



CitiDirect BE[®] Login via MobilePASS

Empowering clients by leveraging mobile devices for secure and convenient access







What is the MobilePASS solution?







MobilePASS enables you to log in to CitiDirect BE[®], CitiDirect BE[®] Mobile or Tablet by using your smart phone to generate dynamic passcodes, instead of a separate physical token. MobilePASS generates dynamic passcodes without any network connectivity.

Optimized Security

MobilePASS combines the security of two-factor authentication with the convenience of dynamic passcodes generated on mobile devices by using advanced encryption technology. It helps prevent unauthorized access and is fully hosted in Citi servers as a critical authentication service.






-  **Vulnerability Assessment:**
Extensive reviews and certifications by Citi Information Security
-  **Random Password Generator:**
Each token has its own unique seed (i.e., password generator) randomly created during the user activation. No particular seed can be re-used on multiple tokens
-  **Password Protection:**
Each token has a 4-digit PIN fully bound to the device chosen by the user during the activation
-  **Hacking Prevention:**
Mechanism to deactivate the token after six attempts on the client side (new activation code required via secure CitiDirect BE channel)

Benefits at a Glance

-  **Enhanced client experience** using the mobile device
-  **Activation in minutes**, no physical card delivery required
-  **Strong security** on login
-  **Leveraging additional security** on mobile devices including PIN, Swipe, Fingerprint, etc.
-  **Easy access** via download from the App Store
-  **User-friendly dynamic password generation** with all-numeric format

Getting Started

You can sign up for MobilePASS login directly via "My Settings" on CitiDirect BE, which will trigger a request to your Security Manager to authorize a new credential. You can also simply ask your Security Manager to entitle you for the new login method. Either way, once your entitlement is complete, you will need to:

-  **STEP 1:** Download the MobilePASS application from your mobile app store
-  **STEP 2:** Activate MobilePASS on your handset using instructions provided by email
-    **STEP 3:** Login to CitiDirect BE via desktop, mobile or tablet device with the dynamic passcode generated on your smart phone

Download the MobilePASS application from the following stores:

