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General Information

1. What is two-step verification?

Two-step verification is a process of confirming your identity using two methods of verification; one is your user name and password, the other is a secondary passcode.

2. Why is two-step verification necessary?

It's easier than you think for someone to steal your password. Two-step verification will help prevent unauthorized access, should this happen.

3. Who will need to use the two-step verification process?

All Jacobs's employees, contractors and partners accessing Jacobs information assets through Cisco AnyConnect VPN, MS Office 365, Salesforce, Everbridge and other cloud/web services where the two-step verification is enabled will be affected by this change.

Enrollment Process

4. I received an email with subject "SafeNet Authentication Service Self-Enrollment". What is it for?

This email provides you with instructions about enrolling your selected device. The instructions and Enrollment URL in the email will help you to activate this service. Also links to the guides and FAQ are included.

5. I've lost the "SafeNet Authentication Service Self-Enrollment" email. How can I get a new email?

Please contact ESSCA Helpdesk esscahelpdesk@jacobs.com 256-430-1030.

6. The Enrollment URL in the "SafeNet Authentication Service Self-Enrollment" email is expired. How can I proceed with the enrollment?

Please contact ESSCA Helpdesk esscahelpdesk@jacobs.com 256-430-1030.

7. The Enrollment URL does not load on my smartphone or PC. How can I fix this?

Please ensure that you have working internet connection.

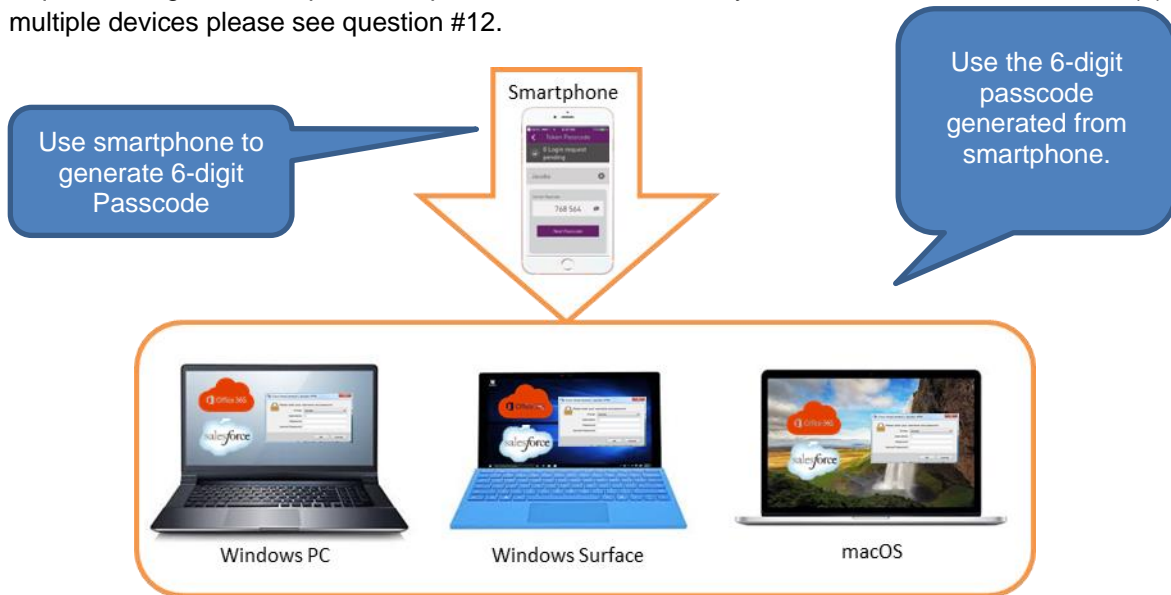
8. I have not received instructions regarding the two-step verification enrollment and how to use it, what should I do?

Please contact ESSCA Helpdesk esscahelpdesk@jacobs.com 256-430-1030

- 9. Can I install MobilePASS(+) on my smartphone before I receive the email with instructions?** We suggest that you wait for the self-enrollment notification email. This is to ensure that the entire process is properly followed for successful token enrollment.
- 10. I have installed the MobilePASS(+) app and completed the enrollment process, what's next?** Each time you use an application that require the two-step verification you will launch the MobilePASS(+) app, enter your **4-digit** PIN then a **6-digit** One-Time Passcode (OTP) will be generated. You will use this passcode to complete the authentication process. Please refer to the application specific user guide at <https://jseg.space/safenet>
- 11. IT contacted me that my laptop where MobilePASS(+) is installed will be replaced. Do I need to re-enroll once the new device is issued?** Yes. You will be required to re-enroll when you are issued a new laptop. However, there is no need to re-enroll if the MobilePASS(+) is installed and the enrollment process was successfully completed for your Smartphone unless you would like to have MobilePASS(+) available on both devices.
- 12. Can I have MobilePASS(+) installed on both my smartphone and laptop?** Yes. If you would like to have MobilePASS(+) installed and activated on multiple devices please contact the ESSCA Helpdesk esscahelpdesk@jacobs.com 256-430-1030
- 13. I have a loaner laptop. Do I need to re-enroll every time another loaner laptop is issued to me?** Yes. However, in this case, it is highly recommended for a user to install MobilePASS(+) on user's smartphone. With this setup, user will avoid going through enrollment process every time a loaner laptop is issued for his/her use.
- 14. I already registered a token for VPN. Do I have to register again for Office 365 or other applications requiring two-step verification?** No. You do not have to register again.

15. I connect to Jacobs network from multiple devices (e.g. Laptop, Surface Pro, etc.). Do I need to install MobilePASS(+) on all my devices?

No. You only need to select one device preferably your smartphone where to install/enroll MobilePASS(+). Your enrolled device will be your OTP (One Time Passcode) generator for the required 6-digit second password/passcode. However, if you want to install MobilePASS(+) on multiple devices please see question #12.



16. I would like to be able to access my email while not in the office but I don't have company issued laptop and I don't want to install MobilePASS(+) on my personal smartphone or computer. What should I do?

Please discuss the business requirements with your Manager.

Using the Application

17. Where can I find the User Guides?

The User Guides can be found at <https://jseg.space/safenet>

18. The "Passcode" is shown to me after successful activation. What can I use it for?

When prompted by an application for a Second Password or Passcode. This is where you will enter the **6-digit** passcode.

19. The "Generate Passcode" button is shown at the Passcode. What does it do?

Pressing this button will generate a new Passcode. The SafeNet Authentication Service will sync with this unique Passcode to authenticate the user.

Important Note: If you press the Generate Passcode button too many times within a short period of time (without login) the passcode will get out of sync with the server.

20. When Passcode is generated there is a 10 sec countdown timer. What is it for?

The 10 sec countdown timer tells you to wait for the countdown to finish before generating a new passcode to avoid being out of sync with the server.

The passcode display on your MobilePASS(+) will not expire after 10 sec. Passcode will expire after it has been used. The SafeNet Authentication Service will sync with this unique Passcode to authenticate the user.

21. How many attempts do I have to try before my token is “Locked”?

Your token will be locked after five (5) failed attempts. Please wait at least 15 min and refer to the appropriate User Guide then try again.

22. I don't have signal or an internet connection on my smartphone. Can I still use the SafeNet MobilePASS(+)?

Yes. The SafeNet MobilePASS(+) can be used offline – no Internet connection is required. Internet connection is required only for installation and enrollment of SafeNet MobilePASS(+) application.

Office 365

23. Will I be prompted to provide a passcode every time I open Outlook?

No. You will only be prompted to provide a passcode when using external internet connection to use Outlook. No passcode prompt when connected to the to the Jacobs network.

24. Will I be prompted to provide a passcode every time I open email on my smartphone?

No. You will only be prompted after every domain password reset (at least every 90 days).

25. Can I use the native email application on my smartphone?

The native email application with the two-step verification on iPhone and iPad ONLY support devices on iOS 11.0 and above. However, Android devices and iOS on lower version than 11.0 must install and configure the Outlook application which is available from your phone vendors 'app stores' for download.

26. Will I be prompted to provide a passcode every time I open Skype for Business on my computer?

No. You will only be prompted to provide a passcode after every domain password reset. At Jacobs, this occurs every 90 days.

27. How does the two-step verification work with Skype for Business on my mobile device?

It is the same behaviour as the Skype for Business on your computer. You will only be prompted to provide a passcode after every domain password reset. At Jacobs, this occurs every 90 days.

28. How does the two-step verification work with SharePoint Online and other web-based Office 365 portals?

You will be prompted for a passcode every time to connect to them (SharePoint Online, portal.office.com, etc) when not on Jacobs network.

29. Why does Outlook repeatedly prompt for my password after having the two-step verification enabled?

This may occur if you are still on **Office 2010** or **Office 2013** which does not support two-step verification. Jacobs computers should have all been upgraded to Office 365. Please contact ESSCA Helpdesk esscahelpdesk@jacobs.com 256-430-1030

30. My Microsoft Office has been upgraded to Office 365 but why does Outlook repeatedly prompt for my passcode after having the two-step verification enabled?

Solution 1: Clear out cached credentials

1. Close **Microsoft Outlook**
2. Click **Start > Control Panel > User Accounts > Credential Manager**
3. Locate the set of credentials for **MicrosoftOffice**
4. Click the name to Expand then click **Remove from Vault**
5. Repeat step 3 for any additional sets of credentials that have the word **MicrosoftOffice** in the name.
6. Open **Microsoft Outlook**

Solution 2: Delete *autodiscover.xml files

1. Open **Windows Explorer**
 - a. Click **Organize** at the top of the window, then click **Folder and search options**
 - b. Click the **View tab** at the top of the window
 - c. Check the option to the left of **Show hidden files, folders and drives**, then click the **Apply**.
2. Close **Windows Explorer** then open it again
3. Navigate to "C:\Users\[username]\AppData\Local\Microsoft\Outlook"
4. Delete all ***Autodiscover.xml** files.
5. Open **Microsoft Outlook**

Note: System will automatically re-create a new ***Autodiscover.xml** file once Outlook is fully initialized.

Solution 3: Add ExcludeExplicitO365Endpoint registry key

STOP: ExcludeExplicitO365Endpoint (only applies to Outlook 2016 version 16.0.6741.2017 and later versions)

1. Run **Regedit**
2. Go to **[HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Outlook\AutoDiscover]**
3. Add
 - a. Name: **ExcludeExplicitO365Endpoint**
 - b. Type: **REG_DWORD**
 - c. Value: **1**
4. Save data and close all running applications
5. Reboot computer
6. Open **Microsoft Outlook**

31. My iPhone and/or iPad native email repeatedly prompt for my passcode after having the two-step verification enabled, what should I do?

You need to delete the existing setup of the Jacobs email on your device and re-add again with the new settings. Tap **Settings > Accounts & Passwords** then tap existing Jacobs email account then at the bottom of the next screen tap **Delete Account**.

32. I cannot connect to O365 via PowerShell, what should I do?

The Exchange Online Remote PowerShell Module needs to be installed on your computer and use it instead of Windows PowerShell. Please refer to this [Microsoft documentation](#) for the complete instructions.

Technical Support

33. I forgot my PIN, what do I need to do to reset it?

There is no resetting of a PIN, you will have to re-enroll. Please contact the Global Service Desk to request a new enrollment contact the JSEG helpdesk.

34. After entering my one-time passcode, the application asks to 'Please re-authenticate using the next response'. What should I do?

The token is beginning to get out of sync. If prompted and asked to "Please re-authenticate using the next response", please press the "Next Passcode" button in the MobilePASS(+) app or click the button on the hardware token to display the next passcode and enter it in the '**Answer**' box, this will re-synchronize the token.

35. I lost/replaced my smartphone where MobilePASS(+) is installed. What should I do to install MobilePASS(+) on my new device?

Please contact the JSEG Helpdesk.

36. I misplaced my User Guide, where can I get another copy?

Please see <https://jseg.space/safenet>

37. I am having issue(s) with my MobilePASS(+), who should I contact for technical support?

Please contact ESSCA Helpdesk esscahelpdesk@jacobs.com 256-430-1030

38. I need a new MobilePASS enrollment email, who should I contact?

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