

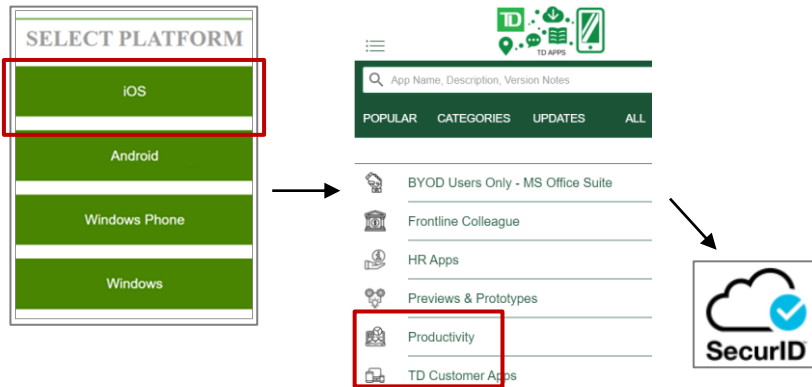
How to Register a Mobile Device for Multi-Factor Authentication (MFA)



Follow these steps to register a mobile device to use the for multi-factor authentication (MFA)*:

1 Access the [TD Mobile App Store](#) from a mobile device to download the **RSA SecurID** app. [Click here for instructions on how to download the TD Mobile App Store app](#) if it's not already on your mobile device.

Select either **iOS** or **Android**, click **Productivity** and download and install the **RSA SecurID** app onto your mobile device.



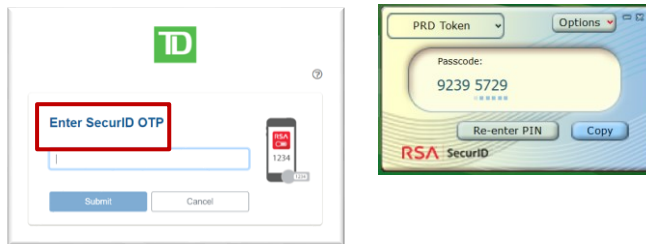
Note for Corporate Devices: You must download and install the **RSA SecurID** app from the Corporate Google Play store.

***Important:** If you previously registered your mobile device with the **RSA SecurID Authenticate** app, we **highly recommend** you [follow these steps to un-register your mobile device and re-register it with the RSA SecurID app](#).

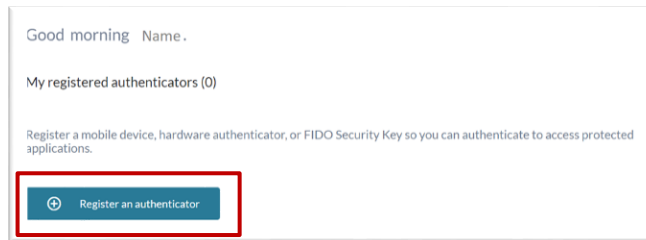
2A Once the **RSA SecurID** app is downloaded on your mobile device, open a browser window (Chrome is recommended) from your laptop/desktop and go to <https://td-prd.auth.securid.com/mypage> (log in using your login ID and password).

You will be challenged with MFA.

Enter your SecurID Soft Token passcode, then click **"Submit"**



Click **Register an authenticator.**



***Important:** See FAQ page if you do not have a SecurID Soft Token

2B If you do not have SecurID Soft Token as an option, you will be presented with an Emergency Access Code option.

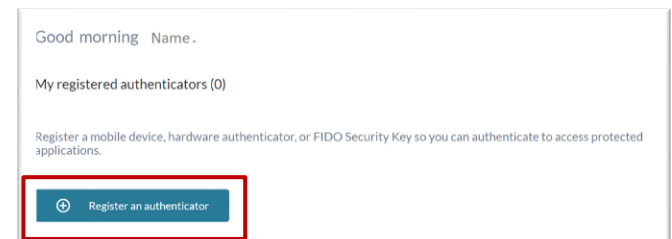
Call the Global Technology Service Desk at 1-866-523-4357 to obtain your temporary Emergency Access Code.

"Select Emergency Access Code option"

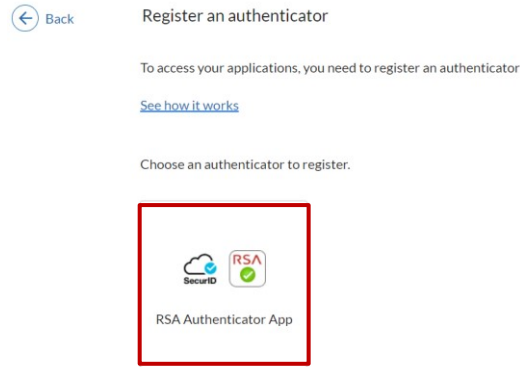
Enter your Emergency Access Code, then click **"Submit"**



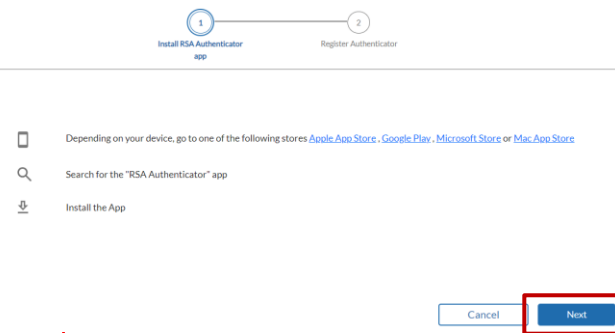
Click **Register an authenticator.**



3 When the "Register an authenticator" screen appears click the **SecurID** icon.



When the "Install SecurID Authentication app" screen appears click **Next**.

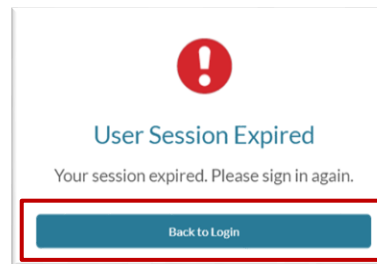


Important: Ignore the instructions to "go to the App Store or Google Play" as you already downloaded the **RSA SecurID** app from the TD Mobile App Store.

4 When the **Scan QR Code** screen appears, open the **RSA SecurID** app on your mobile device and scan the QR code or enter details. Once complete, a "Success" message will appear.

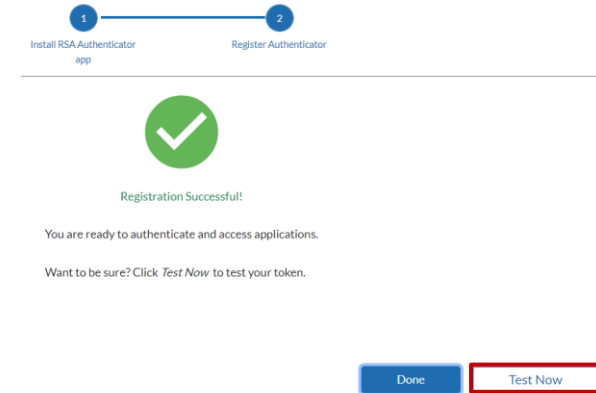


Note: There is a 2-minute time limit before the registration code refreshes. If the page session expires, click **Back to Login** to start the process over from **Step 2**.

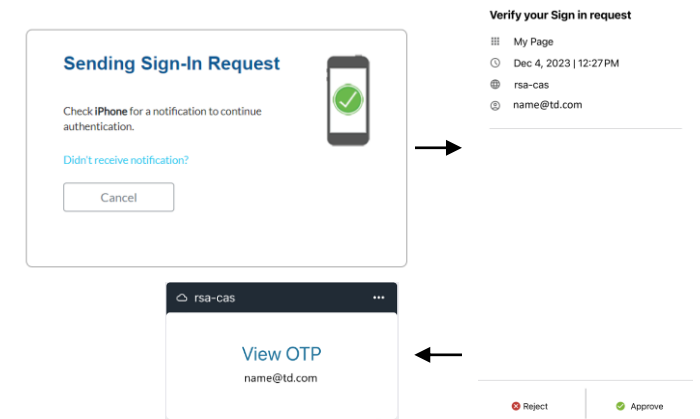


Note: If you have trouble scanning the QR code, or if you would like to "Enter Details" instead of scanning the QR code, call the Global Technology Service Desk at 1-866-523-4357.

5 Return to your browser window and you'll see a "Registration Successful" message. You can choose to "Test Now" the MFA functionality or "Done".

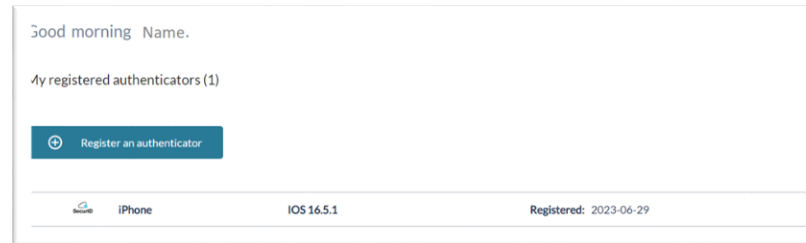


Note: Once you click "Test Now" a sign-in request will be sent to your mobile device. Click the green checkmark icon and the **View SecurID OTP** screen will appear, which acts as confirmation the test was successful.



- 6 A page will appear listing all your registered mobile devices.

You can now close the browser window.



Congratulations!

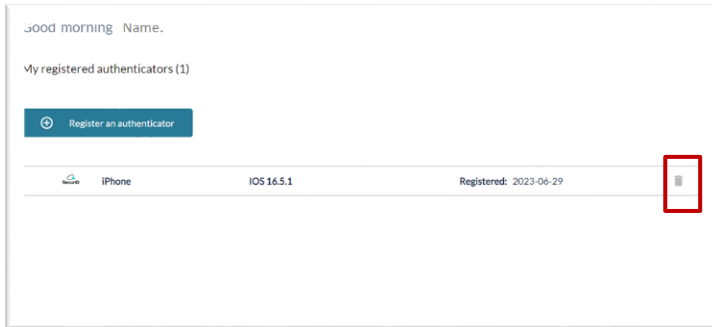
You successfully registered your mobile device and can now begin accessing the application using MFA.

How to Un-Register and Re-Register Your Mobile Device

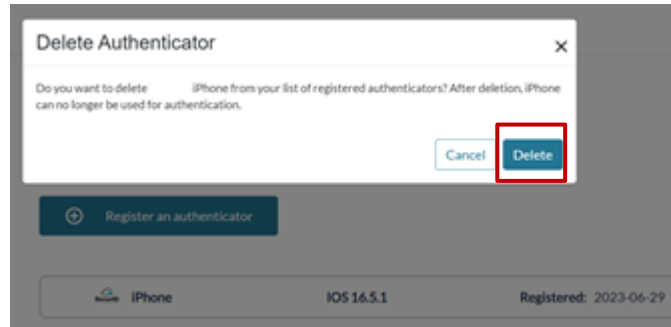


If you previously registered your mobile device with the *RSA SecurID Authenticate* app, we **highly** recommend you un-register your mobile device and re-register it with the *RSA SecurID* app:

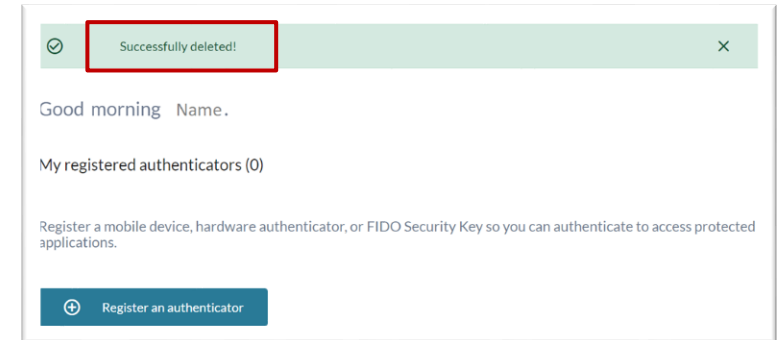
- 1 Go to <https://td-prd.auth.securid.com/mypage> and delete the current mobile device from under Registered Authenticators by clicking on the trash can icon.



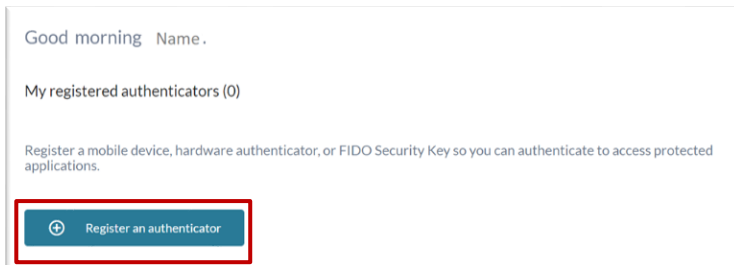
- 2 Click **Delete** to confirm you want to "Delete Authenticator", which means "un-register your mobile device".



- 3 A message will appear confirming your mobile device was "Successfully deleted".



- 4 To re-register your mobile device using the *RSA SecurID* app. Ensure "SecureID app" is selected and click "**Register an authenticator**".



- 5 [Return to the previous slide](#) and continue with **Step 1**.



Frequently Asked Questions

Q. What is the TD Mobile App Store?

A. The [TD Mobile App Store](#) (known as 'TD Apps') makes it easy for you to find the right, approved, mobile applications for your needs. You must download the TD Mobile App Store first, and then download the **RSA SecurID** app.

Refer to the [TD Mobile App Store Support Material](#) for frequently asked questions related to the TD App Store, guidance on how to download TD Apps, Mobile Best Practices, etc.

Q. Where can I download the RSA SecurID app?

A. You must download the **RSA SecurID** app from the [TD Mobile App Store](#) (not from the App Store, Google Play, or Microsoft Store). Refer to the [TD App Store Support Material](#) for guidance on how to download the app.

Q. What if I do not have an RSA SecurID soft token, how can I access the RSA MyPage?

A. Call the Global Technology Service Desk at 1-866-523-4357 for guidance on how to request an "Emergency Token Code" to access [MyPage](#) when prompted for MFA.

Q. What do I do if I have trouble scanning the QR code or accessing MyPage when registering my mobile device?

A. Call the Global Technology Service Desk at 1-866-523-4357 for guidance on how to scan the QR code or access [MyPage](#).

Q. Is there a time limit to tap 'Approve' (or provide my biometrics) in the RSA SecurID app?

A. You have one minute to tap 'Approve' (or provide biometrics) on your mobile device once the Approve screen appears in the app.

Q. Why am I receiving a message indicating my "authentication is unsuccessful"?

A. There can be number of reasons:

- Your internet connection is not available.
- The 'Biometrics' and 'Approve' authentication methods require push notifications, so if your mobile device is not receiving notifications because they were disabled, open the app and pull down on the home screen to retrieve notifications.
- If you are using the 'Authenticate Tokencode' authentication method, make sure your phone is configured to the correct local time.
- If you are using the 'RSA SecurID Token' authentication method, verify you entered the RSA SecurID PIN and Tokencode correctly.

Q: I'm worried about downloading the RSA SecurID app on my personal mobile phone because I'm concerned about privacy. Are there other options available?

A: The **RSA SecurID app** does not have access to your personal data, and therefore will not encroach on your privacy. Using your mobile phone will provide you with several authentication choices to address your needs including biometrics (i.e., fingerprint or face ID), One Time Password, Push Notifications, etc. This means you'll always be able to securely log in using MFA at any time with convenience.

As an alternative to downloading the **RSA SecurID app**, if you have an RSA SecurID Token you may use it as the second factor (i.e., instead of the using the **RSA SecurID app**).