Smart Workplace

How to do the self-enrollment of Safenet MobilePASS?

Requirements

Please install the respective app for your smartphone:

Instructions for Android:
How to install Safenet MobilePASS for Android?

Instructions for iPhone/iPad:
How to install Safenet MobilePASS for iPhone/iPad?

Self-enrollment Process

You will receive an email, which starts the self-enrollment process.

This email contains a link - it is mandatory to follow this link on your smartphone!

Please follow the instructions of the displayed website.
This website will provide a link that imports the appropriate token string in the MobilePASS app.
The app will start automatically.

After that, you will be asked to give the token a name.
You can choose any name you like for this token:

(c) 2024 Service@Hamburg-Cloud.de <Service@Hamburg-Cloud.de> | 2024-05-13
URL: https://faq.hamburg-cloud.de/index.php?action=faq&cat=3&id=104&artlang=en

Depending on the version of your smartphone, the imported enrollment-string appears after confirming with Activate - on some smartphones this step is skipped:

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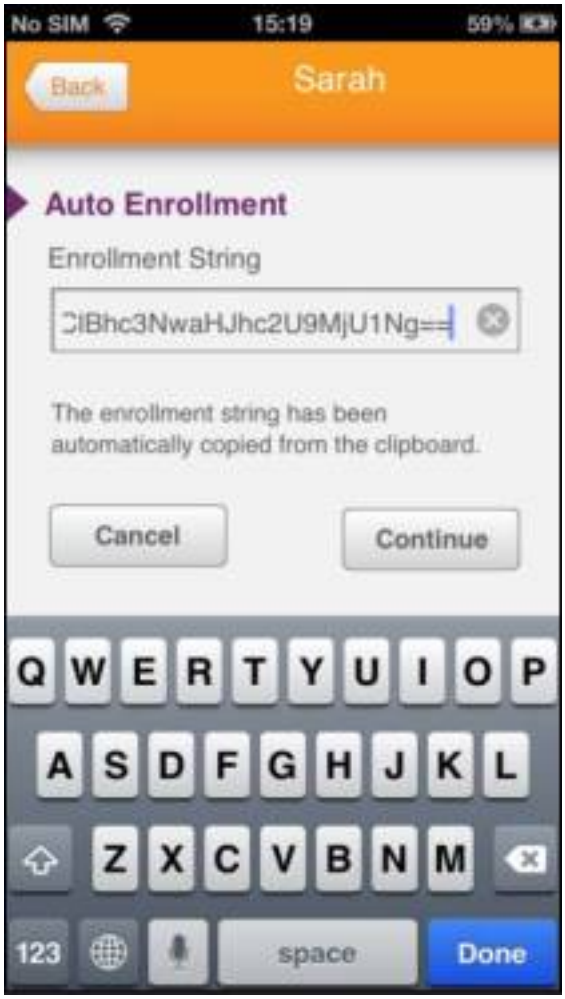

After confirming with Continue, you can set your personal PIN.
This PIN is requested every time you wish to open the token in the future.
Please confirm and reenter your PIN one more time:

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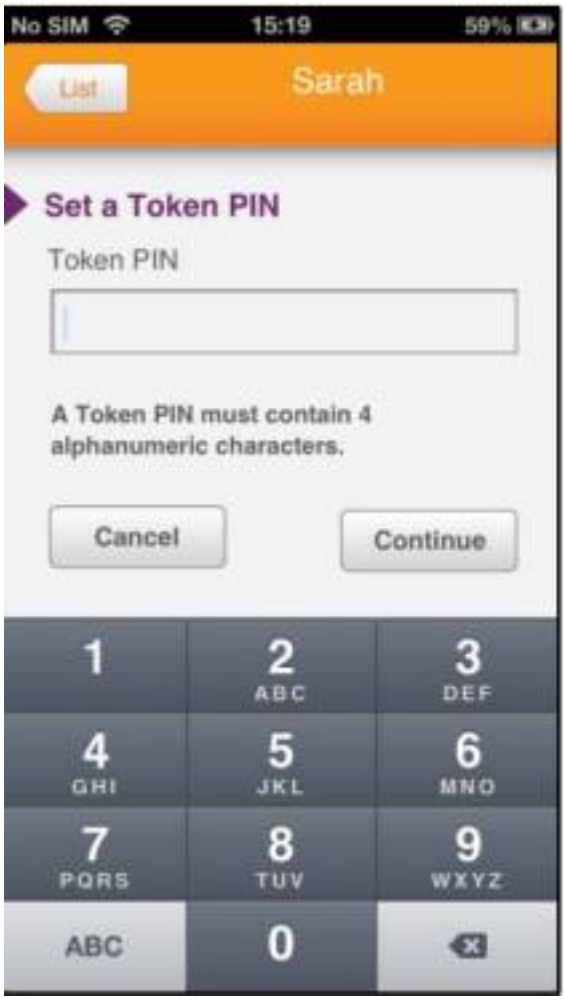

Now your first passcode is displayed:

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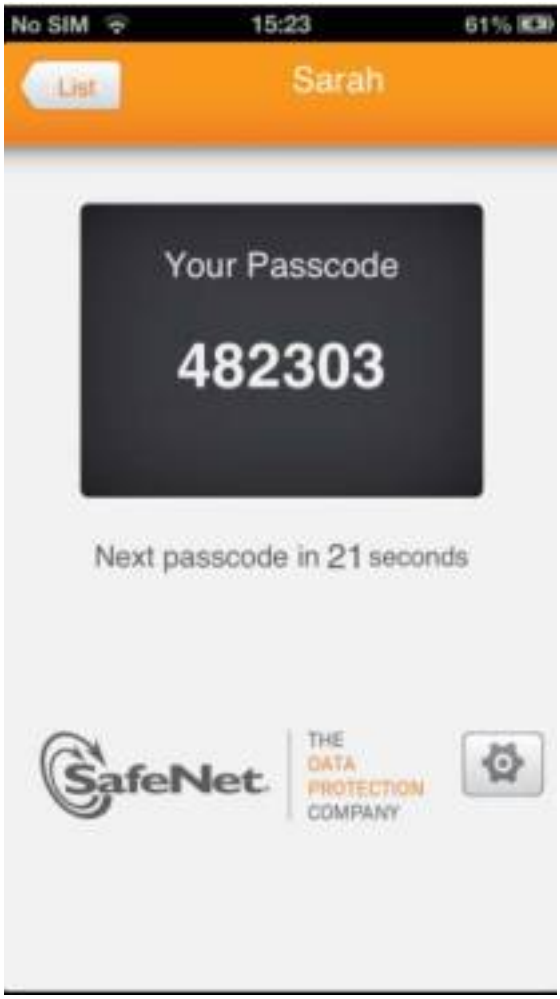

To log in to the services of the Hamburg-Cloud, please open the corresponding URL, that was provided to you by your contact person.

Enter the following data to log in:

- Benutzername: Your usual username.
- Token Code: The passcode generated by the app (in the example above: 482303).
- Kennwort: The usual password of your user to log in.

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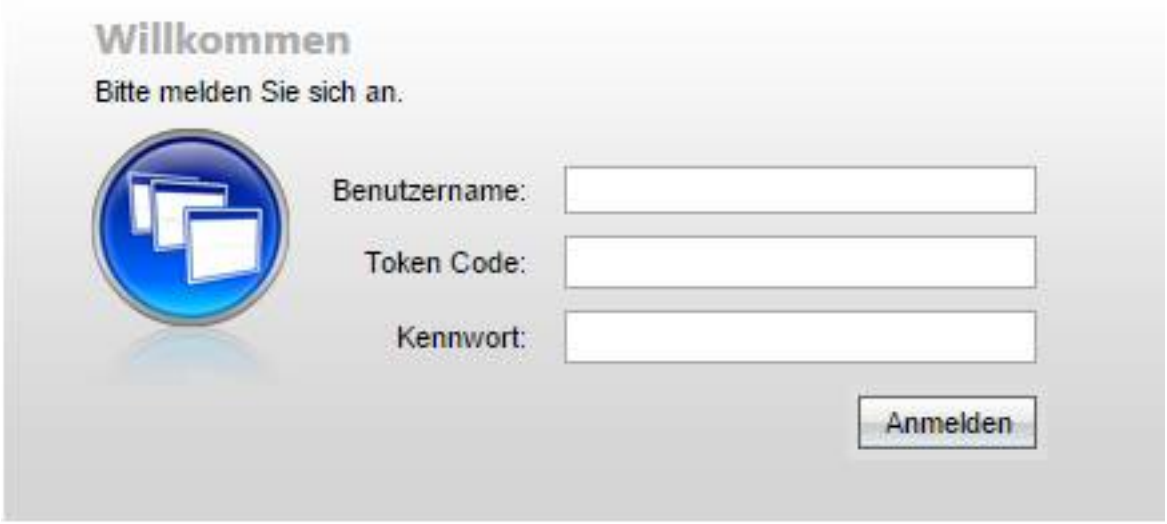

Unique solution ID: #1108

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