

# How to Register and Use Multi-Factor Authentication (MFA)



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

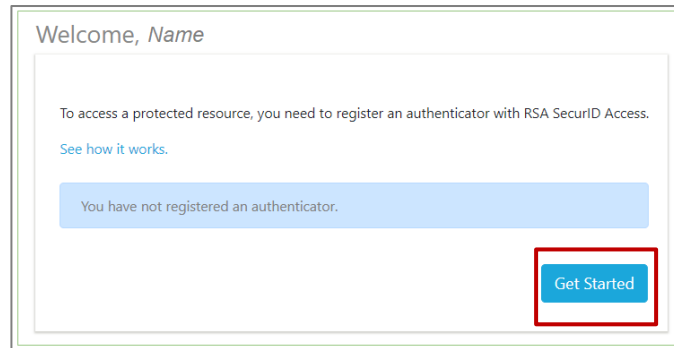


Follow these steps to register a mobile device for multi-factor authentication (MFA)\*:

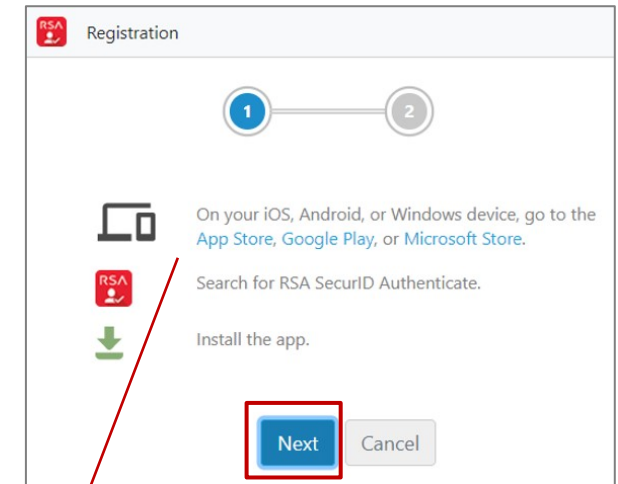
- 1 Download and install the **RSA SecureID** app from the Google Play Store or Apple App Store from your mobile device.



- 2 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> (you may be asked to log in using your login ID and password). Click **Get Started**.



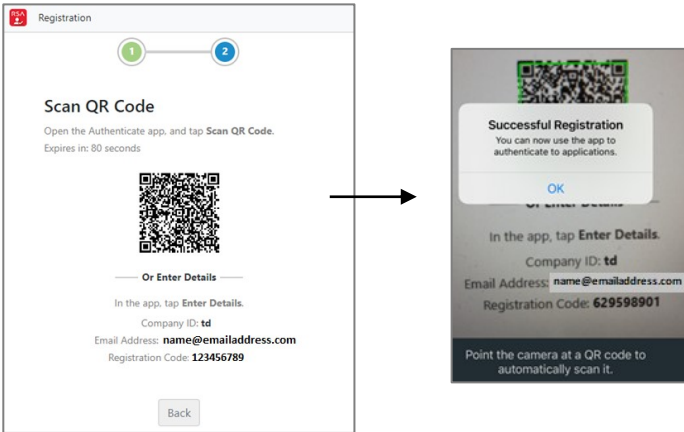
- 3 When the "Registration" screen appears, click **Next**.



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

**\*Important:** If you previously registered your mobile device with the **RSA SecurID Authenticator** app, we **highly recommend** you [follow these steps to deregister your mobile device and re-register it with the RSA SecurID app](#), as the RSA SecurID Authenticator app will no longer be supported after this year.

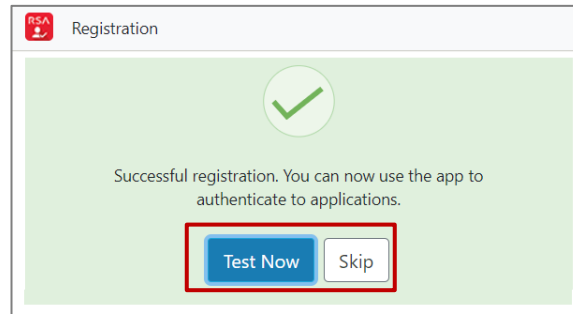
**4** When the **Scan QR Code** screen appears, open the **RSA SecurID** app on your mobile device and scan the QR code or enter details. Once complete, a "Successful Registration" message will appear.



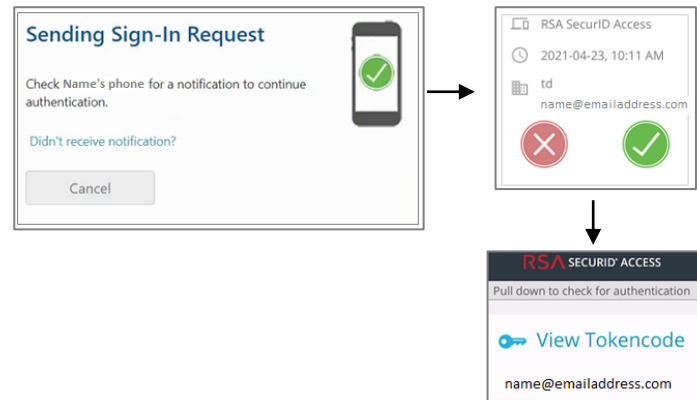
**Notes:**

- There is a 2-minute time limit – if the screen times out, click **Generate New Code** to continue.
- 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 "Successful Registration" message. You can choose to "Test" the MFA functionality or "Skip" it.

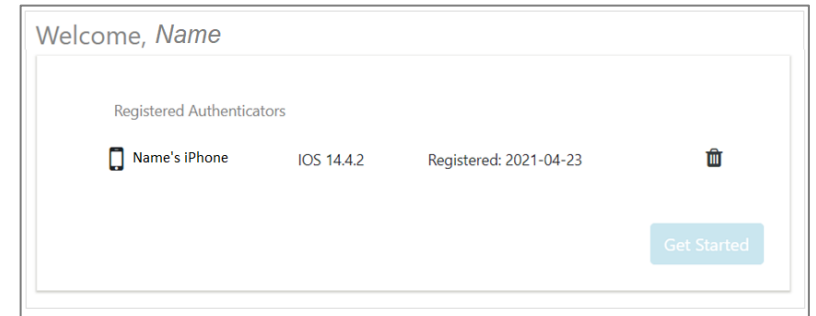


*Note:* Once you click "Test Now" a sign-in request will be sent to your mobile device. Click the green checkmark icon and the **View Tokencode** screen will appear, which acts as confirmation the test was successful.



**6** A "Welcome" page will appear listing all your registered mobile devices.



You can now close the browser window.



***Congratulations!***

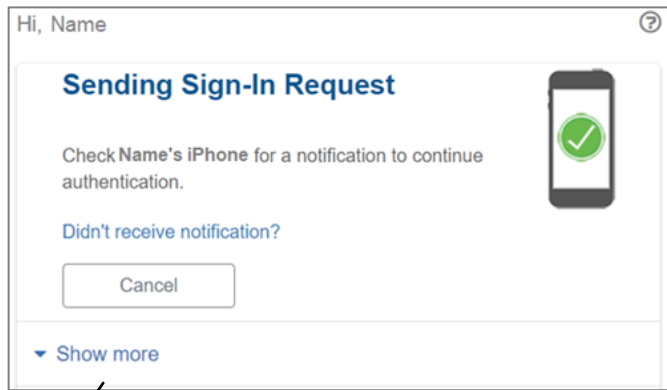
***You have successfully registered your mobile device and can now begin accessing the application using MFA.***

# How to Access TD Applications Using Multi-Factor Authentication (MFA)

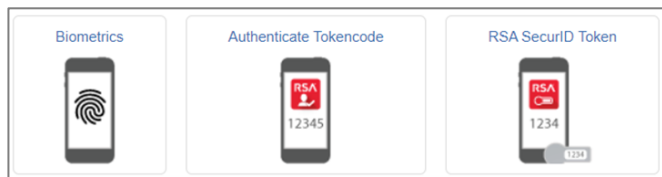
As multi-factor authentication (MFA) has been implemented on select TD applications to enable stronger authentication controls, you will be asked to provide additional evidence (e.g., password and biometrics or password and Approve   ) when you access select TD applications.

Follow these steps to use the **RSA SecurID** app to access select TD applications:

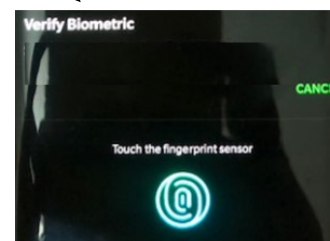
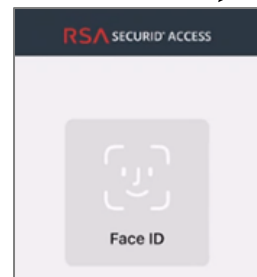
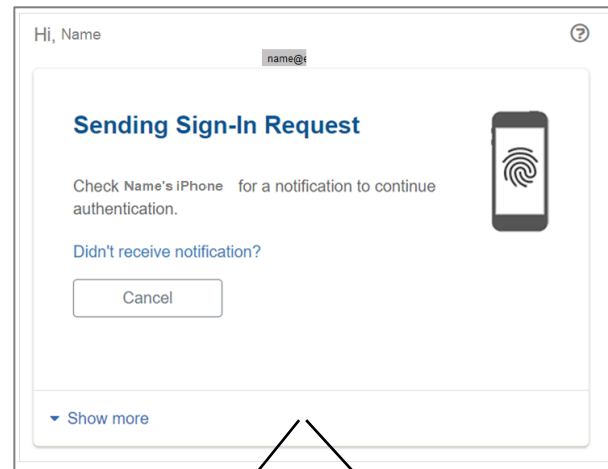
- 1 Log in to your application (if there is no single sign on, enter your username and password). The following screen will appear asking you to provide additional information to authenticate.



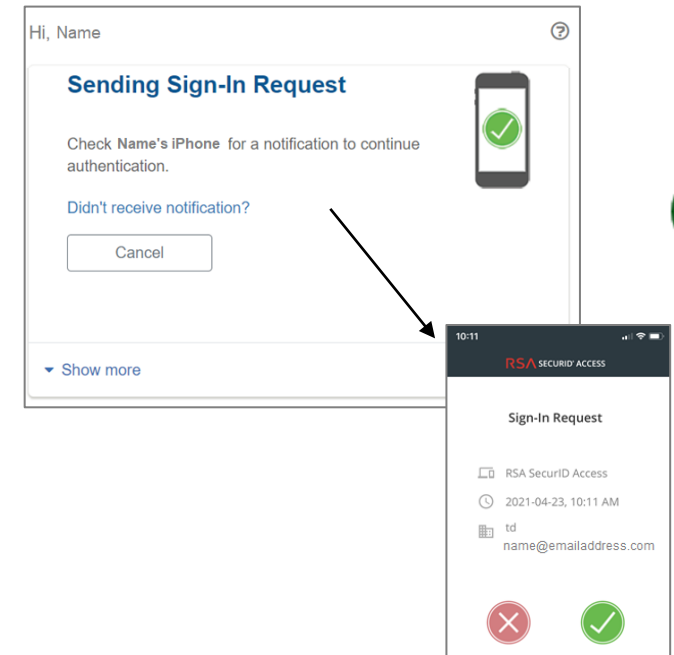
**Important:** The last option you used to access the application will be visible. Click **Show more** to see all available authentication options you can use.



- 2 If you selected the **Biometrics** option, from your mobile device provide your fingerprint or face ID, depending on the model of your phone. You will be logged in to your application.

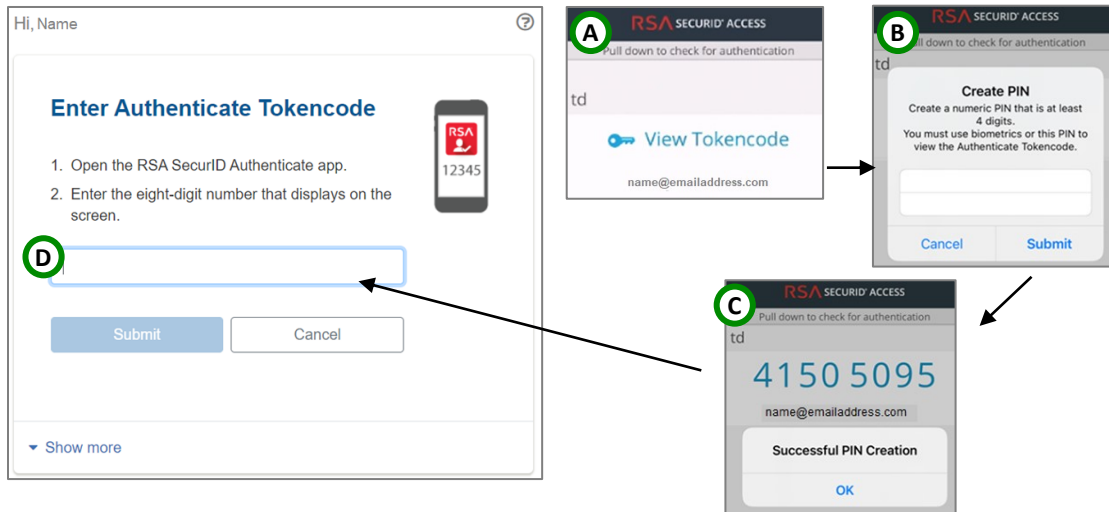


- 3 If you selected the **Approve** option, from your mobile device click the green checkmark to authenticate. You will be logged in to your application.



- 4 If you selected the **Authenticate Tokencode** option (i.e., a 'one-time passcode'), from your mobile device:
- Click View Tokencode.
  - Create a PIN with at least 4 digits (or enter an existing PIN) and press **Submit** (you will need to remember your PIN for future reference!).
  - Click **View Tokencode** and an eight-digit number will appear.
  - Go back to the browser window and copy the eight-digit number into the "enter authenticate tokencode" field in your browser window and click **Submit**.

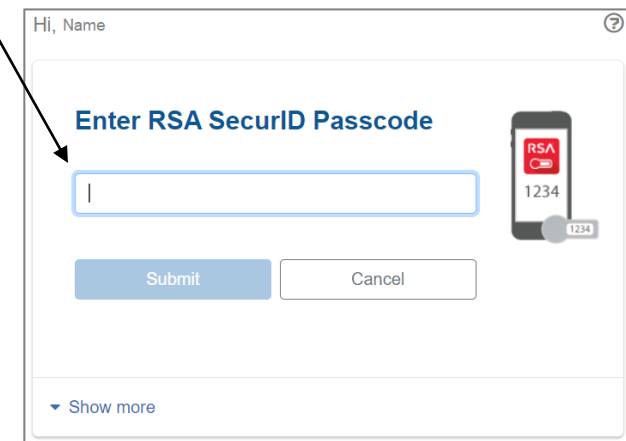
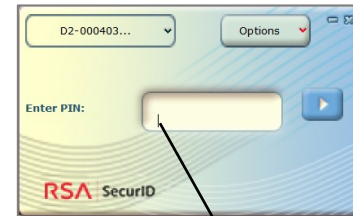
You will be logged in to your application.



- 5 If you selected the **RSA SecurID Token** option, enter your PIN in the RSA SecurID window to display a token code.

Copy the token code and paste it into the 'Enter RSA SecurID Passcode' text field in the browser window and press **Submit**.

You will be logged in to your application.



# Appendix



# Frequently Asked Questions



**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. Don't worry, if you miss the "Approve" screen, a screen will appear where you'll be able to re-try.

**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. Using your mobile phone gives you the benefit of several authentication choices to address your needs, including biometrics (i.e., fingerprint or face ID), One Time Password, and Push Notifications.

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 using the *RSA SecurID* app).

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

**A.** There can be number of reasons:

- Your internet connection may not be available.
- You may have push notifications turned off. The 'Biometrics' and 'Approve' authentication methods require push notifications to be turned on (i.e., open the *RSA SecureID* app and pull down on the home screen to retrieve push 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.

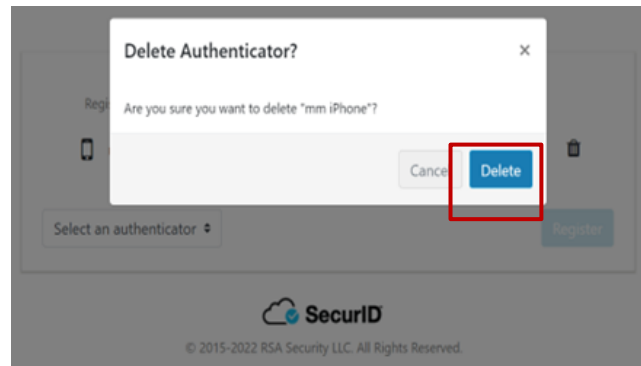
# How to Deregister and Re-Register Your Mobile Device

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

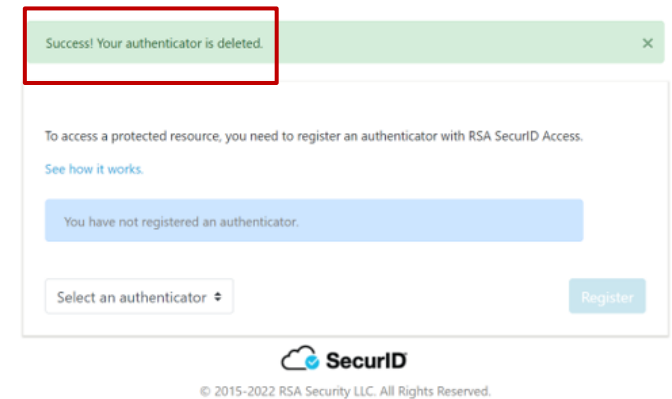
- 1 Go to <https://td-prd.auth.securid.com/mypage> and delete the current mobile device from under Registered Authenticators by clicking on the trash can icon.



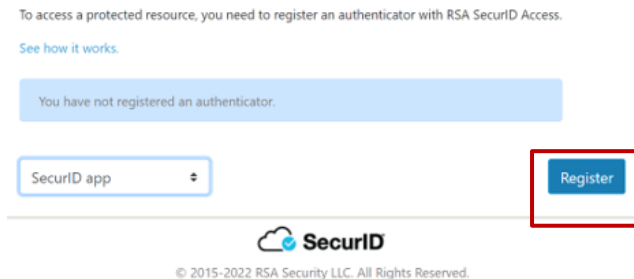
- 2 Click **Delete** to deregister your mobile device.



- 3 A message will appear confirming your mobile device was deregistered.



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



- 5 Continue with **Step 1** in [How to Register a Mobile Device for MFA](#).