MASTERCARD CONNECT

RSA SecurID Software Token Installation and User Guide

18 Jul 2024

mastercard

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Table of Contents

Overview *4*

Getting started *4*

Download and Install RSA Application for Microsoft Windows 5

Download and Install RSA Application for MacOS 8

Download and Install Mobile RSA Application for Android 10

Download and Install Mobile RSA Application for iOS 13

Download and Activate Token File for New Users 16

Download Token File for Existing Users 19

Using the RSA SecurID Application for Software Tokens *19*

Using the RSA SecurID Application for Hardware Tokens *21*

Frequently asked questions (FAQs) on software tokens *24*

Why is Mastercard moving from a hardware token (fob) to a software token solution for user authentication? 24

Will the end user require any software to be loaded on his or her computer? 24

Will the software token solution require the use of any physical device for authentication? 24

How long will it take to set up a software token implementation? 24

How do I obtain my software token? 24

What are my internal integration costs for a software token implementation? 24

Will I need to provide the software for this type of authentication to the end users? 24

Is there a software review process? 24

Can the software token solution support users who work on different computers? 24

Can multiple users share the same physical workstation? 24

Can the software token be installed on mobile devices? 25

Can software tokens be used on personal computing devices? 25

What if the user's computer is replaced due to a repair or upgrade? 25

How will Mastercard support the software tokens? 25

What is the fee for continuing with hardware tokens? 25

How does a user authenticate to Mastercard Connect? 25

What types of two-factor authentication does Mastercard support? 25

How do RSA SecurID software tokens work? 25

Is there a fee associated with using two- factor authentication? 25

How do I replace my SecurID? 25

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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 desktop application on Windows® or Mac operating systems.

NOTE:

- *The screenshots and procedures in this guide may vary depending on your operating system.*
- *At this time, Mastercard does not support RSA SecurID software tokens on mobile devices. More information on this in succeeding pages.*
- *RSA application is a free download but may require you to register through the RSA Community which is also free.*

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.

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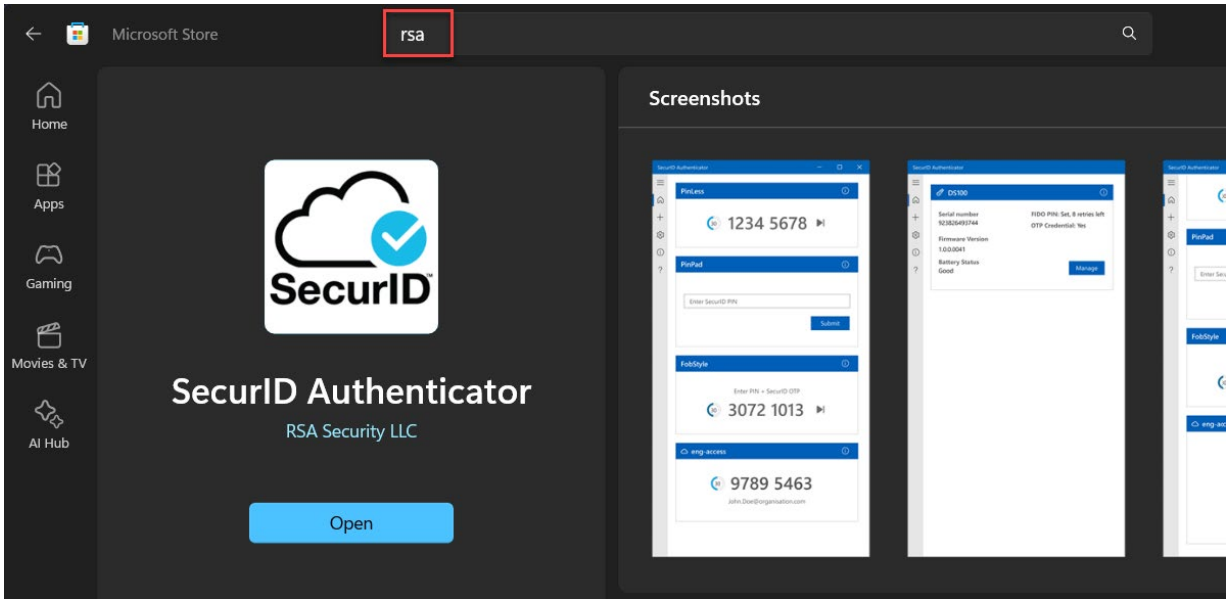
Download and Install RSA Application for Microsoft Windows

1. On your Windows 10 or 11 machine go to your Microsoft Store App by either selecting the link on your task bar:

Or following the below link:

https://apps.microsoft.com/detail/9pf66qgw0s43?hl=en-us&gl=US

2. Search for "RSA Authenticator" and install the application



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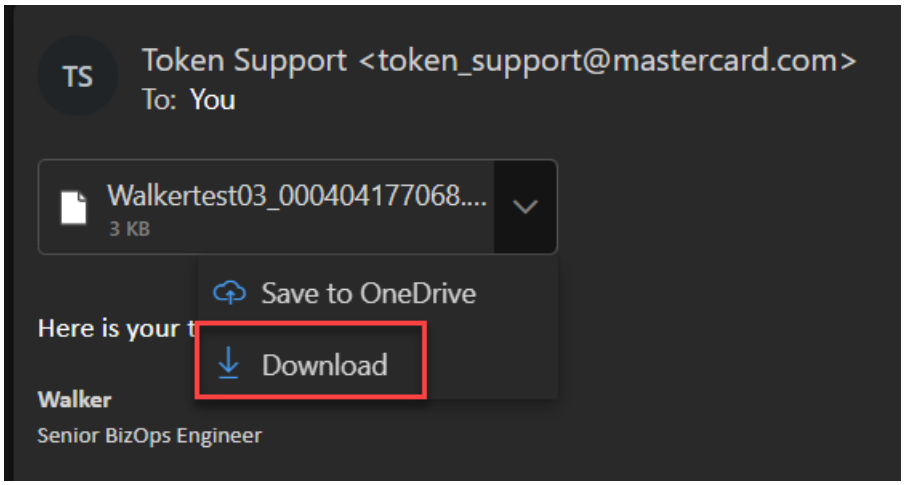
3. You will now have the RSA SecurID application on your desktop.

4. If your token came in an email then go to your email and click on ".SDTID" attachment and download it to a suitable location. You can go to step 5 if you already have it downloaded somewhere on your PC.



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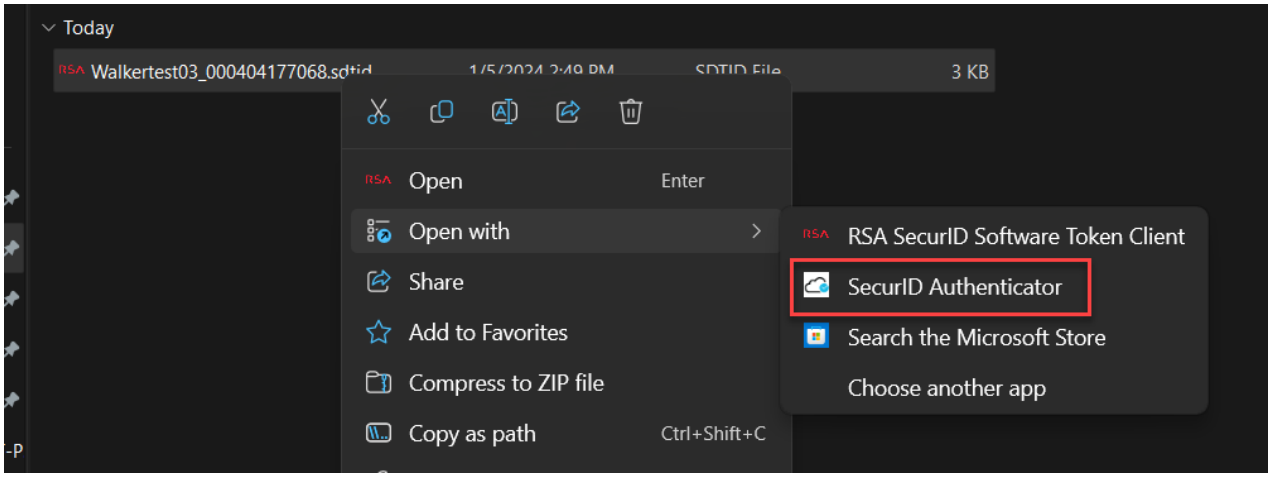
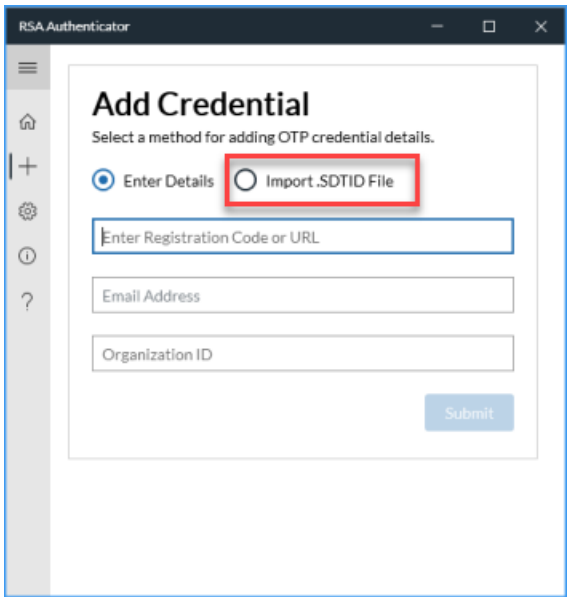
5. You can install the token by three different methods. First, find the downloaded ".SDTID" file and right click on it. Select "Open with>SecurID Authenticator". Second, you can simply double-click on the file and it should open in the SecurID app. It will ask you for a password which will be the password set up when you downloaded the file.



Third, you can click on the "+" on the left side bar. Select the "Import .SDTID File" and either drop the file in the box or find the ".SDTID" file at the location you originally saved it to. Hit "Submit".



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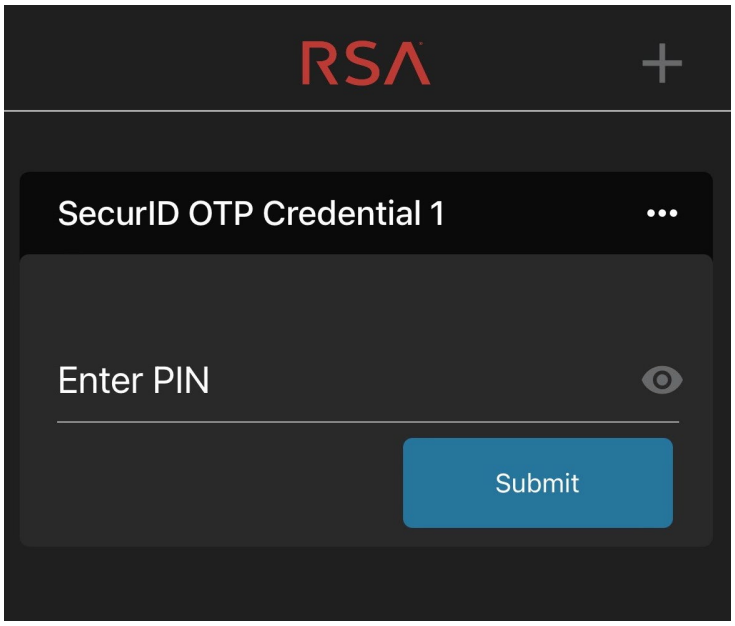
6. You may have to click on the Service and Anonymous Usage agreements. It should then tell you that you have successfully added the OTP credential and the token is ready for you to enter your PIN.



Note that the application will update itself by default. Your local IT Support group may have a version control in place to prevent the app from updating and your IT Support may have to get an exception for this application.

Download and Install RSA Application for MacOS

1. On your Mac open the "App Store".

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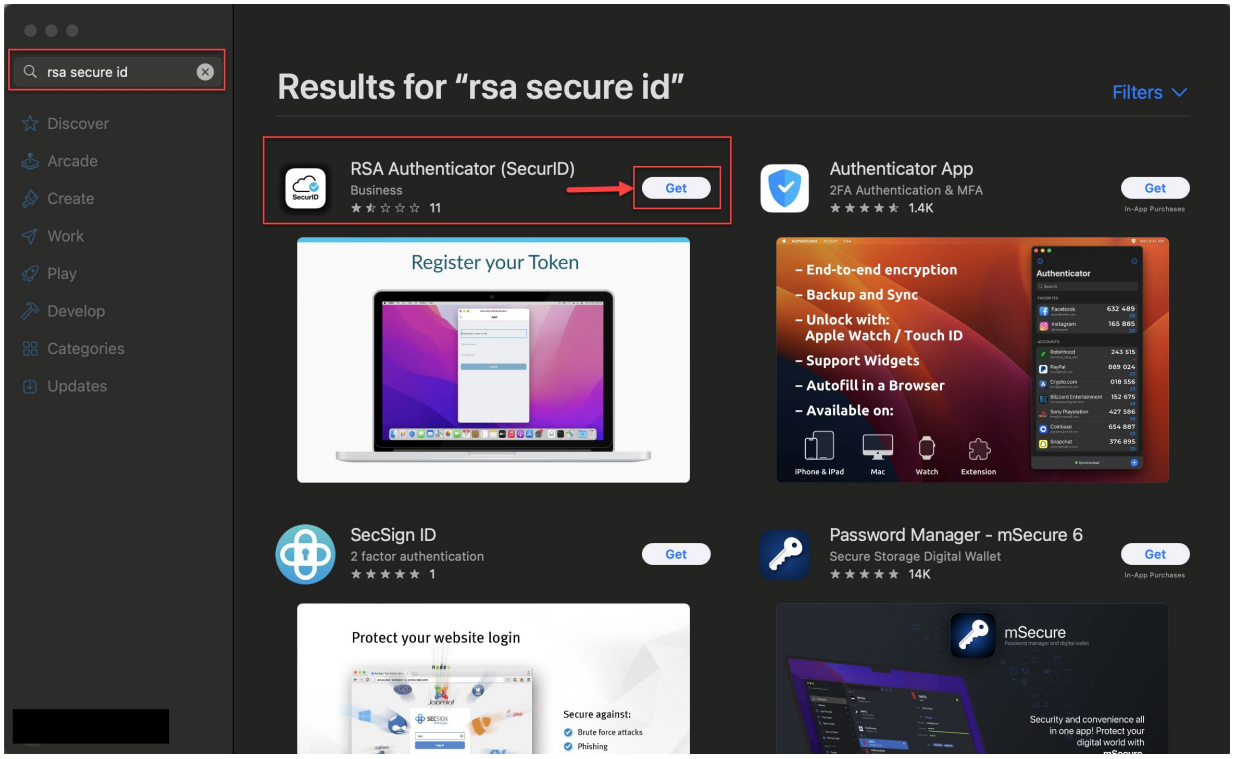
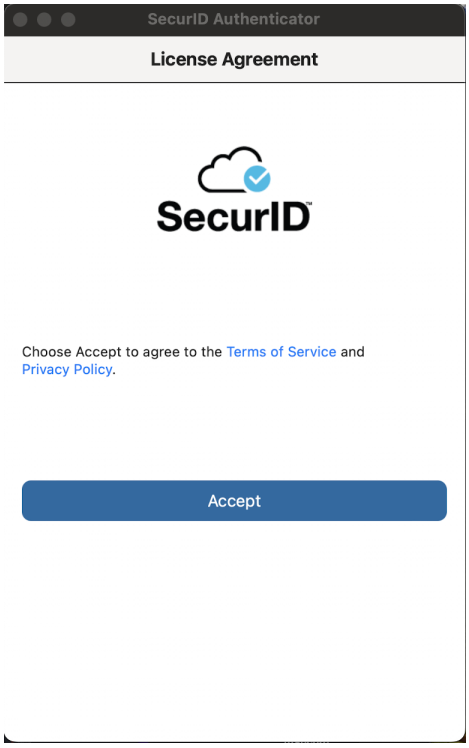
2. Search for "RSA Authenticator". And then select "Get" and then "Install". This will install the latest version of the app on your Mac.



3. Accept the Service and Anonymous Usage agreements.



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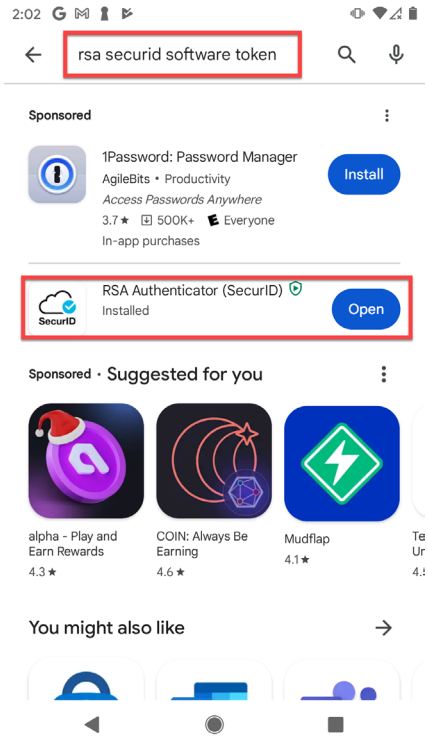
Download and Install Mobile RSA Application for Android

***Note that per customer agreement MC Connect does not issue mobile tokens. We have found that you can install the desktop file that MC Connect provides to the mobile apps in most cases and is limited to restrictions that your company might have for your mobile device. Due to this MC Connect cannot guarantee that this will work on your mobile device and therefore cannot support. ***

1. On your Android phone open the Google Play store.

2. Search for "RSA SecurID" and install the app.



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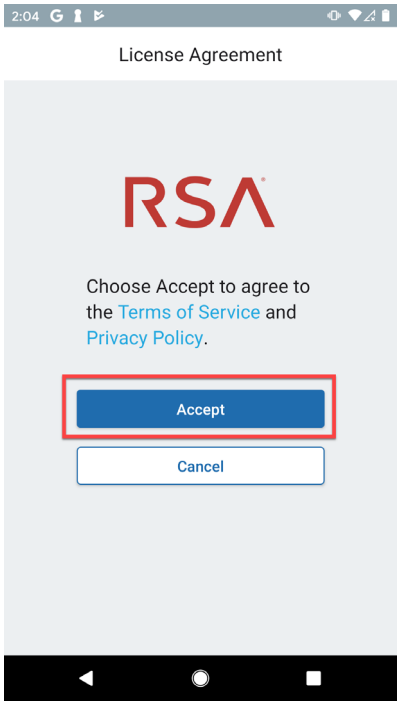
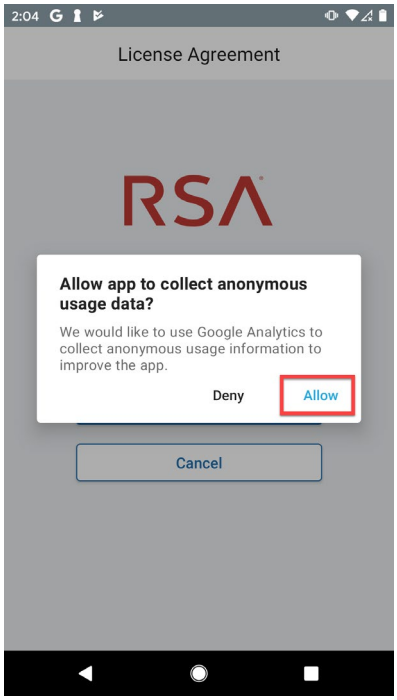
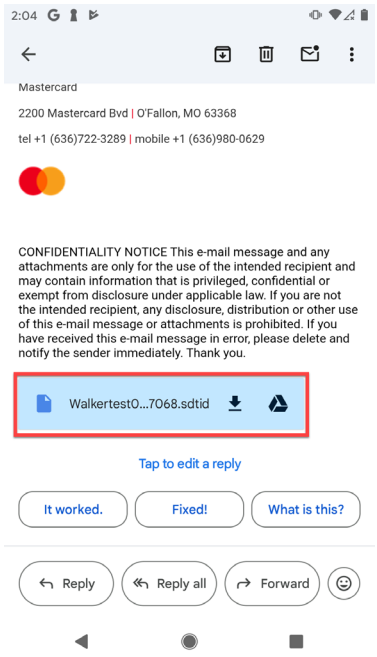
3. Agree to "Terms of Service" and "Anonymous Usage".





4. You will have to have the ".sdtid" token file on your phone. Easiest way may be to email the token to your mobile device. You will need to find the file and double click or open the file. It will ask you for a password which will be the password set up when you downloaded the file.



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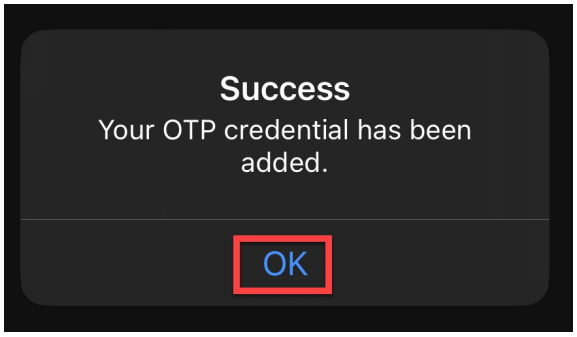
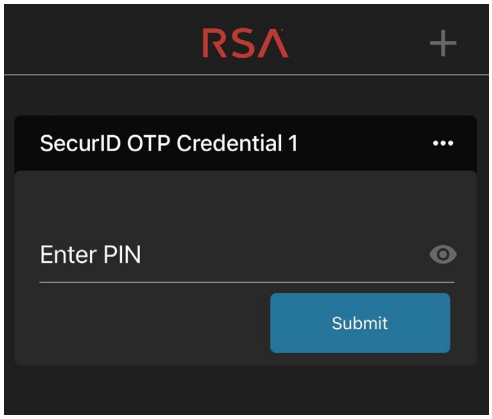
5. You should get a prompt that states that the token was successfully added. Click "OK".



6. You should now see the screen asking you to "Enter PIN.



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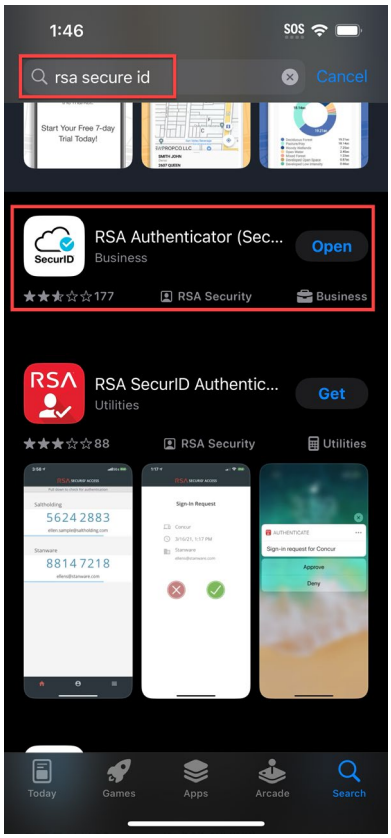
Download and Install Mobile RSA Application for iOS

***Note that per customer agreement MC Connect does not issue mobile tokens. We have found that you can install the desktop file that MC Connect provides to the mobile apps in most cases and is limited to restrictions that your company might have for your mobile device. Due to this MC Connect cannot guarantee that this will work on your mobile device and therefore cannot support. ***

1. On your iPhone open the Apple Store.

2. Search for "RSA SecurID" and install the app.



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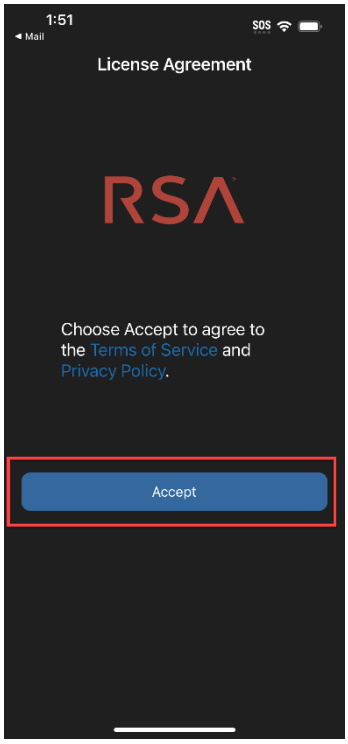
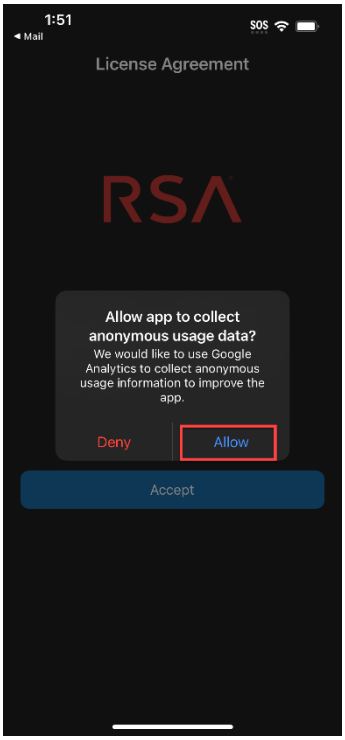
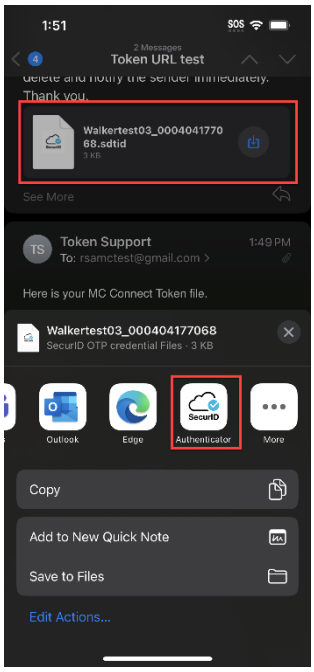
3. Agree to "Terms of Service" and "Anonymous Usage".





4. You will have to have the ".sdtid" token file on your phone. Easiest way may be to email the token to your mobile device. You will need to find the file and double click or open the file. It will ask you for a password which will be the password set up when you downloaded the file.



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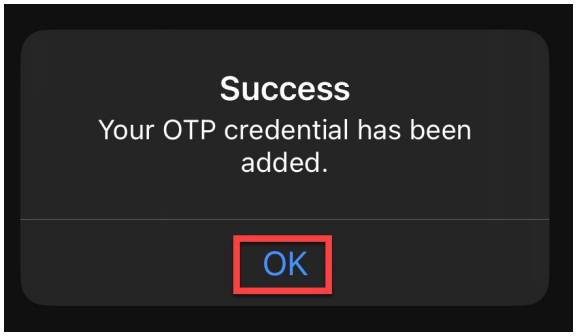
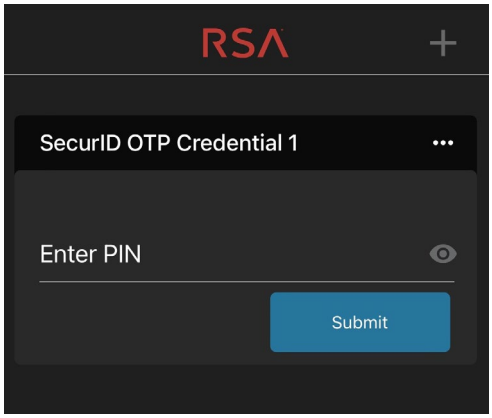
5. You should get a prompt that states that the token was successfully added. Click "OK".



6. You should now see the screen asking you to "Enter PIN.



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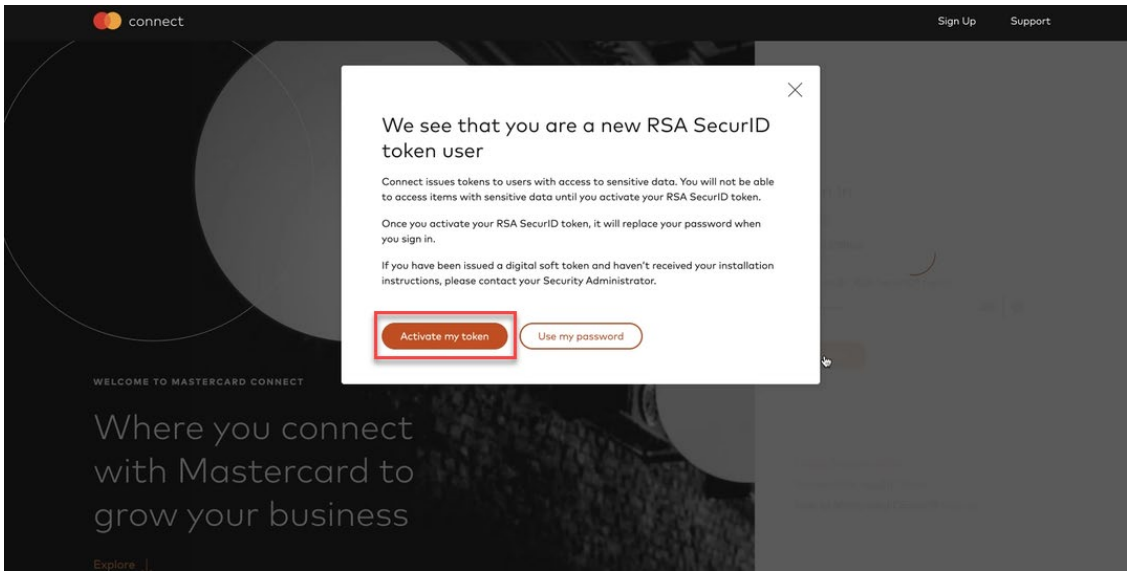
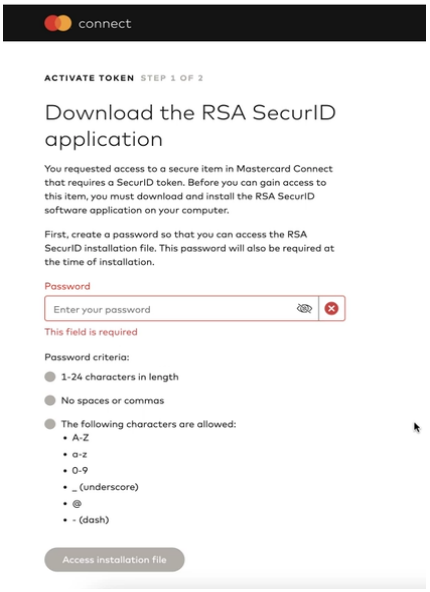
Download and Activate Token File for New Users

1. For all new users to MC Connect once you have completed your profile set up and have been approved your MC Connect applications you will receive an email with instructions on how to download and activate your token. You will then log into https://www.mastercardconnect.com/ with your password. It should ask you to activate your token. Click on the "Activate my token" button.



2. Create a password for your token. This password will be the password that you will use when installing the token so make sure that you remember it.



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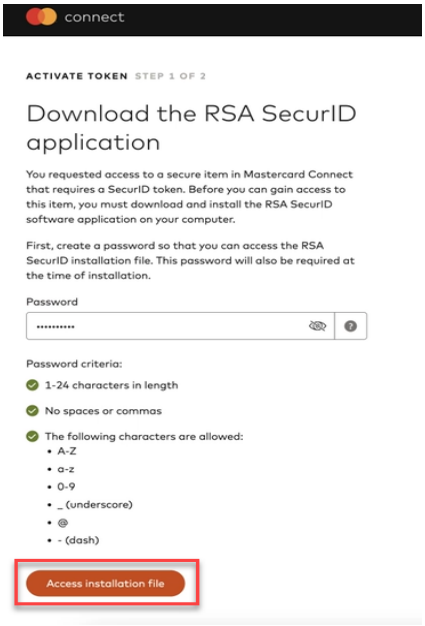
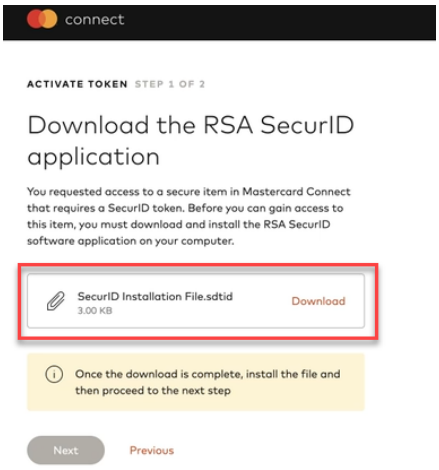
3. Once you fill in the information click on the "Access Installation File" button. This will download your token file and can be found either at the bottom of your browser bar or in your "Downloads" folder.



4. Click on the "Download" button. Whether you have the token or not you must download the token to move forward.



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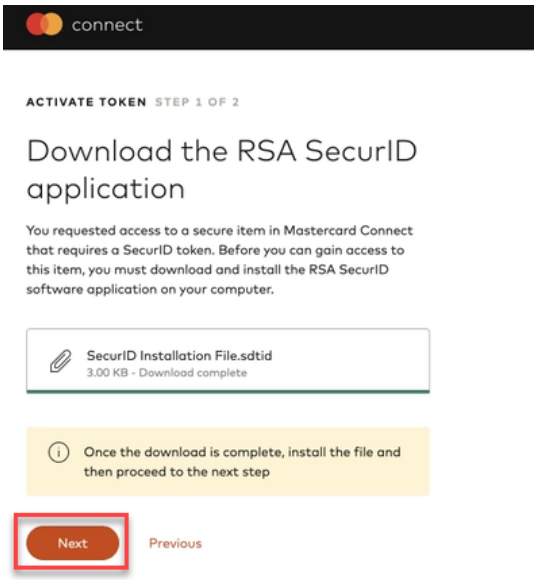
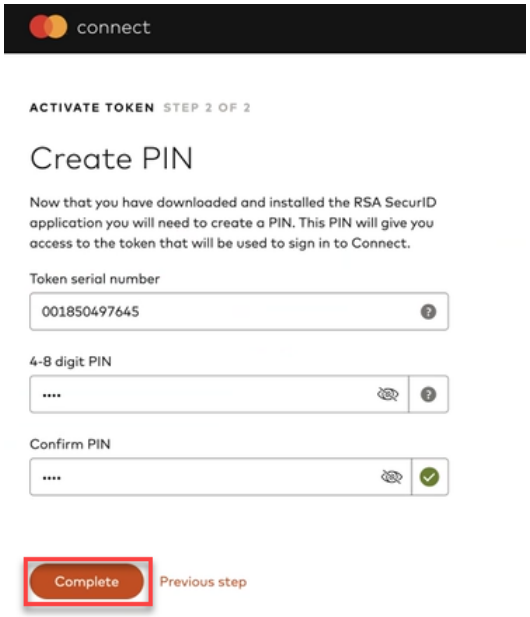
5. The "Next" button should be highlighted and you can now click on it. At this point your token file should now be downloaded and can be installed. See page 13, *"Installing the Token File in your RSA SecurID Application"* in this document.

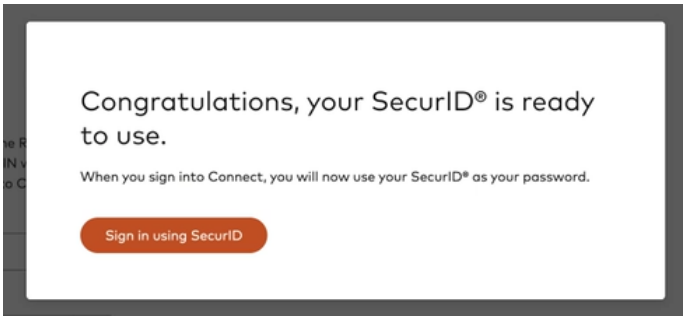


6. Enter your token serial number in the "Token Serial Number" field. (can be found by selecting "Options>Manage Token>Token Information…"). Then enter your 8 digit numeric PIN in the "4-8 Digit PIN" field, and then confirm the PIN in the next field by entering the same PIN again. Click "Complete".

   Notice: Soon 4 digit PIN's wil no longer be allowed and you will have to be required to use an 8 digit PIN



7. Your token is now activated and you can start using your token passcode to log in.



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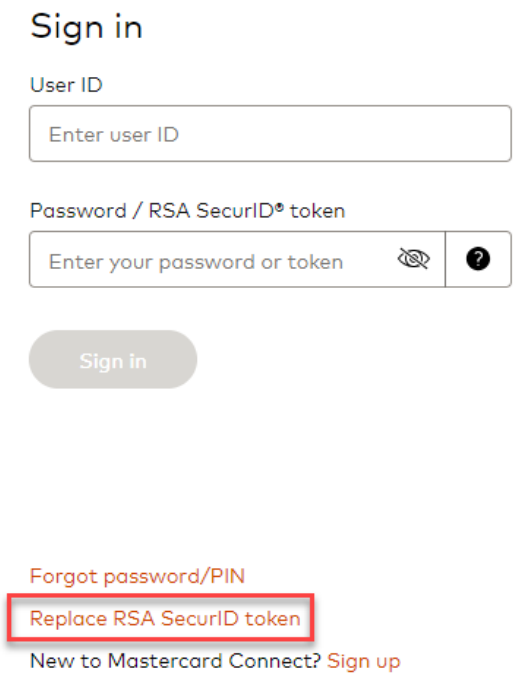
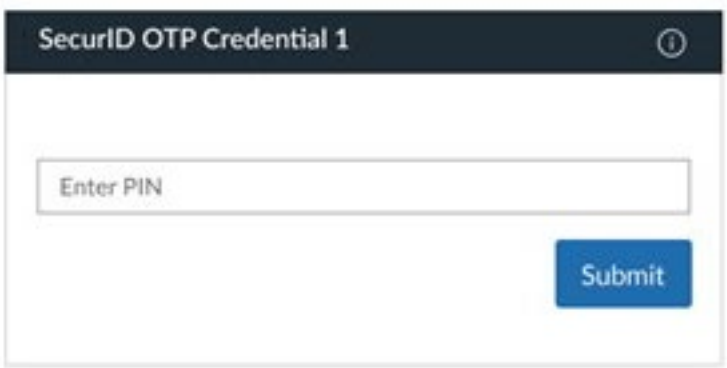
Download Token File for Existing Users

1. If you are an existing software token user you can receive a new software token at any time by using the self-service from the MC Connect login page. You will be asked to provide answers to your security questions and provide a password for the new token which will be needed during the token installation.



Using the RSA SecurID Application for Software Tokens

1. Open your RSA Authenticator application. Enter your 4-8 digit PIN where it says "Enter PIN".



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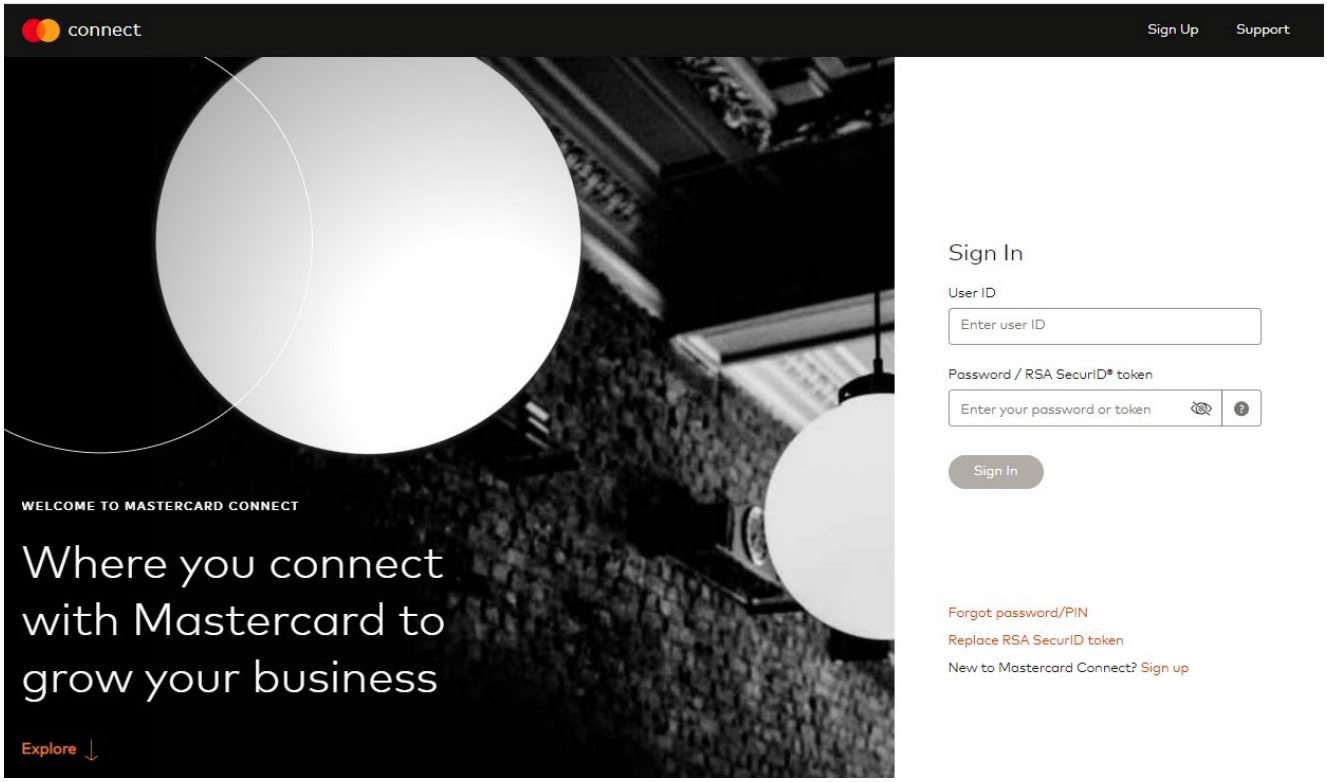
2. This should generate a token code.
   Note that even if you enter an incorrect PIN the application will generate a token code. Due to this if you enter the passcode provided and the login fails, close the application, reopen the application, enter your PIN again, and use the new passcode to log in.

3. Enter this 8 digit passcode where it says "Password / RSA SecurID token" at the Mastercard Connect login page.

   https://www.mastercardconnect.com/.



4. 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 providing up to three passcodes. If more passcodes are needed you will need to re-enter your PIN in the RSA app when you are prompted to do so

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

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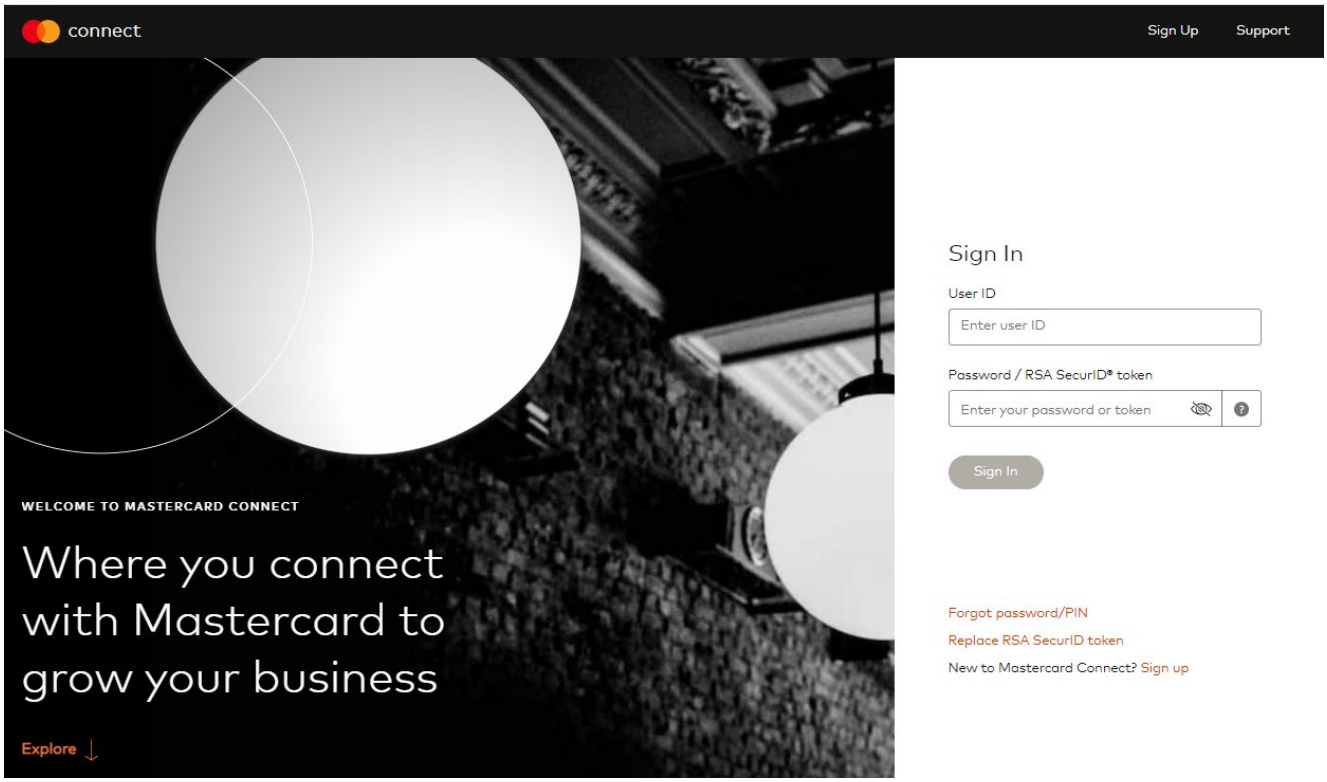
Using the RSA SecurID Application for Hardware Tokens

Some users will require a hardware token. This token will constantly display a token passcode in the LCD window on the token FOB.

1. Enter your 4-8 digit PIN **plus** the 8 digit passcode shown in the display window of your hardware token where it says "Password / RSA SecurID token" at the Mastercard Connect login page.

   https://www.mastercardconnect.com/.



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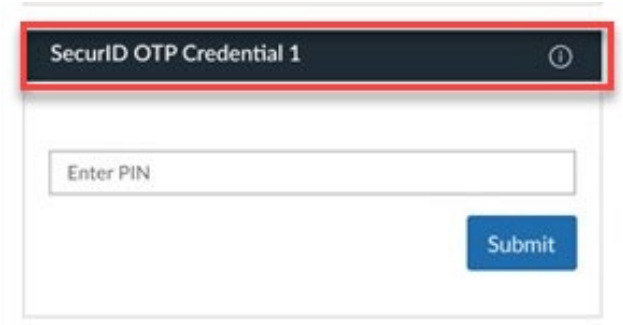
Create a taskbar shortcut (Windows)

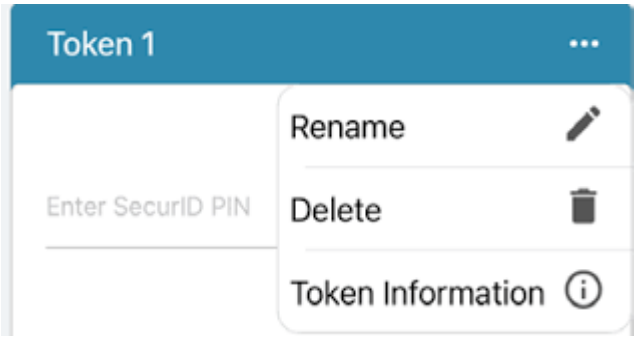
1. From the **Start** menu, click **All Programs**, point to **RSA**, then **RSA Authenticator** application.
2. Right click on the **RSA Authenticator** in the task bar and then click **Pin to taskbar**.

Delete a software token (Windows)

1. Open the **RSA Authenticator** desktop application. You should see one of the two images below depending on the application version you are using.
   a. If you have the below image, click on black bar for the desired token. You should see a "trash can" logo to the right in the bar. Select the trash can logo and delete the token.



   b. If you have the below image, click on the "..." in the blue bar for the desired token. In the dropdown you should see "Delete" with a "trash can" logo. Select "Delete" to delete the token.



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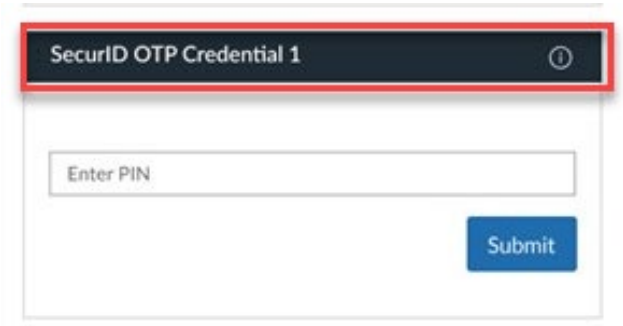
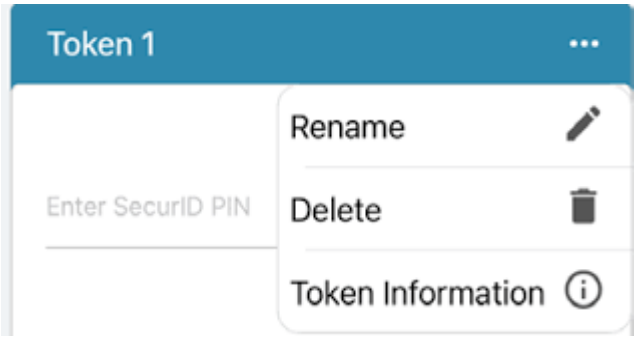
Using more than one software token on the same computer/changing token name

The **RSA Authenticator** software token desktop application can support multiple tokens whether it be for an individual or multiple users on the same computer. If this is the case then you can rename each token to make it easier to identify which token is for what user or purpose.

1. Open the **RSA Authenticator** desktop application. You should see one of the two images below depending on the application version you are using.
   c. If you have the below image, click on black bar for the desired token. You should see a "pencil" logo to the left next to the token name in the bar. Select the "pencil" logo and put the cursor in the area where the current token name is. You can now "backspace" and/or "delete" the characters as well as type new characters in the field.



   d. If you have the below image, click on the "..." in the blue bar for the desired token. In the dropdown you should see "Rename" with a "pencil" logo. Select "Rename" and rename the token.



Troubleshooting

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

- Installation of the RSA SecurID **RSA Authenticator** software token desktop application
- Using the **RSA Authenticator** 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 5-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 as a new user, you or your company's Security Admin will receive an email with an attachment that explains the steps for downloading and activating your token file. There may be some instances where the token file and instructions are issued manually by email.

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.

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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.

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 or software tokens when they are lost, damaged or if a user gets a new computer.

Go to the **Replace RSA SecurID token** option in the **Support** menu. Enter your user ID, answer your security questions, and confirm your delivery information. For software token: Password protected software token will be sent to you by email. The password will be sent in a separate email. You'll need to import the software token to your RSA SecurID application. For hardware token: Token will be shipped via courier. Please validate that the address in your MC Connect profile is correct for faster delivery.

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