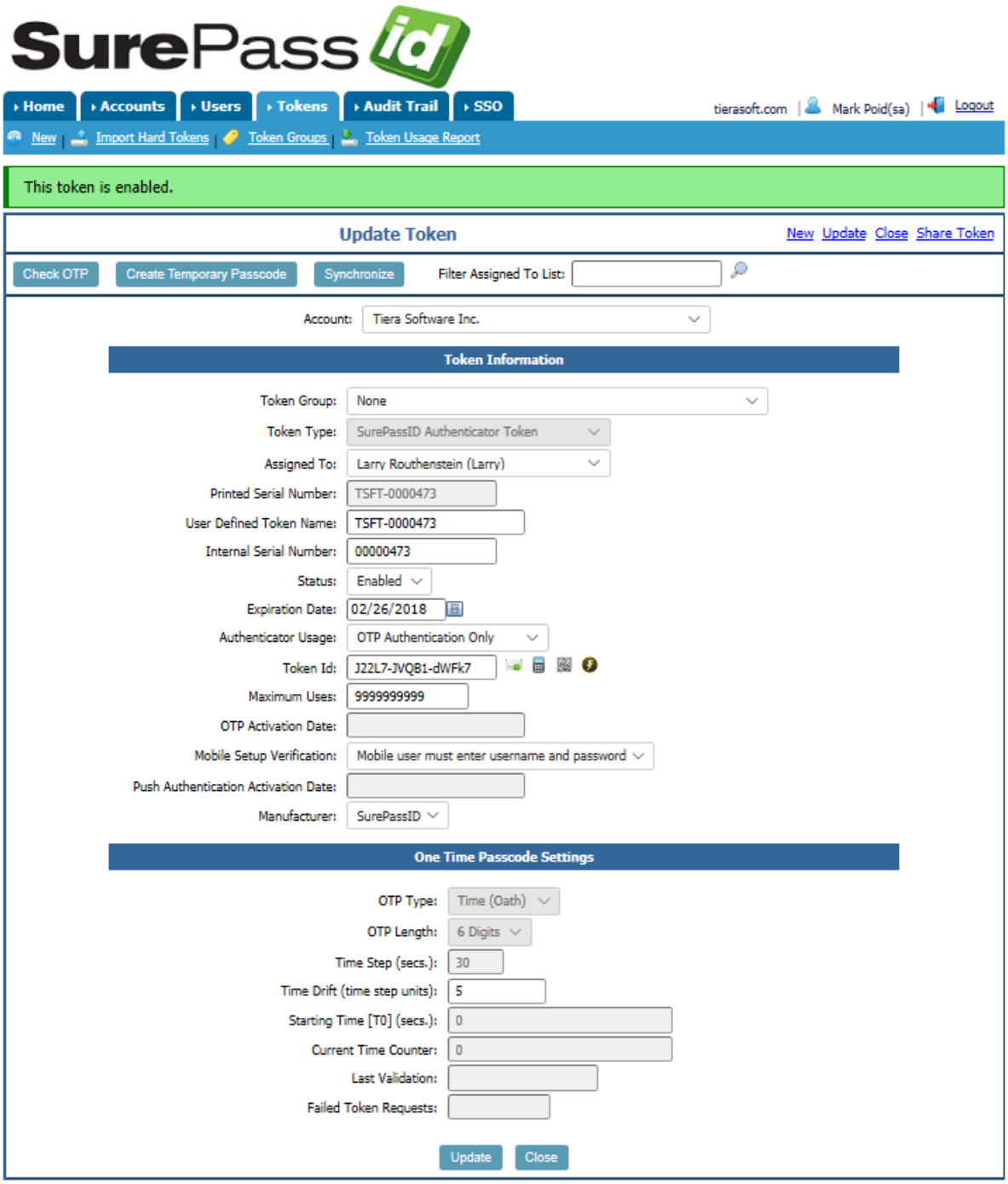


5. Copy the **Token Id** and send it to the user.
6. The user will then enter the Token id into the Token ID field in the SurePassID Authenticator app.

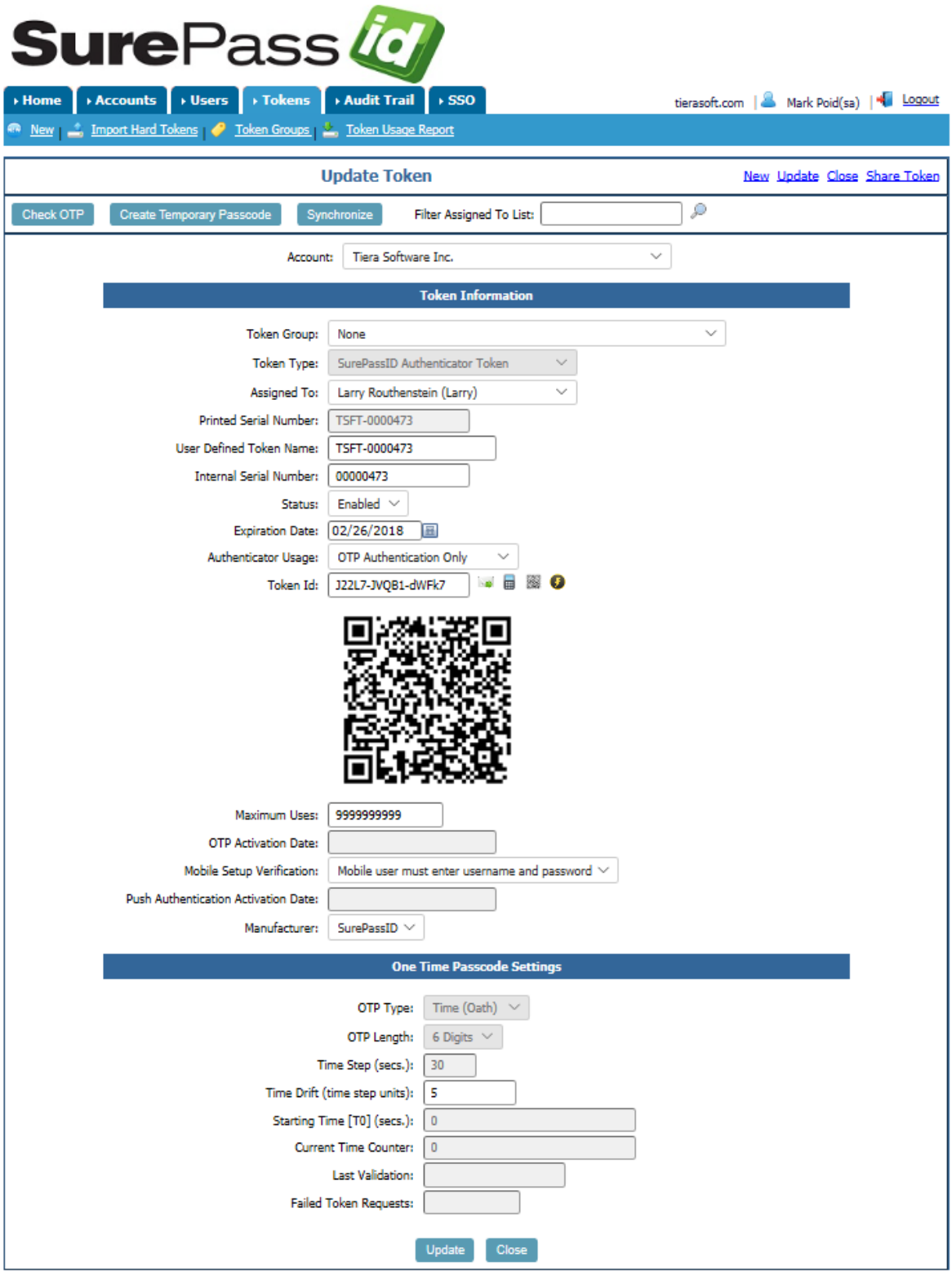
NOTE: If you are using SurePassID Server installed in your datacenter; (not in the cloud) then you will need to use the SurePassID Mobile Connector, or ServicePass to allow users to activate their tokens.

To activate token with QR Code

1. Start the SurePassID Authenticator app on the target mobile device.
2. Select **Scan QR Code for Account** from the menu. The SurePassID Authenticator is now waiting for a bar code to scan.
3. Log into your SurePassID account (if not already logged in) and locate the SurePassID Authenticator Token you want to activate. You can do this by following the same steps as Adding the SurePassID Authenticator, or by selecting the **Tokens** folder (filtering/sorting the tokens for a user and selecting that token). In either case, you will see the form below:


SurePass id
Home
Accounts
Users
Tokens
Audit Trail
SSO
tierasoft.com | Mark Poid(sa) | Logout
New | Import Hard Tokens | Token Groups | Token Usage Report
This token is enabled.
Update Token
New Update Close Share Token
Check OTP
Create Temporary Passcode
Synchronize
Filter Assigned To List:
Account: Tiera Software Inc.
Token Information
Token Group: None
Token Type: SurePassID Authenticator Token
Assigned To: Larry Routhenstein (Larry)
Printed Serial Number: TSFT-0000473
User Defined Token Name: TSFT-0000473
Internal Serial Number: 00000473
Status: Enabled
Expiration Date: 02/26/2018
Authenticator Usage: OTP Authentication Only
Token Id: J22L7-JVQB1-dWFk7
Maximum Uses: 9999999999
OTP Activation Date:
Mobile Setup Verification: Mobile user must enter username and password
Push Authentication Activation Date:
Manufacturer: SurePassID
One Time Passcode Settings
OTP Type: Time (Oath)
OTP Length: 6 Digits
Time Step (secs.): 30
Time Drift (time step units): 5
Starting Time [T0] (secs.): 0
Current Time Counter: 0
Last Validation:
Failed Token Requests:
Update
Close

1. Clicking the icon will toggle the showing of the QR code as shown below:



2. Hold the mobile device up to the QR code until the code is read and the SurePassID Authenticator adds the account.

Activate the SurePassID Authenticator token using activation portal

Users can activate a SurePassID Authenticator token by QR Code using the activation URL. The user will go to https://<surepassid_installation/activate.aspx?tokenid=<tokenid> and the following form is displayed.

HINT: You can configure the system to require a CAPCHA for additional security.

Pressing the **Activate** button will show the following form:

Press the **Select QR Code for Account** menu item, hold the mobile device up to the QR Code until the QR code is read and the SurePassID Authenticator app adds the token.

To verify and activate your token, select the token in the SurePassID Authenticator App, then enter the displayed code into the **Code From Mobile App To Verify** field and press **the Verify Code** button as shown below. If your token is configured correctly, you will see the following form:

Your token is ready to log into any SurePassID enabled system.

Alternatively, your users can use the SurePassID ServicePass Self-Service portal.

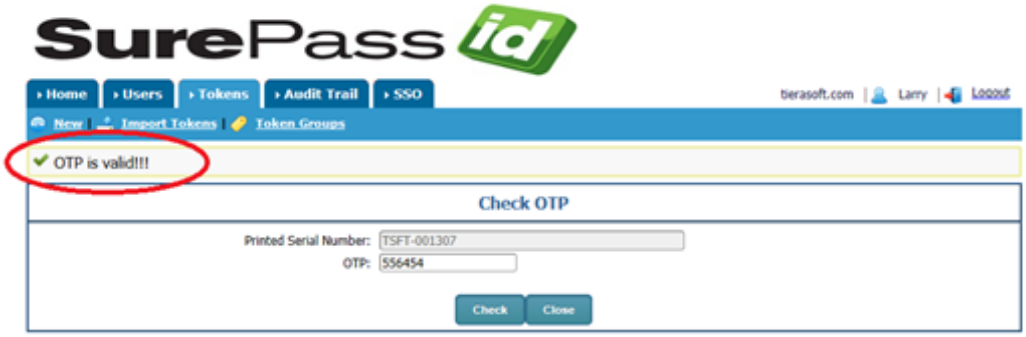
Verifying SurePassID Authenticator Token on the Server

To verify a user's SurePassID Authenticator is properly working, follow these steps.

1. Start the SurePassID Authenticator app.
2. Log in to the SurePassID Authentication Server if you are not already logged in.
3. Select the **Tokens** folder.
4. Find the token (by **Serial Number or Assigned User**) that you will verify. Press the **Check** link to the left of the token as shown below.

The following form will be displayed:

5. Ask the user to start the SurePassID Authenticator app on their mobile device.
6. Have the user select the token in the SurePassID Authenticator App and provide you with the code displayed by SurePassID Authenticator. Enter that code into the **OTP** field. Press the **Check** button and the following form is displayed.



If the OTP is correct, you will see the **OTP is valid!!!** The user can use the SurePassID Authenticator token as a security token in any SurePassID enabled app.

If the OTP is invalid, check the following:

1) Make sure the token is Enabled in the Admin portal.
2) For event-based tokens, go into the Admin portal, locate the token in the Tokens tab and then click Edit. Click the Synchronize button and follow the instructions. Try Check OTP again.
3) For time-based tokens, make sure the user's phone is set to Automatic Date & Time so that it uses the mobile network to synchronize its clock. Then go into the portal for that token and Check OTP again.