

FORGEROCK AUTHENTICATOR APP SOFT TOKEN

You are recommended to use your phone as second factor authentication device by installing ForgeRock Authenticator App.

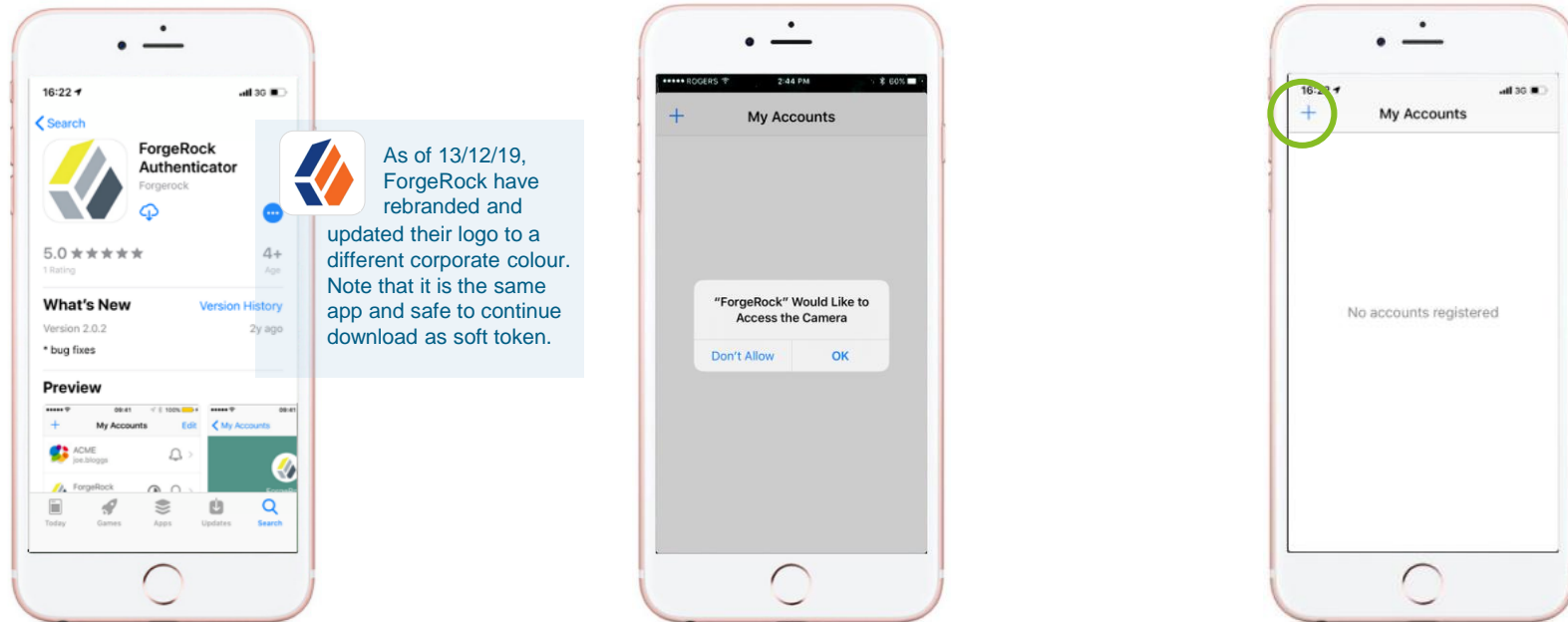
**You can use either your corporate phone or your personal phone that runs on iOS / Android.
You can only set up one soft token at a time.**

Do not have a phone that runs on iOS or Android?

You may skip the rest of this guide and proceed to request for a physical MFA token - [Guide](#)

1. DOWNLOAD APP ON YOUR MOBILE DEVICE

FOR iOS USERS



Step 1 – Download app

Search and download **ForgeRock Authenticator App** from App Store on mobile device

Step 2 – Open app

Open the app and allow the app to access camera and enable notifications.

Step 3 – Tap on (+)

To create / add account, open the app and tap (+) icon.

For more helpful resources, visit <http://go/oneMFAhelp>

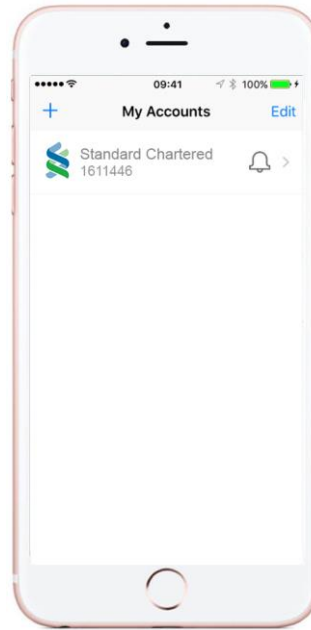
1. DOWNLOAD APP ON YOUR MOBILE DEVICE

FOR iOS USERS



Step 4 – Scan QR code

Point your camera to the QR code on MFA self-service portal screen to scan the **QR code**.



Step 5 – Account created

Under 'My Accounts', you can locate your account with your Bank ID. You can start using it to generate one-time password (OTP).

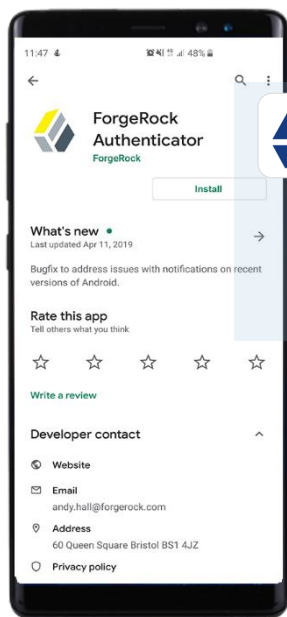
Frequently Asked Question:

I have scanned the QR code and try to enter the OTP from mobile app, but it fails with error “Invalid OTP. Please try again.” What do I do?

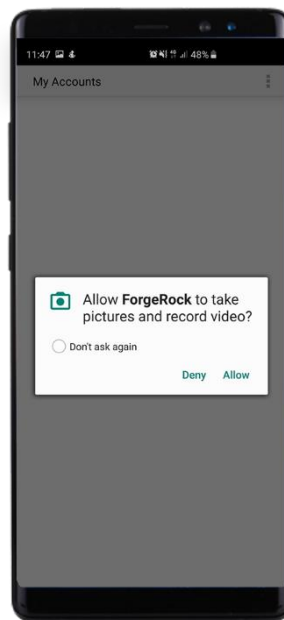
Ensure that the “Date & Time” settings in your Android / Apple device is set to Network Time Zone or Automatic Time Zone enabled and then scan the QR code to set up your soft token.

1. DOWNLOAD APP ON YOUR MOBILE DEVICE

FOR ANDROID USERS



As of 13/12/19, ForgeRock have rebranded and updated their logo to a different corporate colour. Note that it is the same app and safe to continue download as soft token.



Step 1 – Download app

Search and download **ForgeRock Authenticator App** from Play store on mobile device

Step 2 – Open app

Open the app and allow the app to access camera and enable notifications.

Step 3 – Tap on ‘...’

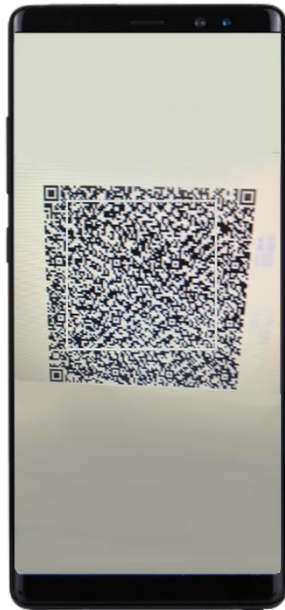
Click on the menu (...), and select **‘Scan QR Code’**.

For Android users who cannot access Play Store, key in the below URL in your mobile device browser to download the app: <http://myaccess.sc.com/mobileapp/>

For more helpful resources, visit <http://go/oneMFAhelp>

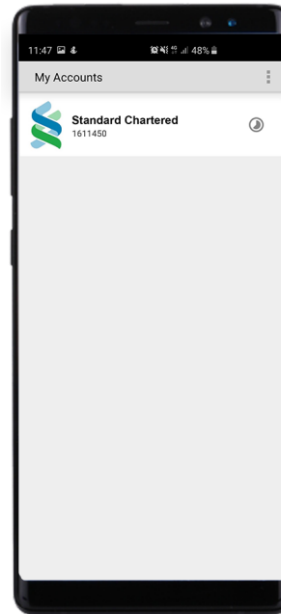
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FOR ANDROID USERS



Step 4 – Scan QR code

Point your camera to the QR code on MFA self-service portal screen to scan the **QR code**.



Step 5 – Account created

Under 'My Accounts', you can locate your account with your Bank ID. Tap on it to generate OTP.

Frequently Asked Question:

I have scanned the QR code and try to enter the OTP from mobile app, but it fails with error “Invalid OTP. Please try again.” What do I do?

Ensure that the “Date & Time” settings in your Android / Apple device is set to Network Time Zone or Automatic Time Zone enabled and then scan the QR code to set up your soft token.



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2. ACTIVATE APP ON MOBILE & SELF-SERVICE PORTAL

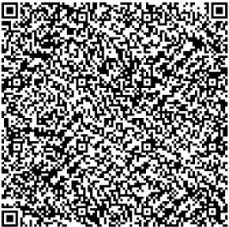
INSTRUCTIONS FOR SELF-SERVICE PORTAL SCREEN

 Soft Token Add device	 Hard Token Add device	
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App Compatibility

- Apple: Requires iOS 8.0 or later. Compatible with iPhone, iPad, and iPod touch
- Android: 4.0 or later

[Next](#)



[Submit](#)

Step 1 – Login to OneMFA

Login to [OneMFA self-service portal](#)

Step 2 – Add device

On the OneMFA self service portal, click on '[Add Device](#)' under Soft Token widget.

Step 3 – 'Next' to proceed

Ensure you've downloaded and installed ForgeRock Authenticator App on your mobile device. Click '[Next](#)' on the screen to proceed with device registration.

Step 4 – Scan & Input

Open ForgeRock Authenticator app from your mobile device, and [scan the QR code](#).

[Enter the OTP](#) generated from your ForgeRock Authenticator app (under 'My Accounts'), and click on '[Submit](#)'.