



ServicePass User Guide

SurePassID Authentication Server 2024



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Introduction

This technical guide shows how users can manage their SurePassID security tokens 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 ServicePass 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.
- Your system admin needs to install ServicePass.

What is SurePassID ServicePass?

SurePassID ServicePass is a web-based self-service portal that allows you to manage your One-Time Password (OTP), Card Security Codes (dCVV, dCVC) and FIDO U2F security tokens. ServicePass is delivered in both an out-of-the-box installable image that allows for simple stylistic changes such as CSS style sheets and corporate logo's as well as an open source solution that can be completely customized and enhanced for any possible support situation.

ServicePass offers users all the functionality they need to manage their strong authentication tokens eliminating the costs associated with help desk calls.

Supported Tokens

ServicePass supports all the security tokens that SurePassID Server supports.

Soft Tokens:

- SurePassID Mobile Authenticator (OATH & Card Security Codes)
 - SurePassID Desktop Authenticator
 - SurePassID Push OTP Technologies (SMS, Email, SMS challenge response, U2F)
 - Mobile OTP
 - SurePassID Google Authenticator
 - SurePassID FIDO U2F Virtual Devices
-
- Hard Tokens:
 - SurePassID TapID
 - SurePassID Display Card
 - SurePassID TapID Treo
 - SurePassID OTP Key FOB
 - OATH compatible tokens
 - FIDO U2F compatible tokens

Capabilities


ServicePass offers all the functionality users need to manage their soft and hardware tokens. The system provides the following capabilities:

- Token Registration
- Token Synchronization
- Lost Token Disablement and Re-Issuance
- Automated Notifications
- Password Change & Reset
- SurePassID API Advanced features
- Integration into 3rd Party applications

Depending on the system configuration by your system administrator, all of these capabilities may or may not be present for you when you log into ServicePass.

SurePassID ServicePass Login

Enter the SurePassID URL into your browser and you will be presented with the following login form:

SurePass 

ServicePass Portal

Welcome to the ServicePass self-service portal.

The portal will allow you to manage all of your security tokens.

To login to the portal you must first enter your username, password and press the **Login** button.

If you do not know your password press the **Forgot Login** button to start the password recovery process.

Login

Username:

Password:

[Forgot Password?](#)

ServicePass Login

Enter your **Username** and **Password** and press the **Login** button. If your credentials are accepted you will be presented with the following two-factor form:

ServicePass :: Login

Mark

Secure | https://fc.surepassid.com

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SurePass

ServicePass Portal

Welcome to the ServicePass self-service portal.

You are almost logged in. To complete the login process you will need to use a second factor of authentication. You can use:

- Soft (mobile) token
- Hard token (key fob)
- Fido U2F token

If you do not have one of these tokens (or this is the first time you have logged in) you can click one of the icons to the right of the **One Time Passcode (OTP)** to send yourself a passcode via SMS text, voice call, email, SMS text question.

After entering your passcode press the **Verify Passcode** button to complete the login process.





If you are using a Fido U2F token you should press the flashing button on your Fido U2F token. If the Fido U2F token fails to get you in, press the **Verify Fido U2F Token** button and press the flashing light on your Fido U2F token.

Performing U2F Login...

Login

Username:

One Time Passcode (OTP):



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NOTE: Depending on how the system is configured you might not be required to use the two-factor form to log in. You will see the home page instead.

Welcome to the ServicePass self-service portal.


Your are almost logged in. To complete the login process you will need to use a second factor of authentication. You can use:

- Soft (mobile) token
- Hard token (key fob)
- Fido U2F token

If you do not have one of these tokens (or this is the first time you have logged in) you can click one of the icons to the right of the **One Time Passcode (OTP)** to send yourself a passcode via SMS text, voice call, email, SMS text question.

After entering your your passcode press the **Verify Passcode** button to complete the login process.

If you are using a Fido U2F token you should press the flashing button on your Fido U2F token. If the Fido U2F token fails to get you in, press the **Verify Fido U2F Token** button and press the flashing light on your Fido U2F token.

 Complete your login using a second factor.

Login

Username:

One Time Passcode (OTP):




Verify Passcode

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You will need to securely login to your account using a two-factor authentication method. One such method is to use a One-Time Passcode (OTP). These are the following passcode choices:


View a passcode on a token (hardware or soft) assigned to your account.

Click the  to receive a temporary passcode via Email.

Click the  to receive temporary passcode via SMS.

Click the  receive a temporary passcode via voice call.

Enter the passcode into the **One-Time Passcode (OTP)** field and press the **Verify Passcode** button.

Alternatively, you can click the  to send a challenge question to the user's phone. The user confirms or denies access on their phone to allow or deny access to the system and then presses the **Continue** button and the user will be logged in and the SurePassID Home form will be displayed.

You can also login with a FIDO U2F token if it is already registered to SurePassID and you are using a FIDO U2F certified web browser such as Chrome or Firefox.

If you have already registered a FIDO U2F key for this site, then the system will automatically look for the FIDO U2F token and make it blink. You just need to press the button on the FIDO U2F token and you will be logged in (if you have the correct token of course!).

Just insert your U2F token, wait for the token to blink, and then press the button on the token. If the token is valid for your account the SurePassID Home form will be displayed. If the login fails, you can click the **Verify U2F** button to re-attempt U2F authentication.

If you do not remember your password you can click the Forgot Password link (if it is present by sys admin configuration) to perform a password recovery. The password recovery process is a two-step process. The first step is you will receive a password recovery email with a password recovery link. Clicking the password recovery link will enable you to change your password.

After successfully logging into the system you will see the ServicePass home screen as shown below.

SurePassID ServicePass Home Page

To create a consistent and easy user navigation experience, ServicePass forms are all structured the same way with several distinct sections. Each page is divided into discrete sections. The home page is divided into the following:

- **Information Section (gray background)** – For the home page, this is comprised of the following sub-sections:
 - **Page Information** – Information that describes the purpose of the page and the available options for the user. Most ServicePass pages only have one Page Information sub-section.
 - **Token List** – List of tokens (by serial number) assigned to the user. The currently selected token is highlighted. This is a feature of the home page only.
 - **Token Action Bar** – Actions that can be performed on the currently selected token. This is a feature of the home page only.
- **Action Bar** – Actions the user can take on the currently selected token. All ServicePass pages have an Action Bar.
- **Token Information** – Detailed information about the currently selected token such as token type, token status, etc. All ServicePass pages have a Token Information section.

The sections are depicted in the page shown below.

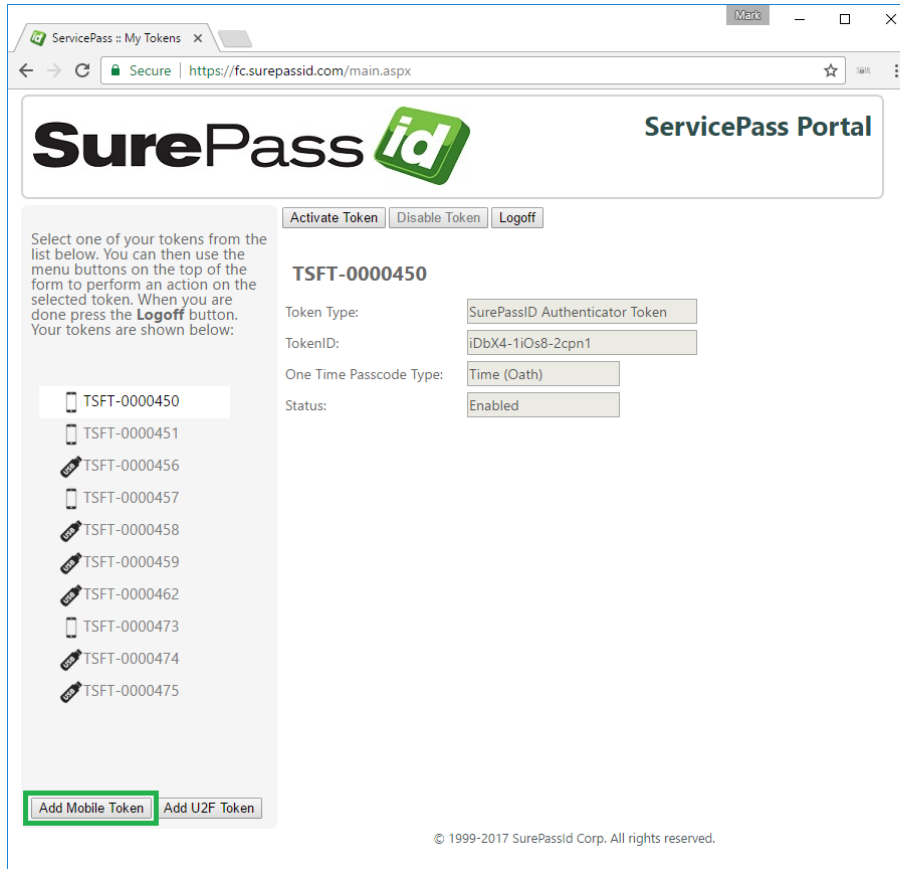
The screenshot displays the SurePassID ServicePass Portal interface. The page is divided into several sections:

- Header:** The SurePassID logo is on the left, and the ServicePass Portal title is on the right.
- Left Sidebar:** Contains a list of tokens for selection. The first token, TSFT-0000450, is highlighted. Below the list are buttons for "Add Mobile Token" and "Add U2F Token".
- Main Content Area:**
 - Token List:** A list of tokens with their serial numbers. The first token, TSFT-0000450, is selected.
 - Token Action Bar:** A row of buttons: "Activate Token", "Disable Token", and "Logoff".
 - Token Information:** A section displaying details for the selected token:
 - Token Type: SurePassID Authenticator Token
 - TokenID: iDbX4-1iOs8-2cpn1
 - One Time Passcode Type: Time (Oath)
 - Status: Enabled

At the bottom of the page, there is a copyright notice: © 1999-2017 SurePassID Corp. All rights reserved.

Adding a Mobile Token

If your administrator has allowed you to add a mobile token to your account you can press the **Add Mobile Token** button to add a new mobile token to your account as shown below:



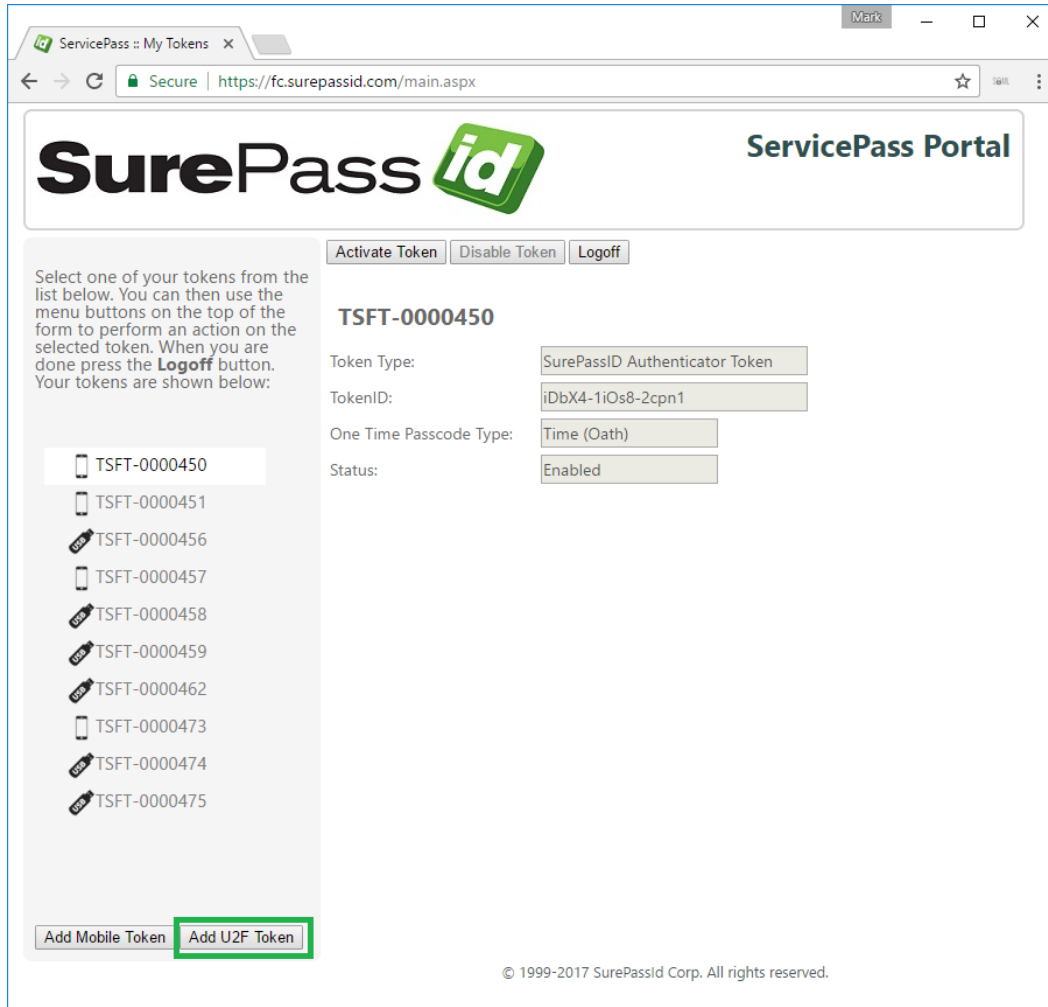
After you have added a mobile token, the new token will be added to the token list and highlighted as the currently selected token. Pressing the **Activate Token** button in the action bar will guide you through the steps to activate your mobile token allowing you to access other systems such as VPN, Windows Login, Linux Login, web sites, etc.

Activating mobile tokens will require to first install a mobile authenticator app on your mobile device such as the SurePassID Authenticator, Google Authenticator, or other OATH OTP compliant mobile app. ServicePass will give you instructions on how to do this as part of the activation process in the [Activating Mobile Tokens](#) section.

Note: The mobile token type that is added (SurePassID Authenticator, Google Authenticator, etc.) is determined by your system administrator that configured ServicePass.

Adding a FIDO U2F Token

If your administrator has allowed you to add a U2F token to your account, you can press the **Add U2F Token** button to add a new U2F token as shown below.



The screenshot shows the ServicePass Portal interface. At the top, there's a header with the 'SurePass id' logo and 'ServicePass Portal' text. Below the header, there are three buttons: 'Activate Token', 'Disable Token', and 'Logoff'. The main content area is titled 'Select one of your tokens from the list below. You can then use the menu buttons on the top of the form to perform an action on the selected token. When you are done press the **Logoff** button. Your tokens are shown below:'. On the left, there's a list of tokens with icons representing different token types (mobile, U2F, etc.). The first token, 'TSFT-0000450', is selected. On the right, there's a form for the selected token, showing details like 'Token Type: SurePassID Authenticator Token', 'TokenID: iDbX4-1iOs8-2cpn1', 'One Time Passcode Type: Time (Oath)', and 'Status: Enabled'. At the bottom left, there are two buttons: 'Add Mobile Token' and 'Add U2F Token'. The 'Add U2F Token' button is highlighted with a green box. At the bottom right, there's a copyright notice: '© 1999-2017 SurePassID Corp. All rights reserved.'

After adding a FIDO U2F token to your account, you can add a FIDO U2F key to your FIDO U2F token list allowing you to use your FIDO U2F token to login to the ServicePass site as well as other SurePassID protected FIDO U2F sites and apps.

The [Adding FIDO U2F Key](#) section will provide you with the instructions you need to add a FIDO U2F key to your FIDO U2F token list.

Note: The FIDO U2F token type that is added (such as SurePassID TapID Treo FIDO U2F token) is determined by your system administrator that configured ServicePass.

Adding FIDO U2F Key

A FIDO U2F key is a binding between an origin URL, such as <https://servicepass.surepassid.com>, and your user account at that URL. After adding a FIDO U2F key for a particular origin to your FIDO U2F token list, you can then use that FIDO U2F token to login to that URL.

The screenshot shows a web browser window with the address bar displaying <https://fc.surepassid.com/main.aspx>. The page title is "ServicePass :: My Tokens". The main header features the "SurePass id" logo and the text "ServicePass Portal".

Below the header, there are three buttons: "Disable Token", "Register U2F Key", and "Logoff". A green success message states: "✓ Your token has been registered for this account."

On the left, a list of tokens is shown, each with a mobile phone icon and a token ID. The token "TSFT-0000456" is highlighted with a blue background and a small "U2F" icon.

On the right, the details for the selected token "TSFT-0000456" are displayed:

Token Type:	SurePassID TapID Treo
TokenID:	vYKf8-cFb56-iGiq7
One Time Passcode Type:	U2F (Fido)
Fido Key Name:	Not registered yet
Status:	Enabled

At the bottom left, there are two buttons: "Add Mobile Token" and "Add U2F Token". At the bottom center, the copyright notice reads: "© 1999-2017 SurePassId Corp. All rights reserved."

Removing U2F Key

To remove a FIDO U2F key from your FIDO U2F token list press the **Delete U2F Key** button as shown below.

The screenshot shows a web browser window with the address bar displaying 'https://fc.surepassid.com/main.aspx'. The page header includes the 'SurePass id' logo and 'ServicePass Portal'. Below the header, there are three buttons: 'Disable Token', 'Delete U2F Key' (highlighted with a green box), and 'Logoff'. A message box states: '✓ This key is currently registered to this account'. The main content area is titled 'TSFT-0000456' and displays token details: Token Type: SurePassID TapID Treo, TokenID: vYKf8-cFb56-iGiq7, One Time Passcode Type: U2F (Fido), Fido Key Name: SecretKey_01, and Status: Enabled. On the left, a list of tokens is shown, with 'TSFT-0000456' highlighted by a green box. At the bottom left, there are buttons for 'Add Mobile Token' and 'Add U2F Token'. The footer contains the copyright notice: '© 1999-2017 SurePassid Corp. All rights reserved.'

When the token is successfully removed, you will see the following form below.

ServicePass :: My Tokens


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Secure | https://fc.surepassid.com/main.aspx

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SurePass



ServicePass Portal

Disable Token

Register U2F Key

Logoff

Select one of your tokens from the list below. You can then use the menu buttons on the top of the form to perform an action on the selected token. When you are done press the **Logoff** button. Your tokens are shown below:

TSFT-0000450

TSFT-0000451

TSFT-0000456

TSFT-0000457

TSFT-0000458

TSFT-0000459

TSFT-0000462

TSFT-0000473

TSFT-0000474

TSFT-0000475

Add Mobile Token

Add U2F Token

✔ Key has been removed from this account.

TSFT-0000456

Token Type:

SurePassID TapID Treo

TokenID:

vYKf8-cFb56-iGiq7

One Time Passcode Type:

U2F (Fido)

Fido Key Name:

Not registered yet

Status:

Enabled

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This token can no longer be used for this URL.

Activating Mobile Tokens

Activating a mobile token is the process of taking a mobile token that is assigned to your account and adding that mobile token to a mobile token app on your mobile device where the token can generate passcodes for only your account.

SurePassID ServicePass can activate SurePassID mobile 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 on your mobile device without user interaction.
- **Scan QR Code** – Use the mobile token app on your mobile device to scan a QR code for a mobile token.
- **Manual** – Enter the mobile tokenID into the SurePassID Authenticator app.

Besides activating a token while you are logged into ServicePass, your system administrator can send you an activation message via email or SMS. The activation message will contain a link for Instant Activation or QR Code Activation and may not require you to login to ServicePass.

What is Instant Activation?

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 steps will happen:

1. SurePassID ServicePass will automatically launch on the mobile device
2. The token will be pulled down from the server, installed into SurePassID ServicePass 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 and efficient methods 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:

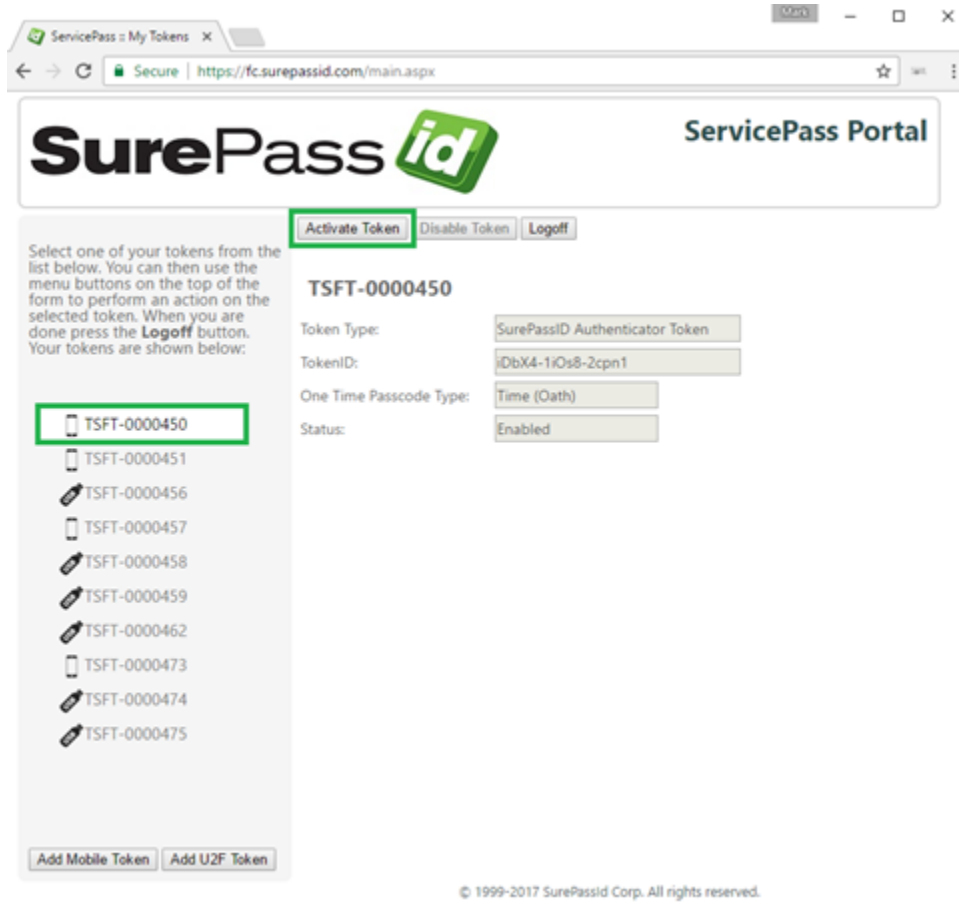
<https://sandbox.surepassid.com/oath-ota-provision/pLxP0-NOkz1-dxgo1>

HINT: This is the easiest and most secure way to add a SurePassID mobile token to the mobile token app.

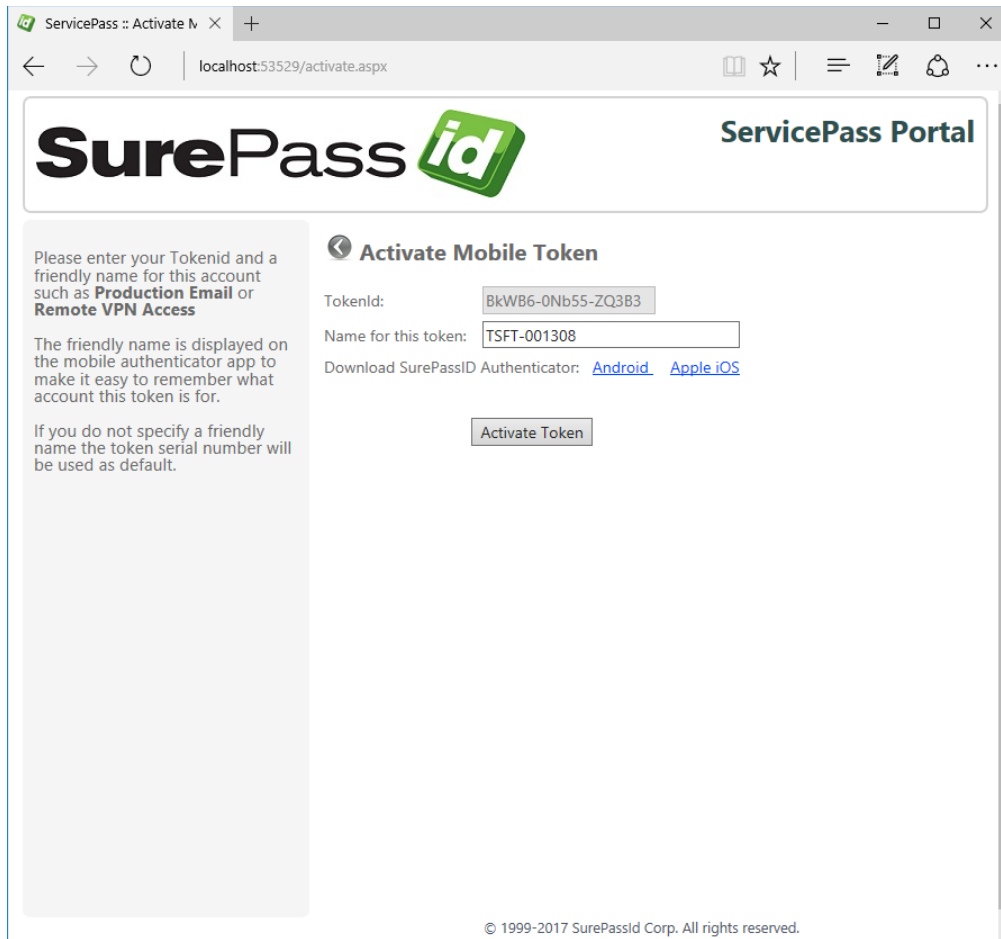
NOTE: If you are using SurePassID Server installed in your datacenter, (not in the cloud) then you will need to use the SurePassID Mobile Connector or ServicePass to allow users to activate their tokens.

Activating

To start the activation process, press the **Activate Token** button from the home page as shown below:



Then you will see the following form:



The screenshot shows a web browser window with the address bar displaying 'localhost:53529/activate.aspx'. The page header features the 'SurePass id' logo and the text 'ServicePass Portal'. The main content area is titled 'Activate Mobile Token' and includes a left sidebar with instructions. The form fields are as follows:

Field Label	Value
TokenId:	BkWB6-0Nb55-ZQ3B3
Name for this token:	TSFT-001308

Below the form fields, there is a link to 'Download SurePassID Authenticator' with sub-links for 'Android' and 'Apple iOS'. An 'Activate Token' button is positioned at the bottom of the form area.

Instructions (from sidebar):

Please enter your Tokenid and a friendly name for this account such as **Production Email** or **Remote VPN Access**

The friendly name is displayed on the mobile authenticator app to make it easy to remember what account this token is for.

If you do not specify a friendly name the token serial number will be used as default.

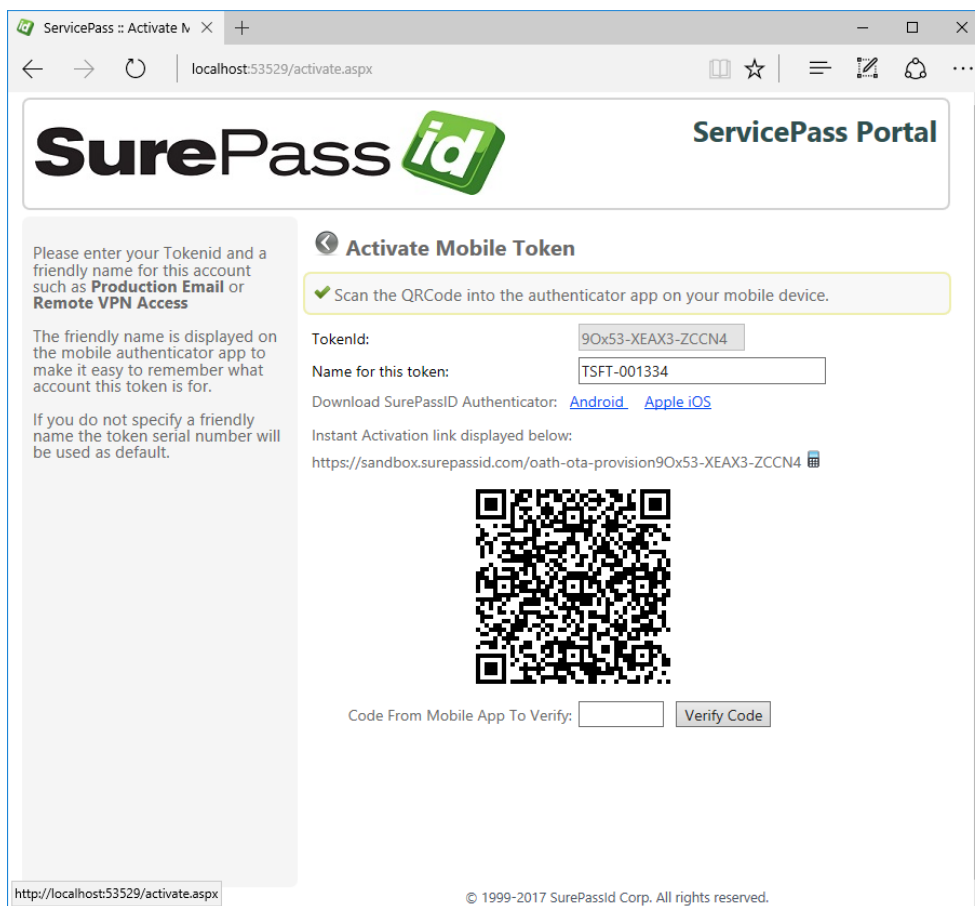
Footer: © 1999-2017 SurePassId Corp. All rights reserved.

If you need to download the SurePassID Authenticator press the appropriate download link for your mobile operating system and then install the SurePassID Authenticator mobile app.

Note: If the mobile token to be activated is a Google Authenticator token, then the download links will change to the Google Authenticator download.

Note: Your system administrator might have sent you an email or SMS notification that takes you straight to this page. For example: <https://servicepassurl/activate.aspx?tokenid=<tokenid>> where tokenid is the mobile tokenID.

Press the **Activate** button and the following form will be displayed:



ServicePass :: Activate Mobile Token

localhost:53529/activate.aspx

SurePass id ServicePass Portal

Please enter your Tokenid and a friendly name for this account such as **Production Email** or **Remote VPN Access**

The friendly name is displayed on the mobile authenticator app to make it easy to remember what account this token is for.

If you do not specify a friendly name the token serial number will be used as default.

Activate Mobile Token


✓ Scan the QRCode into the authenticator app on your mobile device.

TokenId: 90x53-XEAX3-ZCCN4

Name for this token: TSFT-001334

Download SurePassID Authenticator: [Android](#) [Apple iOS](#)

Instant Activation link displayed below:
<https://sandbox.surepassid.com/oath-ota-provision90x53-XEAX3-ZCCN4>




Code From Mobile App To Verify:

<http://localhost:53529/activate.aspx> © 1999-2017 SurePassid Corp. All rights reserved.

This system was configured to allow you to activate the mobile token via Instant Activation, QR Code Activation and Manual Activation. Here are the steps to follow for each method:

NOTE: Not all activation methods may be available to you depending on system administrator choices.

Instant Activation

1. Click the  icon to the left of the Instant Activation link URL. This will send the Instant Activation link URL to your mobile device via SMS.
2. Once you receive the SMS message, click on the link. The SurePassID Authenticator mobile app will start and download the mobile token and start generating codes.

Scan QR Code

1. Start the SurePassID Authenticator app on the target mobile device. In this example, we will use the Android version
2. The current SurePassID Authenticator has a (+) button in the lower right to add a new token. Press the (+) button and a menu will be displayed.
3. Select **Scan QR Code for Account** from the menu. The SurePassID Authenticator is now waiting for a bar code to scan. Use a bar code scanning app on the mobile phone or download a bar code scanning app from your app store.

Manual Entry

1. Start the SurePassID Authenticator app on the target mobile device. In this example, we will use the Android version.
2. The current SurePassID Authenticator has a (+) button in the lower right to add a new token. Press the (+) button and a menu will be displayed. On an iOS device, the button will be top right.
3. Select **Download From Cloud** and enter the Token ID.

To verify and finalize activation of your mobile token, select the token in the SurePassID Authenticator App (or Google Authenticator), enter the displayed code for the account you just downloaded 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:

ServicePass :: Activate Mobile Token

localhost:53529/activate.aspx

SurePass

ServicePass Portal

Activate Mobile Token

✓ The code you entered has been verified.

Please enter your Tokenid and a friendly name for this account such as **Production Email** or **Remote VPN Access**

The friendly name is displayed on the mobile authenticator app to make it easy to remember what account this token is for.

If you do not specify a friendly name the token serial number will be used as default.


TokenId:

Name for this token:

Download SurePassID Authenticator: [Android](#) [Apple iOS](#)

Instant Activation link displayed below:

<https://sandbox.surepassid.com/oath-ota-provision90x53-XEAX3-ZCCN4>



Code From Mobile App To Verify:

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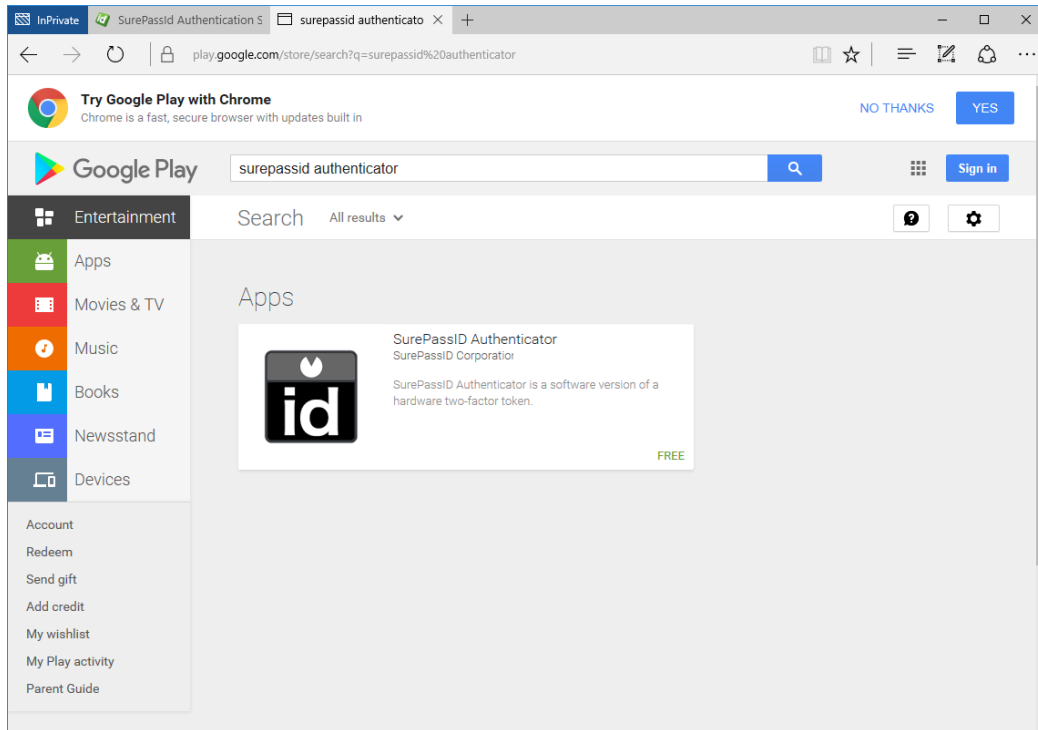
You are all set!!

Press the icon to return to the home page.

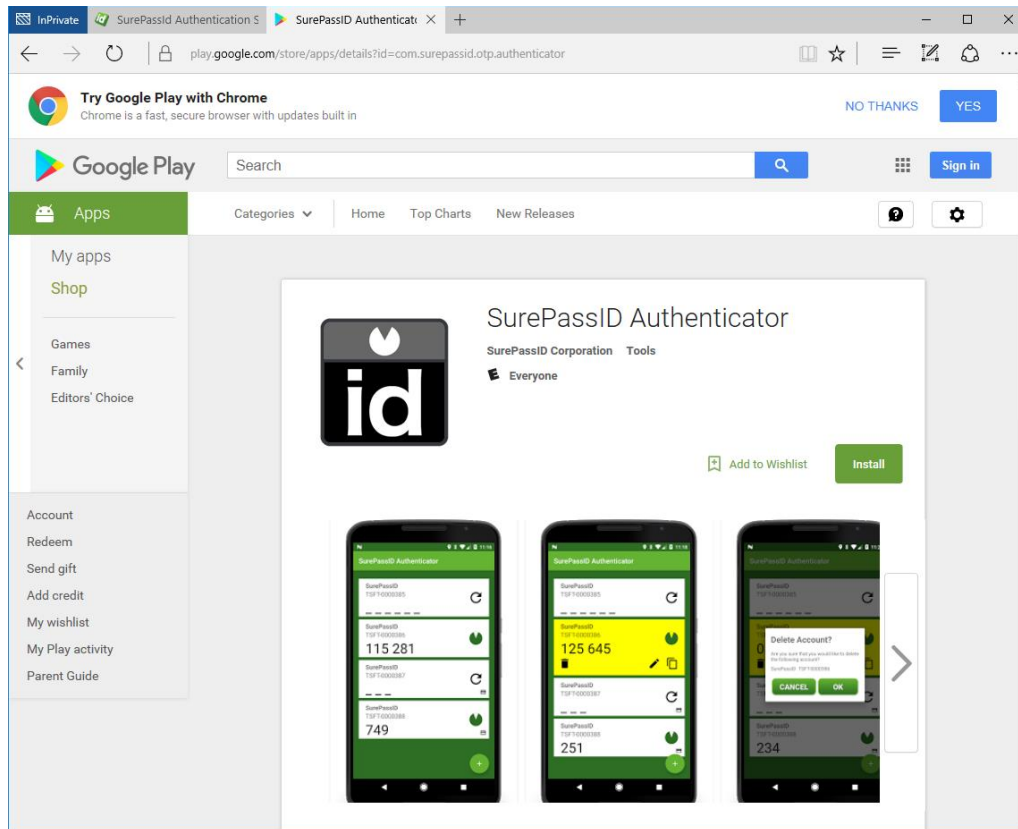
Installing the SurePassID Authenticator App

To install the SurePassID Authenticator mobile application, follow these steps.

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



Select the SurePassID Authenticator and you will see the form below.



Click Install.