

MASTERCARD CONNECT

RSA SecurID Software Token Installation and User Guide

18 DEC 2019

THE GUIDE AND THE INFORMATION CONTAINED THEREIN ("GUIDE") ARE PROVIDED "AS IS." MASTERCARD MAKES NO WARRANTIES, WHETHER EXPRESS, IMPLIED OR STATUTORY REGARDING OR RELATING TO THE GUIDES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF ACCURACY, COMPLETENESS, MERCHANTABILITY, ERRORS, NONINFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE.

Mastercard shall have no liability for direct or indirect, special, consequential, punitive or incidental damages from your use of the guide.

All third-party product and service names are trademarks or registered trademarks of their respective owners.

Table of Contents

Overview.....	4
Getting started.....	4
<i>Installation options for the RSA SecurID software token desktop application.....</i>	<i>4</i>
<i>Download and save the RSA SecurID software token desktop application</i>	<i>4</i>
<i>Installing the RSA SecurID software token desktop application</i>	<i>5</i>
<i>Receipt and upload of software token.....</i>	<i>6</i>
Using the RSA SecurID software token desktop application	8
<i>Create a taskbar shortcut (Windows).....</i>	<i>9</i>
<i>Delete a software token (Windows).....</i>	<i>9</i>
<i>Using more than one software token on the same computer.....</i>	<i>9</i>
<i>To change software tokens.....</i>	<i>10</i>
<i>Change the token name.....</i>	<i>10</i>
<i>Troubleshooting</i>	<i>10</i>
Frequently asked questions (FAQs) on software tokens.....	11
<i>Why is Mastercard moving from a hardware token (fob) to a software token solution for user authentication?.....</i>	<i>11</i>
<i>Will the end user require any software to be loaded on his or her computer?</i>	<i>11</i>
<i>Will the software token solution require the use of any physical device for authentication?.....</i>	<i>11</i>
<i>How long will it take to set up a software token implementation?.....</i>	<i>11</i>
<i>How do I obtain my software token?.....</i>	<i>11</i>
<i>What are my internal integration costs for a software token implementation?</i>	<i>11</i>
<i>Will I need to provide the software for this type of authentication to the end users?.....</i>	<i>11</i>
<i>Is there a software review process?.....</i>	<i>11</i>
<i>Can the software token solution support users who work on different computers?.....</i>	<i>11</i>
<i>Can multiple users share the same physical workstation?.....</i>	<i>11</i>
<i>Can the software token be installed on mobile devices?</i>	<i>12</i>
<i>Can software tokens be used on personal computing devices?.....</i>	<i>12</i>
<i>What if the user's computer is replaced due to a repair or upgrade?</i>	<i>12</i>
<i>How will Mastercard support the software tokens?.....</i>	<i>12</i>
<i>What is the fee for continuing with hardware tokens?.....</i>	<i>12</i>
<i>How does a user authenticate to Mastercard Connect?.....</i>	<i>12</i>
<i>What types of two-factor authentication does Mastercard support?</i>	<i>12</i>
<i>How do RSA SecurID software tokens work?.....</i>	<i>12</i>
<i>Is there a fee associated with using two-factor authentication?.....</i>	<i>12</i>
<i>How do I replace my SecurID?</i>	<i>12</i>

Overview

The Mastercard Connect secure site requires two-factor authentication in order to access certain applications. This document explains how to download, install, and use the RSA SecurID desktop application on Windows® or Mac operating systems.

NOTE: The screenshots and procedures in this guide may vary depending on your operating system.

Getting started

Installation options for the RSA SecurID software token desktop application

The following options are available for installing the application:

- Each user can install the application. This option requires that users have administrative rights to their computers.
- A software management tool can be used to install the application.

Download and save the RSA SecurID software token desktop application

1. Go to <https://www.rsa.com>.
2. Go to Menu > Products > Identity & Access Management > Soft Token Two-Factor Authentication.
3. RSA offers both a 32-bit (5.0.2) and a 64-bit (5.0.2) version of the application. Mastercard uses advanced encryption standard (AES) 128-bit tokens. For Windows, Mastercard recommends downloading the 32-bit version which supports 64-bit operating systems.

NOTE: At this time, Mastercard does not support RSA SecurID software tokens on mobile devices. More information on this in succeeding pages.

The screenshot shows the RSA SecurID website navigation menu. The 'PRODUCTS' tab is selected, and the 'IDENTITY & ACCESS MANAGEMENT' category is highlighted with a yellow box. The menu includes sections for THREAT DETECTION & RESPONSE, FRAUD PREVENTION, INTEGRATED RISK MANAGEMENT, and IDENTITY & ACCESS MANAGEMENT. The IDENTITY & ACCESS MANAGEMENT section lists products such as Multi-Factor Authentication, Mobile Push Authentication, Soft Token Two-Factor Authentication, Hard Token Two-Factor Authentication, and Authentication Agents.

The screenshot shows the RSA SecurID website page titled 'TWO-FACTOR AUTHENTICATION: RSA SECURID SOFTWARE TOKENS'. The page features a blue header with the title and a sub-header 'We pioneered two-factor authentication and reinvented the software token'. Below the header, there is a section for 'Looking for Resources?' with a 'Documentation and Downloads' button. To the right, there is a 'FEATURED RESOURCE' section titled 'RSA SecurID Software Tokens' with a 'Get the Data Sheet' link.

- In some instances, you may be asked to complete a user license agreement before downloading the application.

NOTE: At this time, use of the RSA SecurID software token is free.

- When prompted, click **Save** then select the system folder where you wish to save the file.
- Click **OK**.
- Once the download is completed and the ZIP file has been saved, the next step is to install the RSA SecurID software token desktop application on your system by running the .msi installer.

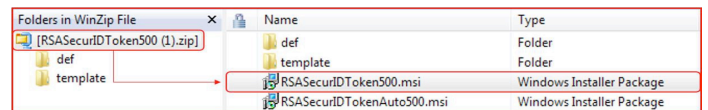
Installing the RSA SecurID software token desktop application

- In the folder where the installation was saved, double click on the **RSA SecurID** software token desktop application option for your operating system.

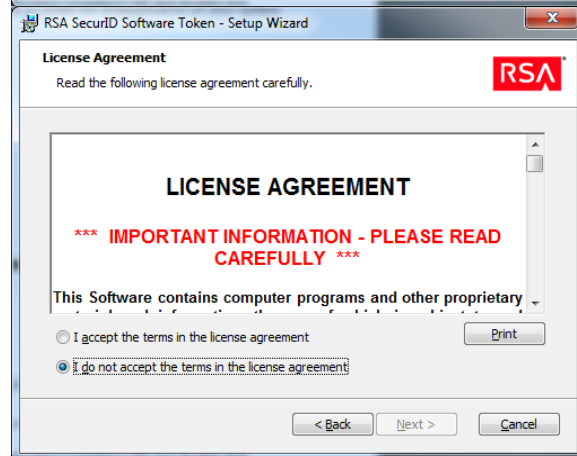
Windows: C:\Users\[your used ID]\Downloads
Mac OS X: Downloads [folder]

- On the Welcome screen, click **Next**.

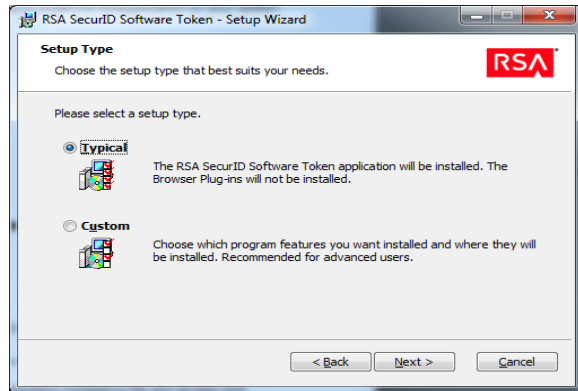
*If Windows 7 is your operating system, click **Next***



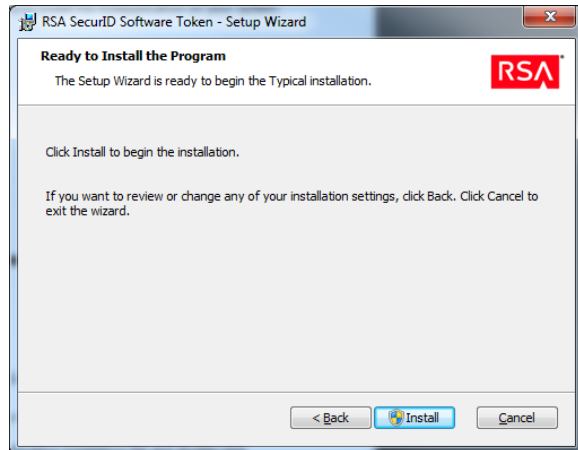
- On the **Place of Purchase** screen, select your company's region then click **Next**.
- On the **License Agreement** screen, read the license agreement, select **I accept the terms in the license agreement** then click **Next**.



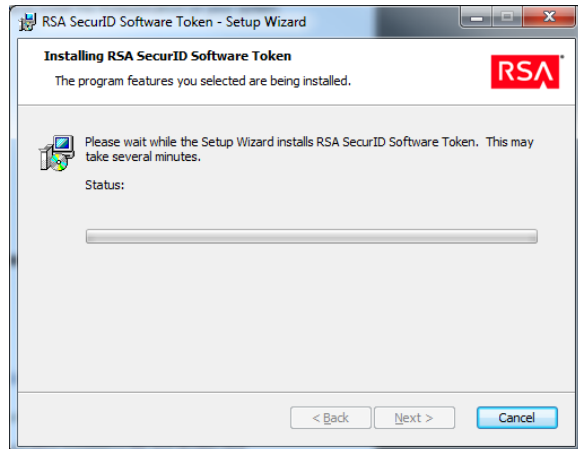
- On the **Setup Type** screen, select **Typical** to install the application without the browser plug-in then click **Next**.



- On the **Ready to Install the Program** screen, click **Install**.



- If your operating system is on Windows 7, there is a chance you will be prompted with the following screen. Click **Yes** to allow RSA to install the application on the computer.
- Once the installation is completed, click **Finish**. You may choose to restart your computer.

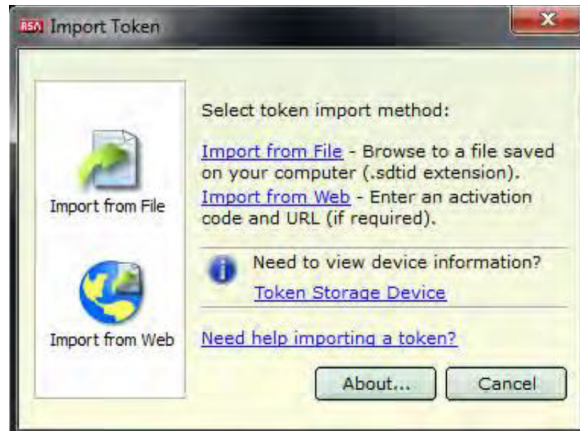


Receipt and upload of software token

NOTE: You must have the RSA SecurID software token desktop application installed before importing your token. Refer to the installation instructions at the beginning of this guide if you need to download and install the application.

1. Your designated company representative will receive software token/s through an encrypted email message.
2. Once you receive the file/s, double click on the token (.STDID extension or .ZIP) to start importing.

You can also run the application and click **Import from File** and browse your computer for the location of your token file to start importing.



3. The system will display the following dialog box after successfully loading the software token.

Refer to **Changing a token name** in this guide for additional information.



4. After installation, close any RSA SecurID software token desktop applications that are open.

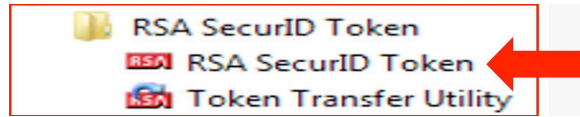
NOTE: If you are migrating from a hardware token to a software token, use the same PIN that was previously issued to you.

Using the RSA SecurID software token desktop application

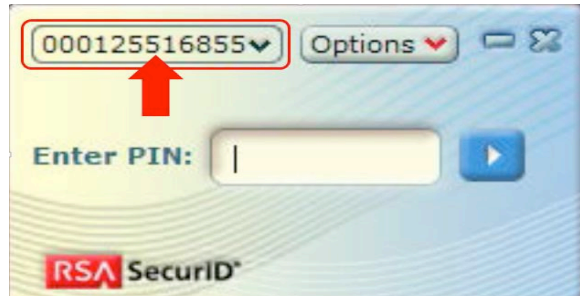
*NOTE: You will need to import a token before you can use the RSA SecurID software token desktop application. If you start the application before importing the token, the system will display the **Import Token** screen. See the previous section for more information.*


1. To generate a token code (passcode), select one of the following options"

- Click the **Soft Token** icon shortcut on your desktop
- Click the **Start** menu button, point to **Programs**, then **RSA**, then **RSA SecurID** software token desktop application



2. The system will display a window for you to enter your PIN. You should see your token serial number in the left-hand corner of the **RSA SecurID** software token desktop application.



3. Enter your 4-digit PIN in the PIN field and click .



4. RSA SecurID will generate 8-digit passcodes that refresh every 60 seconds.
Click the **Copy** button or manually enter the 8-digit passcode into the password field of Mastercard Connect, without spaces.



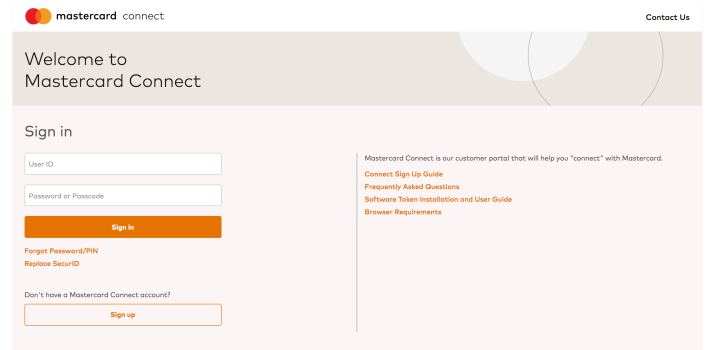
NOTE: Do not use the following to copy the passcode

- CTRL+C
- Select/highlight the passcode

- To validate, sign in to Mastercard Connect <https://www.MastercardConnect.com/>.
- Enter your User ID field in Mastercard Connect and 8-digit passcode currently visible in the RSA SecurID software token desktop application, without spaces, into the Password field.

If you used the Copy button, right-click on the field and select Paste.

You should now be successfully signed in.



- For subsequent uses of the token, you must wait for the passcode to change. The application will continue to generate a new passcode every 60 seconds until the final passcode is reached, after which you will be prompted to re-enter your PIN.

- To re-enter your PIN, click the **Re-enter PIN** button located on the RSA SecurID application window.

For any issues, reference the Troubleshooting section of this guide or click on Support within Mastercard Connect <https://www.MastercardConnect.com/>.

Create a taskbar shortcut (Windows)

- From the **Start** menu, click **All Programs**, point to **RSA**, then **RSA SecurID** software token desktop application.
- Right click on the **RSA SecurID** software token desktop application then click **Pin to taskbar**.

Delete a software token (Windows)

- Open the **RSA SecurID** software token desktop application.
- From the **Options** menu on the RSA SecurID Software Token application, click **Manage Token**, then **Delete Token**. A message prompt will appear asking you to confirm this action.
- Click **Yes** to delete the token. You will receive a confirmation message that the token has been deleted.

Using more than one software token on the same computer

The **RSA SecurID** software token desktop application can support multiple users on the same computer by using more than one token.

NOTE: Multiple tokens must be loaded onto one computer before you can select a different token.



To change software tokens

From the **RSA SecurID** software token desktop application, locate the section at the top that identifies the token currently in use:

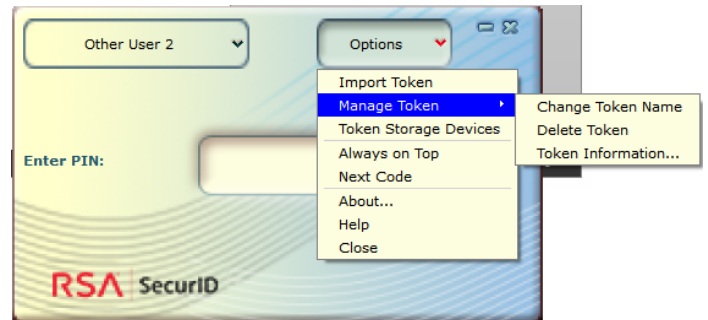
1. Click the dropdown arrow and select a different token.
2. Enter the **PIN** associated with the selected user's token.
3. Enter a **PIN** and then click the arrow to the right of the 8 digits that were generated.



Change the token name

Tokens are associated with user names. To change the name associated with a token:

1. Launch the **RSA SecurID** software token desktop application.
2. From the **Options** menu, click **Manage Token** then **Change Token Name**.
3. Type the new user name into the **Change Token Name** window.
4. Click **OK**. You will receive confirmation that the token name has been changed.



Troubleshooting

Contact your company's IT help desk for help with the following:

- Installation of the RSA SecurID **RSA SecurID** software token desktop application
- Using the **RSA SecurID** software token desktop application

Contact Global Customer Service at customer_support@Mastercard.com for help with Mastercard applications. Identify yourself as a "software token user."

Contact the Mastercard Token Support Team within Corporate Security at Token_Support@Mastercard.com for help with authentication issues. For expedited assistance, mention that you are a **software token user**.

Frequently asked questions (FAQs) on software tokens

Why is Mastercard moving from a hardware token (fob) to a software token solution for user authentication?

We continue to hear from customers that they want an authentication solution that is more robust and flexible, with much faster deployment and a longer life span. Software tokens have a 10-year life span versus hardware tokens that have a two-year life span.

Will the end user require any software to be loaded on his or her computer?

Yes, a small application from RSA Security will need to be installed on the user's computer. Once the RSA software is installed, the software token seed issued by Mastercard can be loaded.

Will the software token solution require the use of any physical device for authentication?

The RSA SecurID Software Token software is a small application that must be loaded on the end users' computer and used for authenticating into Mastercard systems. Hardware tokens (fobs) are no longer required when using this authentication method.

How long will it take to set up a software token implementation?

If installed on the user's computer, software tokens can be issued within hours.

How do I obtain my software token?

By default, the email containing software tokens will be sent only to the Security Administrators of a company. If your company does not have a Security Administrator, the software token email will be sent directly to the users to whom the tokens are assigned. If you prefer that the emailed tokens be sent to just your users or to both your users and your Security Administrators, email Token_Support@Mastercard.com, authorizing Mastercard to change the distribution policy.

What are my internal integration costs for a software token implementation?

The RSA SecurID Software Token software is a free download from RSA. Because software tokens have a 10-year life span, there also is less time and effort associated with managing fobs. And since the software token functions similarly to a hardware token, user training is minimal.

Will I need to provide the software for this type of authentication to the end users?

The small RSA SecurID software token desktop application can be provisioned to the users' computer either by the user's organization support group, or by the user downloading software from the RSA site. Please note that the user must have administrator access to his or her computer to install the software. Additionally, the RSA software should be added to the customer's approved software list for standard computer builds. Mastercard can provide a process for implementing the software token solution.

Is there a software review process?

Thousands of companies have successfully deployed the RSA Software Token authentication solution. If requested, Mastercard can work with the customer's Information Security and/or desktop support group.

Can the software token solution support users who work on different computers?

Yes, the same software token "seed" record (the secret key used to generate the authentication code) for a given user can be installed on multiple computers, thereby supporting the needs of users who move from one workstation to another and "call centers"

Can multiple users share the same physical workstation?

Yes, the software token seeds for multiple users can be installed on the same computer. Users also will have a unique PIN known only by the token holder that is associated with their specific software token seed.

Can the software token be installed on mobile devices?

Currently Mastercard does not support the installation of the RSA application or the import of any SecurIDs on client based mobile device, PDS or smartphones, the software token solution can be used only on Mastercard-issued mobile devices. For security reasons, the mobile device must be under Mastercard's control to remotely lock or wipe the device.

Can software tokens be used on personal computing devices?

No. The software token solution is only available for company-issued devices that support remote deactivation capabilities. Software tokens are not to be installed on a user's personal device that is outside company control.

What if the user's computer is replaced due to a repair or upgrade?

During the initial installation, the user will receive an email from Mastercard containing the seed file for the software token. It's important for the user to keep this file in a secure location. If a repair or upgrade to the user's workstation is required, the RSA software and the seed file will need to be re-installed on the user's new computer.

How will Mastercard support the software tokens?

Contact Global Customer Service via email at Customer_Support@Mastercard.com for assistance with software tokens (800-999-0363 or 636-722-6636).

What is the fee for continuing with hardware tokens?

Please contact Global Customer Service Customer_Support@Mastercard.com for information about the hardware token user fees. There is no fee for the software token.

How does a user authenticate to Mastercard Connect?

There are two levels of authentication: password or SecurID. By default, all Connect users use a password to sign in. If you order an item that allows you to access sensitive payment card data (such as primary account

numbers), Mastercard will automatically issue a SecurID.

Note: You will not be issued a SecurID until you have access to a secure application.

What types of two-factor authentication does Mastercard support?

The two-factor authentication method that Mastercard offers is RSA's SecurID software token. Organizations unable to use the software token may use RSA's SecurID hardware tokens. [To learn more about each type, click here.](#)

By default, users of an organization will be issued a software token.

How do RSA SecurID software tokens work?

Organizations that choose to use RSA SecurID software tokens for two-factor authentication will need to download and install a small client application from RSA on each company-owned device on which their users will work. Mastercard will issue (via secure email) token files for users for that organization who have requested products that require two-factor authentication within <https://www.MastercardConnect.com/>. To learn more about software tokens, refer to the installation and user procedures in this guide.

Is there a fee associated with using two-factor authentication?

Software tokens used for two-factor authentication do not have an associated fee. Organizations that choose to use hardware tokens will pay a quarterly fee per token.

How do I replace my SecurID?

Mastercard replaces SecurID hardware tokens when they are lost, damaged or if a user gets a new computer.

Go to the **Replace SecurID** option in the **Support** menu.

Enter your user ID, answer your security questions, review or change your mailing address, and submit your request for a new SecurID token.