



## **USER GUIDE**

# **WWPass Key Setup, Key Services and Software Pack Installation**

September 2014

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## CHAPTER 1 — WELCOME

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This chapter provides information on what is covered in this documentation and what to do if you need assistance.

### Topics In This Chapter

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- [What This Documentation Covers](#)
- [Need Assistance?](#)

## What This Documentation Covers

This documentation covers:



- [Activating](#) and [using](#) a KeySet from WWPASS. Your initial KeySet includes a PassKey and two Service Keys.
- [Installing](#) and [using](#) WWPASS PassKey for Mobile on your smartphone. Your initial KeySet may include only PassKey for Mobile.
- [Installing](#) the WWPASS Security Pack. This software pack includes software needed to activate a KeySet and authenticate with a PassKey. It also includes authentication security solutions from WWPASS.
- [Using](#) Key Services to manage a KeySet.

Installing a WWPASS software pack and activating a KeySet are the first steps in preparing to use solutions from WWPASS. For information on additional setup steps, see the documentation for each solution.

## Need Assistance?

If you encounter a problem or have a question, you can contact the WWPASS Service Desk as follows:

Phone            1-888-WWPASS0 (+1-888-997-2770)  
 Email            [support@wwpass.com](mailto:support@wwpass.com)  
 Online            [Support form](#)

## Report a Problem from the Dashboard

An easy way to report a problem is to email Service Desk directly from the WWPASS Dashboard.

The email automatically identifies your Security Pack and operating system versions. In addition, the current versions of logs for all WWPASS software are automatically attached to the email.

Logs contain information that can help Service Desk troubleshoot any problem you experience. For example, logs contain information such as actions and their times, and services accessed. Actions include PassKey authentication for login, email signing, and email decryption.

Logs are located in the following folders on different platforms and should not be changed before they are sent to the Service Desk.

### On Windows:

System log: C:\ProgramData\WWPass\wwpass.log  
 User log: %HOME%\AppData\Local\WWPass\wwpass.log

### On Mac:

System log: /var/log/wwpass/wwpass.log  
 User log: \$HOME/Library/Logs/wwpass/wwpass.log

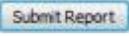
**On Linux:**

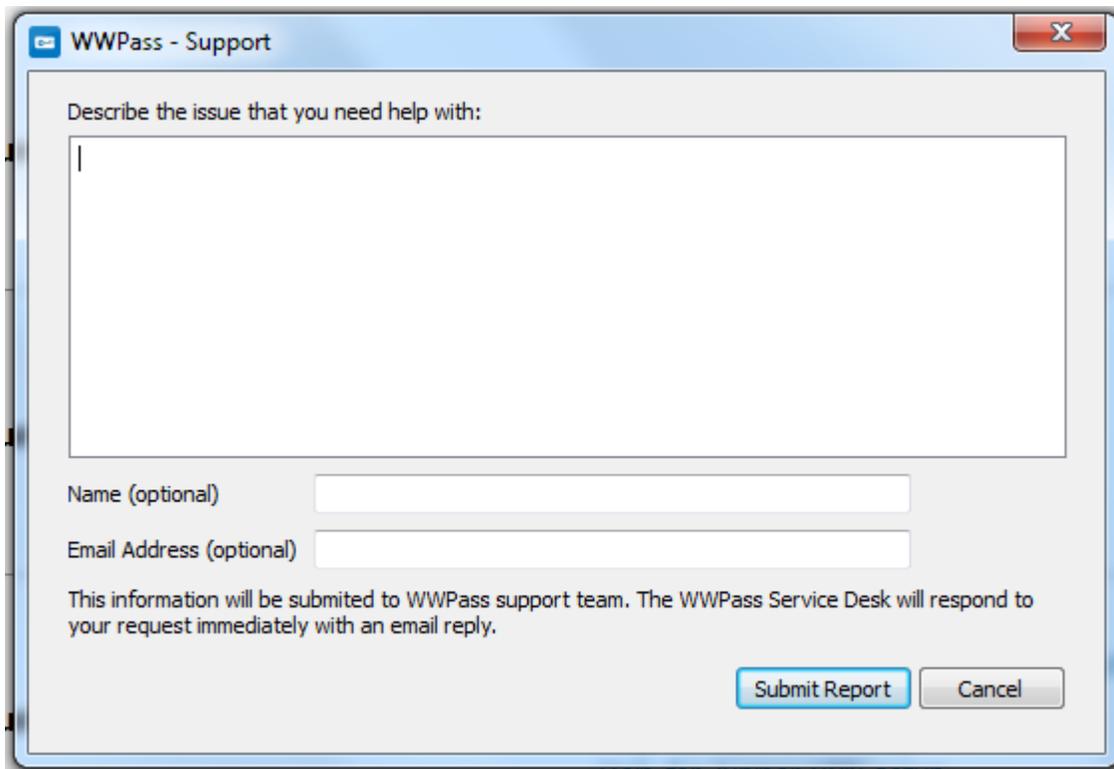
System log: /var/log/wwpass/wwpass.log

User log: \$HOME/.cache/wwpass/wwpass.log

## To report a problem from the Dashboard

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1. Click the mail button  in the upper-right corner of the Dashboard.
2. In the Support window that opens, type a description of the problem you need help with. You can also type a question.
3. Enter the email address the Service Desk should reply to. Also enter your name.
4. Click  to send your report along with the current version of all available logs.



The screenshot shows a dialog box titled "WWPass - Support". It contains a text area for describing the issue, two optional input fields for "Name" and "Email Address", and a "Submit Report" button. A "Cancel" button is also present. A note at the bottom states: "This information will be submitted to WWPASS support team. The WWPASS Service Desk will respond to your request immediately with an email reply."

## CHAPTER 2 — KEYSETS, PASKEY FOR MOBILE AND SOFTWARE PACK

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This chapter covers basic information about WWPASS KeySets, WWPASS Passkey for Mobile application and WWPASS software pack (which includes software for activating a KeySet).

### Topics In This Chapter

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- [Introducing KeySets and PassKey for Mobile](#)
- [Introducing Access Codes](#)
- [PassKeys and Credentials](#)
- [Introducing the WWPASS Security Pack](#)

## Introducing KeySets and PassKey for Mobile

Each KeySet from WWPass includes:

- 1 [PassKey](#)



- 2 [Service Keys](#)



Or:



- 1 [PassKey for Mobile \(Android\)](#)

 **Note:** A standard WWPass KeySet may include a PassKey for Mobile (Android) application instead of either token.

### What is a PassKey?

A PassKey is a cryptographic authentication token that lets you securely and anonymously provide your [credentials](#) to applications, services, and websites. It eliminates the weakest link found in most authentication models: the username and password pair.

Think of your PassKey as a replacement for all the usernames you enter at different sites.

Instead of proving your identity with a username, you prove it by connecting your PassKey to your computer via an NFC reader or a USB port. In most cases, you also enter an [access code](#).



### What is a Service Key?

A Service Key lets you manage your PassKey. No help from an IT department is needed. For example, you can use a Service Key to change the access code for your Keys, rename Keys, or create new Keys.

Why does WWPass provide two Service Keys in each KeySet? That's to ensure at least one Service Key is available if your PassKey is lost or stolen. You need a Service Key in order to recreate or disable a missing PassKey. You also need a Service Key to create a replacement Service Key.

### **What is a PassKey for Mobile?**

A PassKey for Mobile is an application for your smartphone which allows you to use it as a WWPass token and perform all the operations that a Passkey or a Service Key can do.

In case your smartphone with WWPass application is lost or stolen, using your email you will be able to recover mobile PassKey. In this case no Service Key is needed.

### **Best practices for KeySets**

- It is a good idea to [order](#) extra Keys from the [WWPass Shop](#) and store them in different locations so that multiple backup Keys are available. You might want to keep at least one Services Key in a safe deposit box or a locked file cabinet.
- If you lose all your Service Keys but still have your PassKey, you should order and activate a new KeySet. Then use your old PassKey to transfer information and credentials from the old Key to the new Key.

## KeySet Versions

**Version 2.0 KeySets** (shown below) can be used with both NFC readers and USB ports.



**Version 1.0 KeySets** (shown below) can only be used with USB ports.



## Introducing Access Codes

An access code is a secret string of characters known and managed only by you. It helps prove your identity when you use your PassKey to log into websites and applications.

You specify an access code when you set up your KeySet. The same access code is used for all Keys in your KeySet—the initial three Keys plus [extra and replacement](#) Keys – or for your PassKey for Mobile.

You can [change](#) your access code whenever needed using a feature in Key Services. If you forget your access code, you can [reset](#) it from Key Services.

## Guidelines for creating access codes

When you create an access code for your KeySet, keep the following in mind:

- It should be easy to remember.
- It must contain at least eight characters but no more than 127 characters. For optimal security, more than eight characters are recommended.
- It must not contain blank spaces.
- Characters can be any combination of letters (upper or lower case) and numbers. Special characters such as !, #, \$, %, & or @ are not allowed.
- Letters are case sensitive. This means that to authenticate with your access code, you need to enter it using the same cases it was created with.
- For optimal security, password dictionary words should not be used. Examples are "admin", "default", "guest", "password".

## PassKeys and Credentials

Credentials that prove your identity are associated with your PassKey.

Credentials can be an X.509 certificate or a Federation ID (for SAML authentication). They are the digital equivalent of an identity card that proves your identity.

When you [connect](#) your PassKey to your computer, it provides your credentials to a website or application so that your identity can be verified.

No one can steal your identity from your PassKey because credentials are not stored there or on your computer. Instead, they are encrypted, fragmented, and dispersed in WWPass secure cloud storage centers around the globe. There is no single point of vulnerability for your identity.

Credentials for multiple websites and applications can be associated with a single PassKey.

Documentation for each WWPass solution tells you how to associate credentials for that solution with your PassKey.

## Introducing the WWPass Security Pack

The WWPass Security Pack brings WWPass cloud-based authentication to the personal desktop. It is available to all PassKey users and supported on Windows, the Mac, and Linux (Ubuntu 12.04 Precise Pangolin and Ubuntu 14.04 Trusty Tahr).

The combination of PassKey and Security Pack is a powerful one. The Security Pack includes solutions that provide exceptional protection for your sensitive files and email. Your PassKey ensures that only you can access your files or use secure email features.

When your PassKey is not in use, the credentials on your PassKey are encrypted, fragmented and dispersed in WWPass cloud storage so that they cannot be stolen.

### What's included

The WWPass Security Pack includes the following WWPass solutions:

- WWPass Personal Secure Storage—This lets you store confidential files (like taxes and bank statements) in WWPass secure cloud storage. Data is encrypted, fragmented and dispersed in WWPass data centers around the globe so that it cannot be stolen. Only you can access your data using your PassKey. Storage space is complimentary.
- WWPass Security for Email (Thunderbird)—This lets you use a PassKey instead of a username and password to digitally sign email and exchange encrypted email. Signing email assures recipients that it's really from you. Encrypting email ensures only you and your correspondents can read it.
- WWPass Security for Email (Outlook&OWA) – This is the WWPass authentication solution for Microsoft Outlook and Outlook Web App (OWA).
- WWPass Security for VPN (OpenVPN)—This lets you log into an OpenVPN virtual private network using a PassKey instead of a username and password. This makes remote network authentication and access easier and more secure.
- WWPass Security for VPN (JuniperVPN) - This lets you log into a JuniperVPN virtual private network using a PassKey instead of a username and password. This makes remote network authentication and access easier and more secure.
- WWPass BlackBook – This application securely stores your website credentials and automatically enters them when you need to log in from Firefox or Chrome browsers. It remembers your various usernames and passwords so that you don't have to.
- WWPass Security for Windows Logon – This allows you to log into a corporate Windows domain using a PassKey from WWPass instead of a username and password. You can then access all files and applications you have permissions for on the Windows network.
- WWPass Security for SharePoint – This allows you to log into SharePoint from a web browser using a PassKey™ from WWPass instead of a username and password. You can then access all content you have permissions for in SharePoint.

The WWPass Security Pack also includes:

- Software that is needed to activate your WWPass KeySet, which includes a PassKey.
- Software that is needed to authenticate with a PassKey.
- The WWPass Dashboard. This lets you configure and update WWPass solutions in the Security Pack. The Dashboard also lets you view all certificates associated with your PassKey and includes information such as issuer name, expiration date, and certificate type. Functions for certificates let you easily import certificates to a PassKey and delete certificates that are no longer needed.

## CHAPTER 3 — REQUIREMENTS

### Supported Readers and Ports for KeySets

The following USB ports and NFC readers are supported for use with PassKeys and Service Keys:

- **USB ports:** 1.1, 2.0 and 3.0
- **NFC readers:** Any reader that supports the ISO/IEC14443 Type A standard. (NFC stands for near field communication.)

### Requirements for the WWPass Security Pack

Requirement	Windows	Mac	Linux
<b>Browser for authentication and Key activation</b>	<ul style="list-style-type: none"> <li>• Internet Explorer 8 to 11 (32-bit and 64-bit)</li> <li>• Firefox</li> <li>• Chrome</li> <li>• Safari 5</li> </ul>	<ul style="list-style-type: none"> <li>• Safari 5 and higher</li> <li>• Firefox</li> </ul>	<ul style="list-style-type: none"> <li>• Firefox</li> <li>• Chrome</li> </ul>
<b>Browser for downloading certificates</b>	<ul style="list-style-type: none"> <li>• Firefox</li> <li>• Internet Explorer 8 to 10 (32-bit and 64-bit)</li> </ul>	<ul style="list-style-type: none"> <li>• Firefox</li> </ul>	<ul style="list-style-type: none"> <li>• Firefox</li> </ul>
<b>Operating system</b>	<ul style="list-style-type: none"> <li>• Microsoft Windows 8 (32-bit and 64-bit)</li> <li>• Microsoft Windows 7 (32-bit and 64-bit)</li> <li>• Microsoft Vista (32-bit and 64-bit)</li> </ul>	<ul style="list-style-type: none"> <li>• Mac OS X Lion (version 10.7)</li> <li>• Mac OS X Mountain Lion (version 10.8)</li> </ul>	<ul style="list-style-type: none"> <li>• Linux (Ubuntu 12.04 Precise Pangolin and Ubuntu 14.04 Trusty Tahr)</li> </ul>
<b>Internet access</b>	Outbound TCP connections must be allowed to ports 80 (HTTP) and 443 (HTTPS).		
<b>WWPass KeySet</b>	This includes the PassKey used for authentication when you use WWPass solutions.		
<b>Certificates</b>	X.509 certificates from a widely-trusted Certificate Authority (CA) such as <a href="#">Comodo</a> or from your organization's CA. Certificates are associated with your PassKey and used to authenticate your identity when you use Thunderbird or OpenVPN.		
<b>Mozilla Thunderbird 17 and higher</b>	Required for WWPass Security for Email (Thunderbird).		
<b>OpenVPN 2.3.2 and higher</b>	Required for WWPass Security for VPN (OpenVPN). The OpenVPN client is installed on your computer and needs access to an OpenVPN Server.		

## **Requirements for Smartphones**

The following smartphones are supported for the use of PassKey for Mobile application:

- Android 4.0 and above

## CHAPTER 4 — INSTALLATION AND SETUP

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This chapter covers installing a WWPASS software pack and activating a standard KeySet and a PassKey for Mobile.

### Topics In This Chapter

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- [Smart Start for Setup with KeySets](#)
- [Obtain a KeySet and Software Pack](#)
- [Install the WWPASS Security Pack](#)
- [Activate Your KeySet](#)
- [Smart Start for Passkey for Mobile](#)
- [Install PassKey for Mobile application](#)
- [Smartphone pairing](#)
- [Activate your Passkey for Mobile](#)

## WWPass KeySets

### Smart Start for Setup with KeySets

The Smart Start below is an overview of the main setup steps for PassKeys and the WWPass software pack. It provides a road map to follow as you go through the setup process.

The main steps are to obtain a KeySet and software packs, install the software pack, and activate the KeySet. Most steps can be performed from WWPass Key Services.



**Note:** Installing a WWPass software pack and activating a KeySet are the first steps in preparing to use many solutions from WWPass. For information on additional setup steps, see the documentation for each solution.

### Smart Start

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1. [Obtain](#) a WWPass KeySet, which includes a PassKey.
2. Obtain and [install](#) a software pack from WWPass.
3. [Activate](#) your KeySet and specify an access code from Key Services (<https://ks.wwpass.com/>). First, click **Activate KeySet**. Then, click [here](#) for steps to follow.
4. Begin using your PassKey with WWPass solutions included in the WWPass Security Pack. Solutions in this pack allow you to use a PassKey to authenticate your identity with OpenVPN, Mozilla Thunderbird, and WWPass Personal Secure Storage.

In order to use your PassKey with WWPass solutions, you need to associate credentials such as certificates with your PassKey. Documentation for each solution describes how to do this.

### Obtain a KeySet and Software Pack

This topic tells you how to obtain KeySets and software packs from WWPass. The software pack can be:

- [WWPass Security Pack](#) (for home and enterprise users)

After you obtain a KeySet and software pack, you can [activate](#) your KeySet from WWPass Key Services. To go to Key Services:

- Use this URL: <https://ks.wwpass.com/>
- Click the Key Services link **KEY SERVICES** on the home page of the WWPass website.

Product	How to Obtain
WWPass KeySet	<p>You can obtain a KeySet from the WWPass Shop. To go to the WWPass Shop:</p> <ul style="list-style-type: none"> <li>• Use this URL: <a href="https://shop.wwpass.com/">https://shop.wwpass.com/</a></li> <li>• Click the <b>Buy KeySet</b> button in Key Services</li> <li>• Click the shopping cart icon  at the top of the WWPass Website.</li> </ul>
WWPass Security Pack	<p>You can download this software pack KeySet from WWPass Key Services. To go to Key Services:</p> <ul style="list-style-type: none"> <li>• Use this URL: <a href="https://ks.wwpass.com/">https://ks.wwpass.com/</a></li> <li>• Click the Key Services link  on the home page of the WWPass website.</li> </ul>

### Install the WWPass Security Pack

How you install the WWPass Security Pack depends on your platform:

- Click [here](#) for steps to follow on Windows.
- Click [here](#) for steps to follow on a Mac.
- Click [here](#) for steps to follow on Linux.

You must have administrator rights for your computer to install the Security Pack.

Installation steps can also be used to update the Security Pack. On Windows and Mac, you can either follow the steps given here or update the Security Pack from the WWPass Dashboard. This is installed as part of the Security Pack. See the *WWPass Dashboard User Guide* for information.



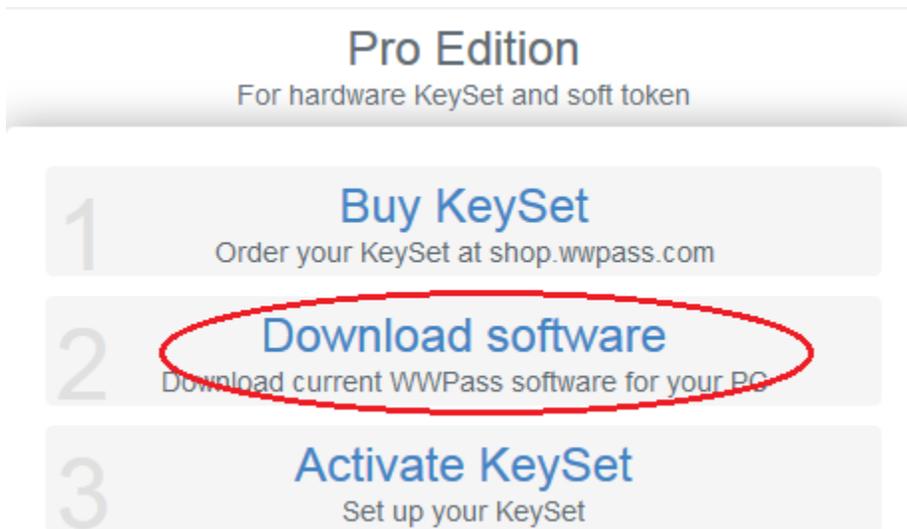
**Note:** To download the WWPass Security Pack for installation, go to WWPass Key Services: <https://ks.wwpass.com/download/>

### Important considerations

- The WWPass Security Pack must be installed before you can activate a new KeySet, authenticate with a PassKey, or use WWPass solutions.
- Only one pack can be installed on a computer. If a pack is already installed, you need to [uninstall](#) it before you can install a different pack.

## To install the WWPass Security Pack on Windows

1. Go to WWPass Key Services: <https://ks.wwpass.com/>
2. Click **Download Software** at the top of the home page.



3. From the Download Software page, click the **Microsoft Windows** page.

## Download Software

The Security Pack software enables your computer to



**Security Pack for Windows 64-bit**

4. Download the Security Pack by clicking the **Security Pack for Windows 64-bit** button for your system (shown in blue). The file for the Security Pack Setup Wizard is added to a default directory (Downloads) if you use Chrome/Firefox web browser, in Internet Explorer – you will be prompted to save the file on your computer and run the Security Pack.
5. Run the Security Pack Setup Wizard from your Downloads window to install the Security Pack. You must have administrator rights for your computer.

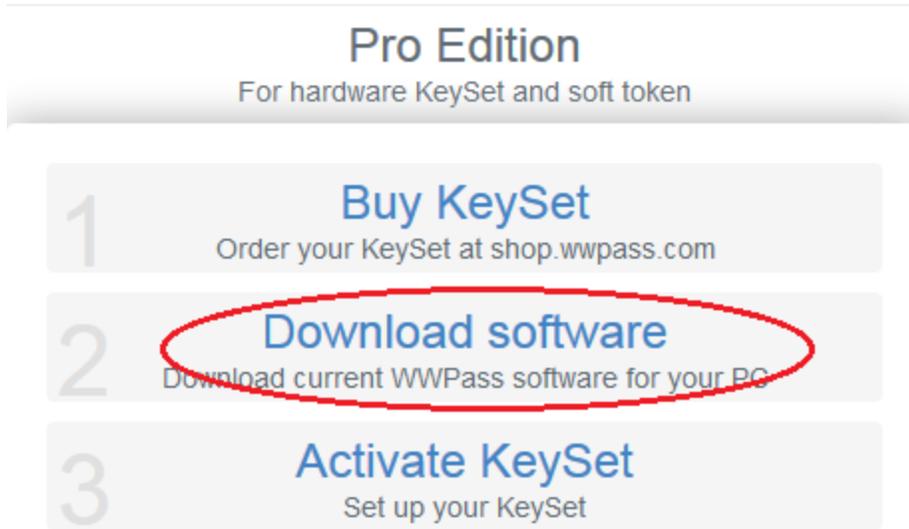
- From the Welcome screen, click  to begin installing or updating the WWPass Security Pack.



- From the Completed screen, click . Then click  in the message that says you must restart your system. Your computer is restarted. If you selected **Open Key Services** above, Key Services (<https://ks.wwpass.com/>) opens so that you can [activate](#) your KeySet.

## To install the WWPass Security Pack on a Mac

1. Go to WWPass Key Services: <https://ks.wwpass.com/>
2. Click **Download Software** at the top of the Key Services home page.



**Pro Edition**  
For hardware KeySet and soft token

- 1 **Buy KeySet**  
Order your KeySet at [shop.wwpass.com](http://shop.wwpass.com)
- 2 **Download software**  
Download current WWPass software for your PC
- 3 **Activate KeySet**  
Set up your KeySet

3. From the Download Software page, click the **Apple OS X** tab.

## Download Software

The Security Pack software enables your computer to work with WWPass to provide

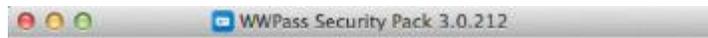


Microsoft Windows	GNU/Linux	Apple OS X
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4. Download the Security Pack by clicking the **Download Security Pack** button. The WWPassSecurityPac.macosx\_VersionNumber.dmg file is added to Downloads.
5. Double-click the WWPass desktop icon or the WWPassSecurityPac.macosx\_VersionNumber.dmg file in Finder under Downloads. The WWPass Security Window opens.



- From the WWPass Security Pack window, double-click WWPass Security Pack Installer.pkg. The WWPass Security Pack Installer opens. You must have administrator rights for your computer to run the installer.



WWPass Security Pack  
Installer.pkg

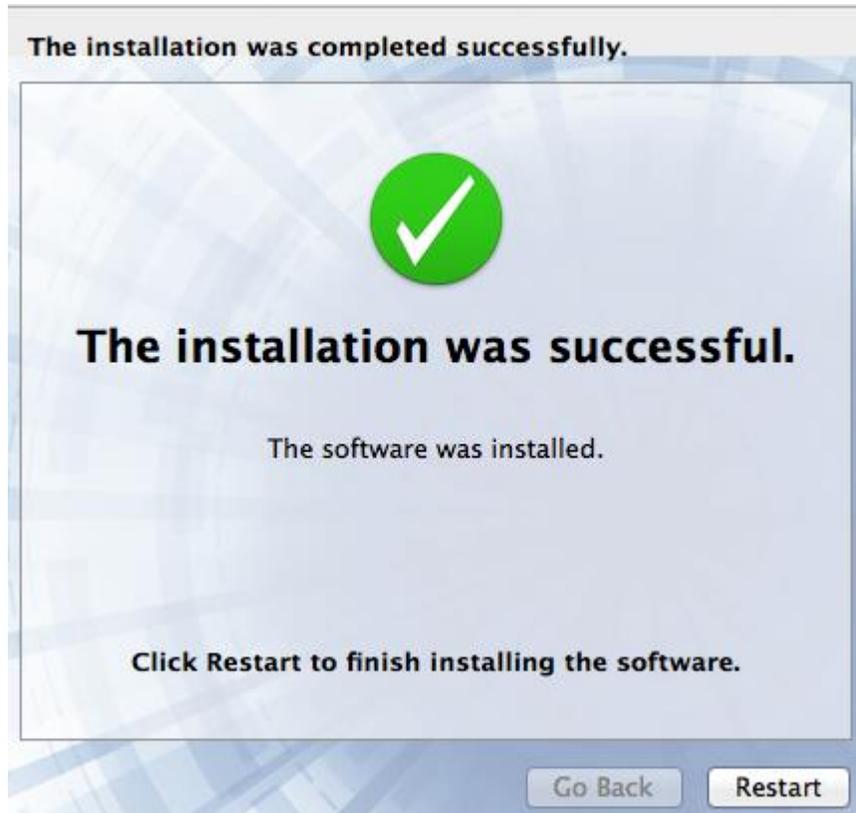


WWPass Security Pack  
Uninstaller

- From the installer “Welcome” screen, click **Continue** to begin installing or updating the WWPass Security Pack. Then follow instructions on subsequent screens.



- When the "installation was successful" screen appears, click **Restart** to restart your computer.

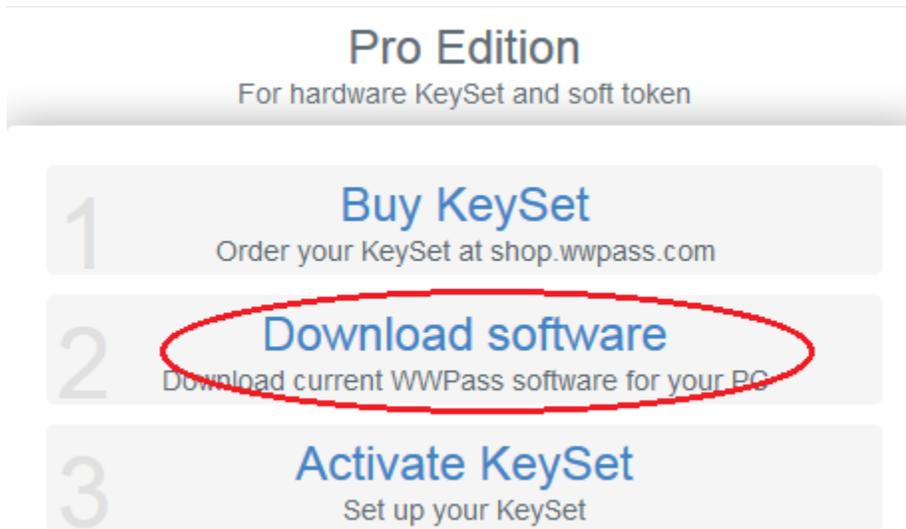


- Return to Key Services (<https://ks.wwpass.com/>) to activate your KeySet and specify an access code. Click [here](#) for the steps to follow.

## To install the Security Pack from the WWPass Linux repository

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1. Go to WWPass Key Services: <https://ks.wwpass.com/>
2. Click **Download Software** at the top of the home page.



**Pro Edition**  
For hardware KeySet and soft token

- 1 **Buy KeySet**  
Order your KeySet at [shop.wwpass.com](http://shop.wwpass.com)
- 2 **Download software**  
Download current WWPass software for your PC
- 3 **Activate KeySet**  
Set up your KeySet

3. From the Download Software page, click the **GNU/Linux** tab.

## Download Software

The Security Pack software enables your computer to



Microsoft Windows      GNU/Linux

4. Follow instructions from the **GNU/Linux** tab to install the Security Pack (you must have administrator rights for your computer):
  1. Download the following file:  
<http://packages.wwpass.com/wwpass.asc>
  2. Add the following key by command:  

```
sudo apt-key add wwpass.asc
```

or combine downloading and registering:  

```
wget -q http://packages.wwpass.com/wwpass.asc -O- | sudo apt-key add -
```
  3. Add the following string to `/etc/apt/sources.list`:  

```
deb http://packages.wwpass.com precise main
```
  4. Run `sudo apt-get update`. Then install the WWPass Security Pack as follows:  

```
sudo apt-get install wwpass-security-pack
```
5. Return to Key Services (<https://ks.wwpass.com/>) to activate your KeySet and specify an access code. Click [here](#) for the steps to follow.

## Activate Your KeySet

Follow the steps below to activate a new WWPass KeySet. All steps are performed from WWPass Key Services. The same steps can be followed on Windows, Mac, and Linux.

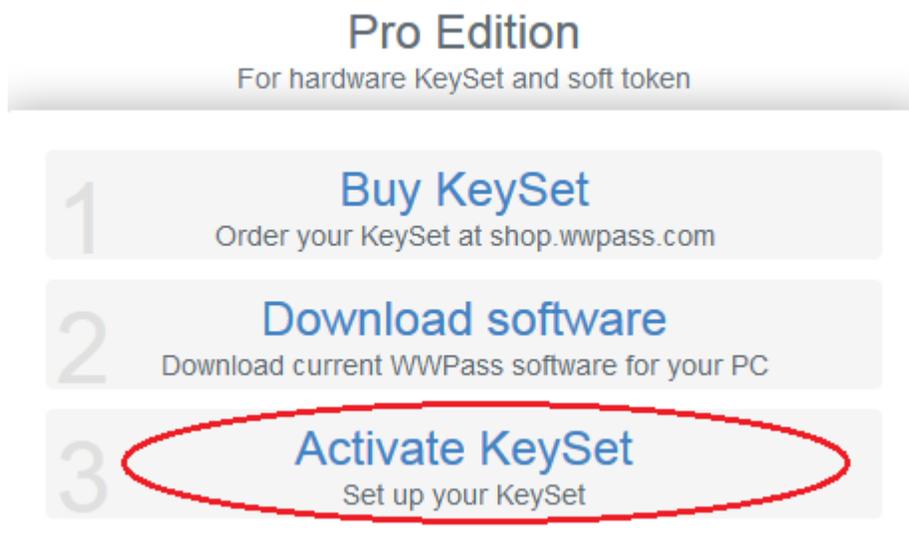
An important step is to specify an [access code](#) for your KeySet. This is used along with your PassKey or Service Key to authenticate your identity. It consists of a secret string of characters known and managed only by you.

 **Important:** Before you can activate your KeySet, you need to install the WWPass Security Pack. To install the Security Pack, click [here](#).

### To activate your KeySet

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1. Go to WWPass Key Services: <https://ks.wwpass.com/>
2. Click **Activate KeySet** in the Pro Edition column of the home page.



3. When the Introducing Your KeySet page appears, check images of the Service Keys and PassKey needed during activation.

## Introducing your KeySet

During the process, you will be prompted for each of the keys shown below

Two white Service Keys with a red label



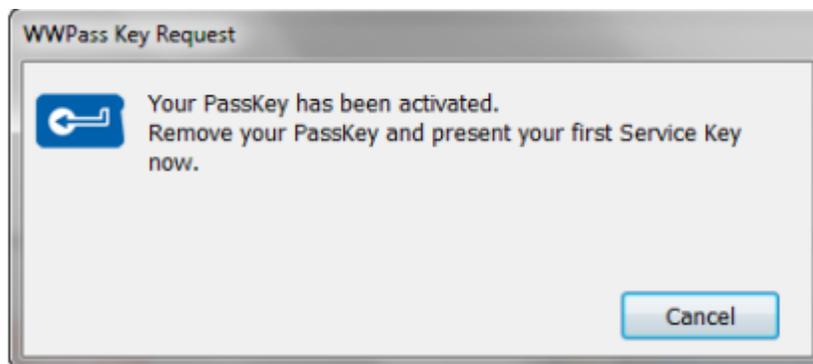
One black PassKey with a blue label



KeySet activation begins with your PassKey. Connect your PassKey now.

Continue

4. Activate your PassKey:
  - a) Connect your PassKey to your computer.
  - b) Click **Continue** to proceed. Your PassKey is activated and this message appears:



5. Activate your first Service Key:
  - a. Disconnect your PassKey from your computer.
  - b. Connect a Service Key to your computer. Your first Service Key is activated.



6. Activate your second Service Key:
  - a. Disconnect your first Service Key from your computer.
  - b. Connect your second Service Key. Your second Service Key is activated.
7. Specify an access code for your PassKey and Service Keys:
  - a. When the access code prompt appears, type the code you want to use when you authenticate your identity with one of the Keys in your KeySet.
  - b. Type the code again next to **Retype new access code** and click **OK**. Status messages below the code indicate whether it is long enough or contains invalid characters (“illegal symbols” is shown). Click [here](#) for guidelines.

 **Note:** If you want to create an access code automatically, click **Have the computer create an access code for me**. An eight-character string is entered next to **New access code**. The code is not encrypted so that you can see what it is. Copy the access code next to **Retype new access code**. Then click .



8. When "Your KeySet is ready to use" is shown, you can begin using your PassKey to authenticate your identity with WWPASS-enabled applications, services, and sites. If you want to [manage](#) your KeySet, click the **Return to Key Services** link.



## **Your KeySet is ready to use.**

Please put your Service Keys in a safe place.

Return to [Key Services](#)

## WWPass PassKeys for Mobile

### Smart Start for PassKey for Mobile

The Smart Start below provides an overview of the main steps involved in setting up to use a PassKey for Mobile.

#### Smart Start

---

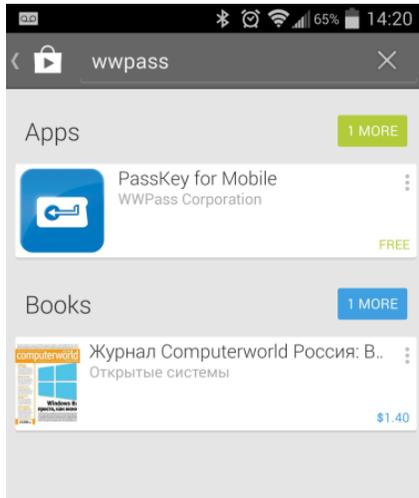
1. Download a mobile app on your smartphone. Click [here](#) for the steps to follow.
2. Download the Security Pack from WWPass Key Services: <https://ks.wwpass.com>. The Security Pack must be installed in order to activate a PassKey for Mobile and use it with WWPass solutions. Click links below to open Security Pack help for:
  - [Windows](#)
  - [Mac](#)
  - [Linux](#)
3. Pair your smartphone to your computer. Click [here](#) for the steps to follow.
4. Activate the Passkey for Mobile via WWPass Key Services and specify an access code. Click [here](#) for the steps to follow.
5. Set up mobile recovery via WWPass Key Services to be able to recover your Mobile Passkey in case of a loss. Click [here](#) for the steps to follow.

## Install PassKey for Mobile application

Follow the steps below to download and install the WWPass application on your smartphone.

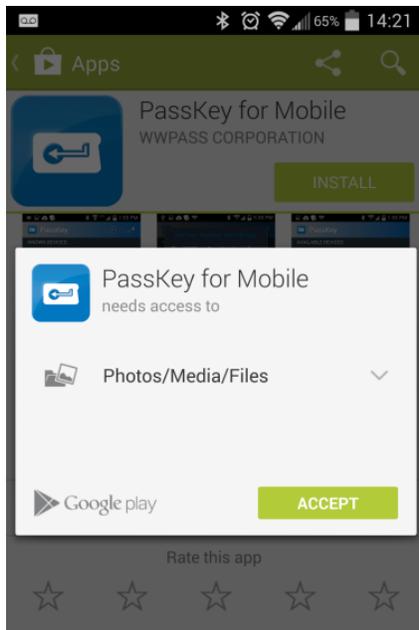
1. Go to the Google Play store on your smartphone and the PassKey for Mobile application.

 **Note:** You can also download the PassKey for Mobile application at WWPass key Services. Go to (<https://ks.wwpass.com/>) on your smartphone and click **Download mobile app**. Use the QR code indicated or tap  to install the WWPass application.



2. Tap the application icon and then tap  to download the application.

3. The application will ask to access some data on your smartphone. Tap  to continue.

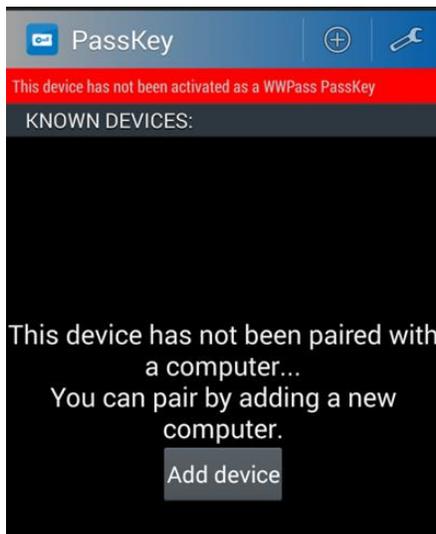


- After the setup is successfully finished, tap  to start using the application.

### Smartphone pairing

After you tap the WWPass Mobile application icon on the smartphone screen, you will see the notification that your device has not been paired with your computer.

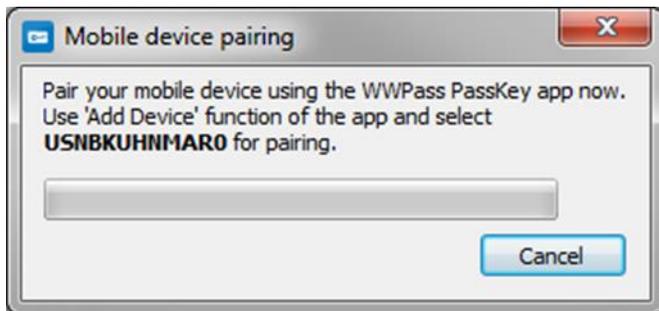
 **Important:** Make sure you have turned on Bluetooth or WiFi on your computer. When using WiFi pairing, your smartphone and your computer have to be connected to the same WiFi network.



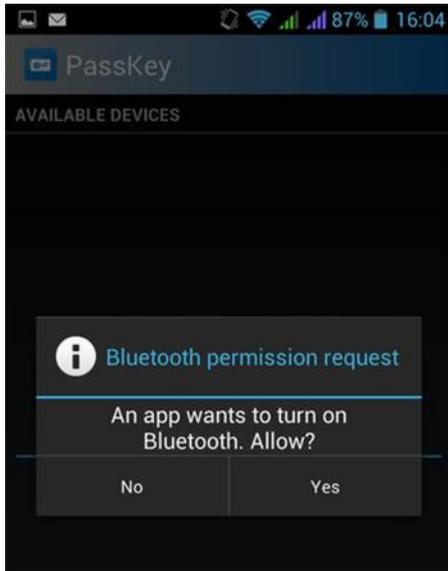
### To pair your device with a computer

- Download and install the Security Pack on your computer from Key Services at <https://ks.wwpass.com/download/>.

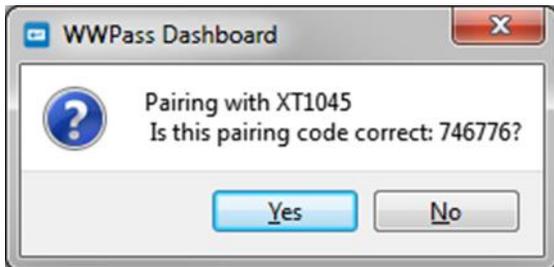
- Open the WWPass Dashboard, click the Advanced tab and press . The Smart Device Pairing dialog will appear.



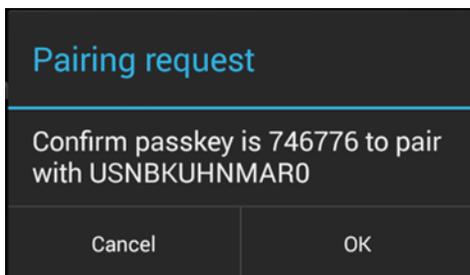
- Tap either the  icon at the top of your smart phone screen or the  button.
- You will see the Bluetooth permission request on your smartphone, if it has not been turned on, click "Yes" to allow.



5. You will see the name of your computer in the Available Devices area. Tap the available device. You see the pairing request on your smartphone.
6. Compare the pairing code of your smartphone with the code indicated in Dashboard. Click “Yes”, if the smartphone code is consistent with the computer code.



7. Tap “OK” to confirm the request if the name of your computer coincides with the name shown on your smartphone screen.



8. In the Known Devices list, you will see the computer name and either a WiFi icon  or a standard Bluetooth  icon depending on how your smartphone is connected. The WiFi icon will appear green when connected. The Bluetooth icon will appear blue when connected. The Dashboard icon will appear  blue indicating that your mobile PassKey is successfully connected.

 **Note:** You need to pair your smartphone to a computer or a laptop only one time. When you want to use your smartphone as a PassKey, connect it to your computer by tapping the computer name and “Yes” in the confirmation window.

## Activate your Passkey for Mobile

 **Note:** If you have paired your smartphone with your computer, be sure it is disconnected before you start activation.

Now you can activate your smartphone and start using it as a PassKey.

Follow the steps below to activate a new WWPass Passkey for Mobile, which will be used without WWPass hardware tokens. All the steps are performed from WWPass Key Services. The following steps can be followed on Windows, Mac and Linux.

An important step is to specify an access code for your PassKey for Mobile. The access code is used along with your Passkey for Mobile to authenticate your identity. It consists of a secret string of characters known and managed only by you.

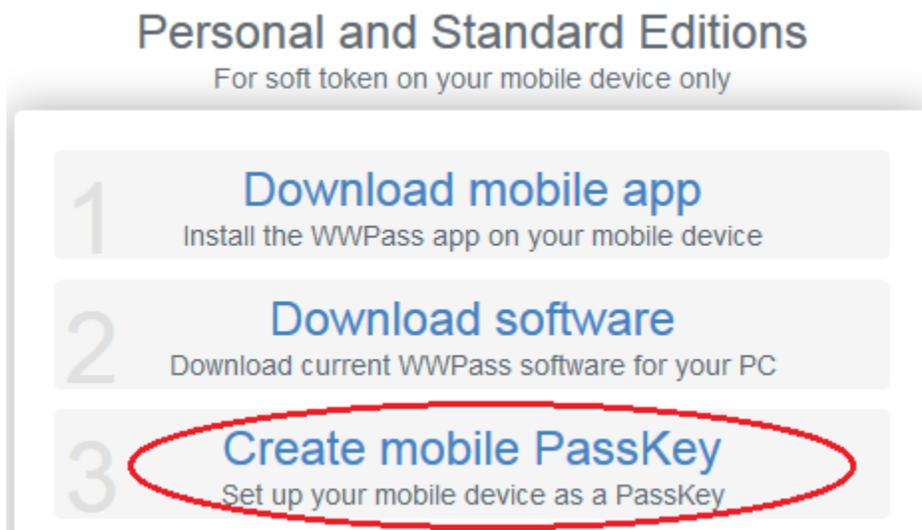
Before you can activate your KeySet, you need to install the WWPass Security Pack. Click links below to open Security Pack help for:

- [Windows](#)
- [Mac](#)
- [Linux](#)

## To activate your PassKey for Mobile

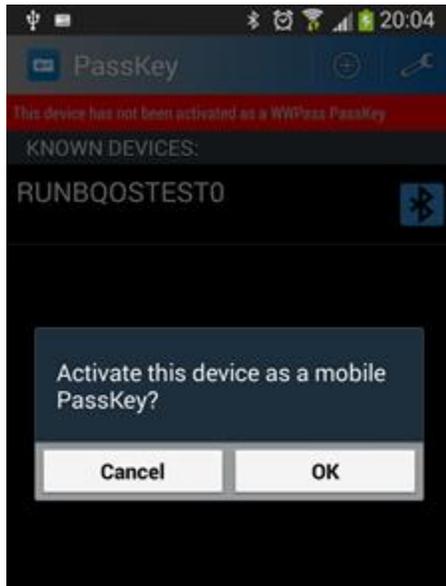
1. Go to WWPass Key services: <https://ks.wwpass.com/>
2. Click **Create Mobile PassKey** in the left column of the Key Services home page.

**Personal and Standard Editions**  
For soft token on your mobile device only



- 1 **Download mobile app**  
Install the WWPass app on your mobile device
- 2 **Download software**  
Download current WWPass software for your PC
- 3 **Create mobile PassKey**  
Set up your mobile device as a PassKey

3. When the Create Mobile PassKey page appears, check the Terms of Agreement box and press  to begin creating your mobile key.
4. You will see the confirmation dialog window on your smartphone. Click **Yes** to confirm and continue.



5. Specify an access code for your Passkey for Mobile:
  - a. When an access code prompt appears, type the code you want to use when you authenticate your identity with the WWPass application on your smartphone.
  - b. Type the code again next to **Retype new access code** and click **OK**. Status messages below the code indicate whether it is long enough or contains invalid characters ("illegal symbols" is shown). Click [here](#) for guidelines.

 **Note:** If you want to create an access code automatically, click **Have the computer create an access code for me**. An eight-character string is entered next to **New access code**. The code is not encrypted so that you can see what it is. Copy the access code next to **Retype new access code**. Then click .

WWPass Access Code Creation

 Enter a new access code for your KeySet  
(Minimum length 8 characters, A-Z, a-z, 0-9 allowed.  
No blanks, no special characters, no single words)

New access code:

Retype new access code:

[Have the computer create an access code for me.](#)

- When “Your Mobile Key is ready to use” is shown, you can begin using your PassKey for Mobile to authenticate your identity with WWPass-enabled applications, services, and sites. If you want to [set up for recovery](#), click the link below.

 **wwpass**<sup>®</sup>  
KEY SERVICES

Help

---

**Your Mobile Key is ready to use.**

In the event that something should happen to your mobile device, we strongly recommend setting up a recovery option.

You will now be redirected to [set up for recovery](#).

## CHAPTER 5 — HOW TO USE PASSEYS

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This chapter covers using your PassKey or PassKey for Mobile and its access code to authenticate your identity with services, applications, and websites.

### Topics In This Chapter

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- [Overview](#)
- [Using Your PassKey with an NFC Reader](#)
- [Using Your PassKey with a USB Port](#)
- [Using your PassKey for Mobile](#)

## Overview for Using Your PassKey and Access Code

To authenticate your identity with your hardware PassKey or PassKey for Mobile on your smartphone, you "connect" the PassKey to your computer and enter your access code, if prompted for this.

How do you "connect" a PassKey? Depending on your PassKey version, you either:

- [Place it on an NFC reader](#) (Version 2 and higher)

or

- [Insert it into a USB port](#) (Version 1 and higher)

If you have a PassKey for Mobile application on your smartphone:

- [Pair it with your computer](#)

### Entering your access code

If you are asked for your access code, enter it using exactly the same characters and cases (upper and/or lower) it was created with. In case with the PassKey for Mobile you will see the confirmation window on your smartphone screen, but you will have to enter the access code on your computer.

You are given three chances to enter the correct access code. If you enter the wrong access code three times in a row, your PassKey is blocked from use for 15 minutes. If you try to use your PassKey before 15 minutes have passed, A "Key blocked" message appears.

### The light in your PassKey

A blue LED light shines in your PassKey when it is in contact with your computer.

The light blinks while it is exchanging information with your computer, an application, or website.

For example, the light blinks when you connect your PassKey to your computer or when you authenticate with your PassKey in order to log in or send a digitally-signed email.

You do not need to wait for the blinking to stop before performing actions that require your PassKey.

The blinking might last for a few seconds to a few minutes. How long the light blinks does not depend on the number of certificates associated with your PassKey.

## **Using Your PassKey with an NFC Reader**

To connect your PassKey to your computer via an NFC reader, place the PassKey on or near the reader. The reader must be connected to your computer.

The distance between the PassKey and the NFC reader can be up to 10 centimeters (5.08 inches), depending on both the reader and the Passkey. However, it is highly recommended that the PassKey be in contact with the NFC reader.

## **Using Your PassKey with a USB Port**

To connect your PassKey to your computer via a USB port, insert the PassKey into a USB port on your computer.

If you encounter a problem while using your PassKey, make sure it is firmly inserted in the USB port. Then try performing an action again (for example, try logging in or sending a digitally signed email message).

## **Using Your PassKey for Mobile**

To connect your smartphone with WWPass PassKey for Mobile application to your computer, [pair](#) it with a computer.

The distance between the PassKey for Mobile and the computer can be: in case with Bluetooth up to 16 meters (52.49 feet), in case with WiFi – within the area of WiFi coverage.

## CHAPTER 6 — HOW TO USE KEY SERVICES

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This chapter covers using WWPass Key Services to manage your KeySet (which may include a Mobile Passkey) or a PassKey for Mobile only.

### Topics In This Chapter

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- [Overview](#)
- [Change an Access Code You Know](#)
- [Change an Access Code You Forgot](#)
- [Create Extra Keys](#)
- [Disable a Key](#)
- [Reactivate a Key](#)
- [Rename Keys](#)
- [View Key Information](#)
- [Set up mobile recovery](#)
- [Recover mobile PassKey](#)

## Overview for Key Services

WWPass Key Services is where you activate a new KeySet (PassKey/PassKey for Mobile and Service Keys or just PassKey for Mobile) and manage an existing KeySet.

To go to Key Services:

- Click this link <https://ks.wwpass.com/>
- or
- Click the Key Services link on the home page of the WWPass website (<http://www.wwpass.com/>)



Help FAQ Support

### Pro Edition

For hardware KeySet and soft token

- Buy KeySet**  
Order your KeySet at [shop.wwpass.com](http://shop.wwpass.com)
- Download software**  
Download current WWPass software for your PC
- Activate KeySet**  
Set up your KeySet

- Disable a lost key
- Reactivate a key
- Rename a key
- View information
- Create extra PassKey
- Create extra Service Key
- Change access code
- Download mobile app

### Personal and Standard Editions

For soft token on your mobile device only

- Download mobile app**  
Install the WWPass app on your mobile device
- Download software**  
Download current WWPass software for your PC
- Create mobile PassKey**  
Set up your mobile device as a PassKey

- Recover mobile PassKey
- Set up mobile recovery
- Create KeySet from mobile PassKey
- Rename a key
- View information

← For new KeySets  
← For existing KeySets

## Features in Key Services for Pro Edition

### Features for new KeySets

- [Buy a KeySet](#)
- Download software for activating KeySet:
  - [For Windows](#)
  - [For Mac](#)
  - [For Linux](#)
- [Activate a KeySet](#)

### Features for existing KeySets

- [Disable a lost Key](#)
- [Reactivate a disabled Key](#)
- [Create an extra PassKey](#)
- [Create an extra Service Key](#)
- [Change an access code you know](#)
- [Change an access code you forgot](#)

- [Rename a Key](#)
- [View Key Information](#)

## Features in Key Services for Personal and Standard Editions

### Features for new KeySets

- [Download mobile app](#)
- [Download Software](#)
- [Create mobile PassKey](#)

### Features for existing KeySets

- [Recover mobile PassKey](#)
- [Set up mobile recovery](#)
- [View Information](#)
- [Rename a key](#)
- [Change an access code you know](#)
- [Create KeySet from mobile PassKey](#)

## How to use Key Services with a hardware KeySet/hardware KeySet with a Mobile PassKey

Some of the Pro Edition KeySet features are available for Personal and Standard Editions PassKeys.

- [Change an access code you know](#)
- [Rename a key](#)
- [View information](#)

### Change an Access Code You Know

Use the **Change Access Code** feature in Key Services to change the access code for your KeySet or your PassKey for Mobile whenever needed. In case with hardware KeySet the new access code will be used for all Keys in your KeySet.

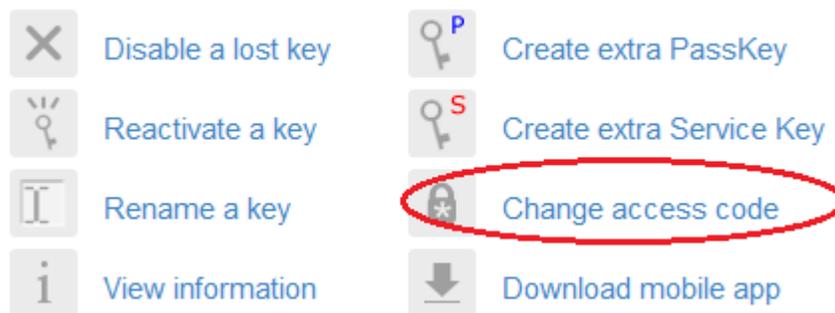
#### What You Need

To change an access code, you need:

- Your current access code
- An activated Service Key (only for hardware KeySet)

### To change your access code

1. Go to Key Services (<https://ks.wwpass.com/>) and click **Change Access Code**.

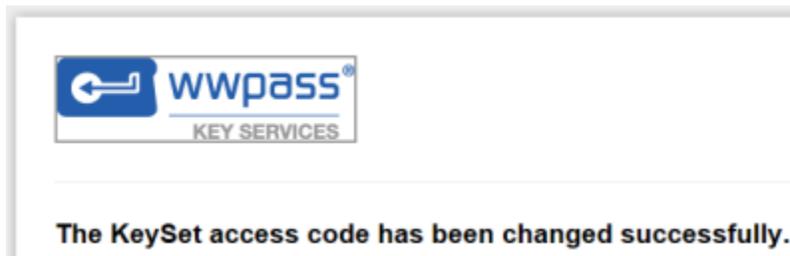


2. When the Change Access Code page appears, connect an activated Service Key to your computer and click .
3. When the Access Code Request dialog appears, enter your current access code and click .
4. When the dialog for a new access code appears, type a new code. Then type it again next to **Retype new access code** and click . Status messages below the code indicate whether it is long enough or contains invalid characters ("illegal symbols" is shown). Click [here](#) for guidelines.

 **Note:** If you want to create an access code automatically, click **Have the computer create an access code for me**. An eight-character string is entered next to **New access code**. The access code is not encrypted so that you memorize it. Copy the access code next to **Retype new access code**. Then click .



- When “KeySet access code has been changed successfully” is shown, you can use the new access code for all the Keys in your Keyset.



### Change an Access Code You Forgot

If you forget the access code for your KeySet, you can reset the code.

This feature is not available for Passkey for Mobile.

The reset function is available on the Change Access Code page, which is opened from Key Services with **Change Access Code**. If you remember your access code, you can [change](#) it.

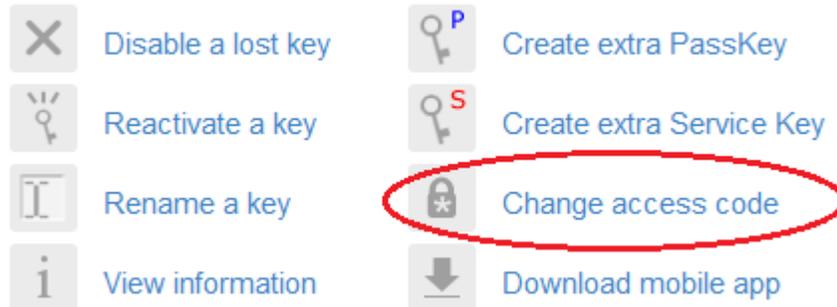
### What You Need

To reset an access code, you need:

- An activated Service Key
- Your PassKey

## To reset your access code

1. Go to Key Services (<https://ks.wwpass.com/>) and click **Change Access Code**.



2. When the Change Access Code page appears, look for "To RESET a forgotten access code" at the top and click the **click here** link.



3. When the Change Access Code page appears with reset information, connect an activated Service Key to your computer and click **Continue**.
4. When a message asks for your PassKey, disconnect the Service Key and connect your PassKey to your computer.

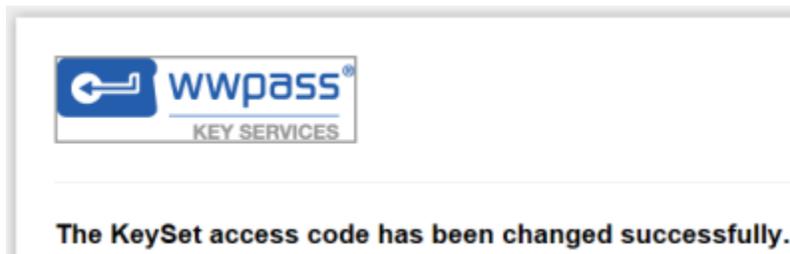


- When the dialog for a new access code appears, type a new code. Then type it again next to **Retype new access code** and click . Status messages below the code indicate whether it is long enough or contains invalid characters (“illegal symbols” is shown). Click [here](#) for guidelines.

 **Note:** If you want to create an access code automatically, click **Have the computer create an access code for me**. An eight-character string is entered next to **New access code**. The access code is not encrypted so that you memorize it. Copy the access code next to **Retype new access code**. Then click .



- When “KeySet access code has been changed successfully” is shown, you can use the new access code for all the Keys in your KeySet.



### Create an Extra PassKey

Use the **Create Extra PassKey** feature in Key Services to create one or more extra PassKeys or a PassKey for Mobile for an existing KeySet. You can use it when you need:

- An additional PassKey in order to have a backup.
- A replacement for a lost or stolen PassKey.
- A Mobile PassKey to be attached to your current hardware KeySet.

An existing KeySet includes a PassKey and Service Keys that have already been activated and share the same access code.

When you create a new PassKey or a PassKey for Mobile, it is linked to the existing KeySet, automatically uses its access code, and lets you log in wherever you log in with the first PassKey in the KeySet.

## What You Need

To create an extra PassKey, you need:

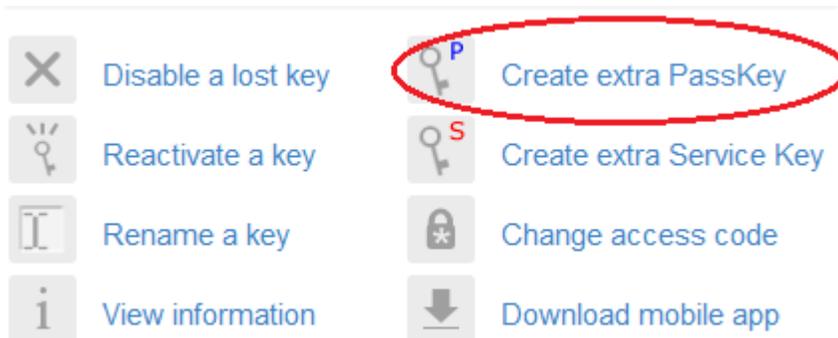
- An activated Service Key
- A blank PassKey/Passkey for Mobile —one that has not been activated (initialized)



**Note:** To order a PassKey, go to the WWPass Shop: <http://shop.wwpass.com/> . Click [here](#) for help to download WWPass PassKey for Mobile application on your smartphone.

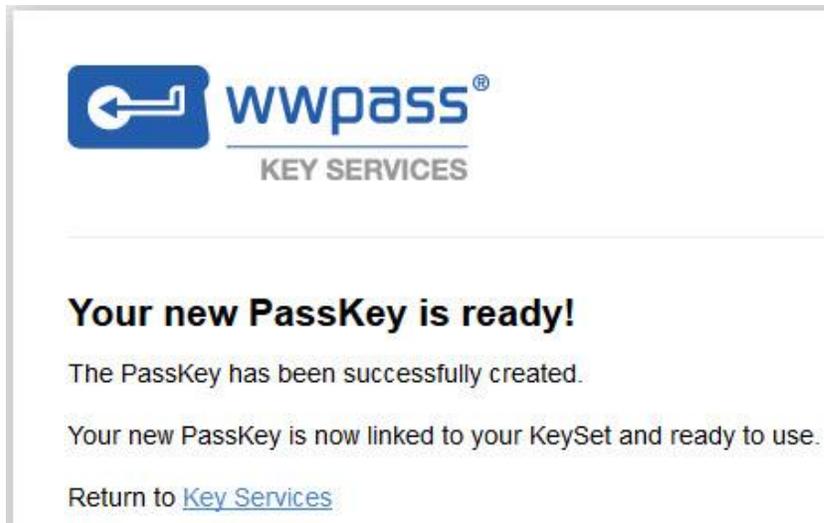
## To create an extra PassKey

1. Go to Key Services (<https://ks.wwpass.com/>) and click **Create Extra PassKey**.



2. When the Create Extra PassKey page appears, [connect](#) an activated Service Key to your computer and click .
3. When an Authentication Request appears, click  to be authenticated into Key Services.
4. When a WWPass Key Request appears, disconnect the Service Key from your computer and connect a blank PassKey or a PassKey for Mobile to your computer. The PassKey/PassKey for Mobile is activated.

5. When the activation process is complete, "Your new PassKey is ready" or "Your new PassKey for Mobile" is shown.



### Create an Extra Service Key

Use the **Create Extra Service Key** feature in Key Services to create one or more extra Service Keys for an existing KeySet. You can use it when you need:

- An additional Service Key in order to have a backup.
- A replacement for a lost or stolen Service Key.

An existing KeySet includes a PassKey and Service Keys that have already been activated and share the same access code.

When you create a new Service Key, it is linked to the existing KeySet and automatically uses its access code.

### What You Need

To create an extra Service Key, you need:

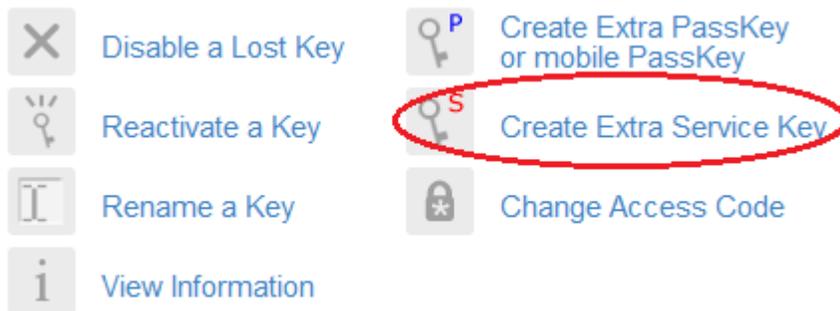
- An activated Service Key
- A blank Service Key—one that has not been activated (initialized)



**Note:** To order a Service Key, go to the WWPASS Shop: <http://shop.wwpass.com/>

## To create an extra Service Key

1. Go to Key Services (<https://ks.wwpass.com/>) and click **Create Extra Service Key**.



2. When the Create Extra Service Key page appears, [connect](#) an activated Service Key to your computer and click .
3. When an Authentication Request appears, click  to be authenticated into Key Services
4. When a WWPass Key Request appears, remove the activated Service Key and connect a blank Service Key to your computer. The blank Service Key is activated.
5. When the activation process is complete, "your new Service Key is ready" is shown.



## Disable a Key

Use the **Disable a Lost Key** feature in Key Services to deactivate a hardware Key so that it cannot be used.

Any Key that is lost, stolen, or misplaced should be disabled so that no one else can use it.

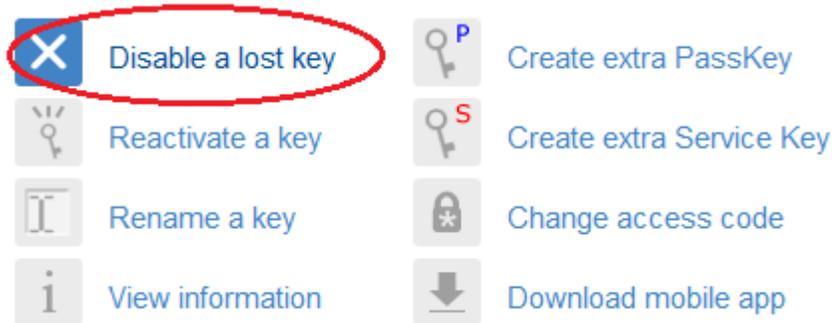
In case with a PassKey for Mobile only, you cannot disable your soft token. [Use](#) the **Recover mobile PassKey** feature for that. After mobile recovery, your lost or stolen Mobile PassKey will be automatically deactivated.

## What You Need

To disable a Key, you need an activated Service Key (not the Key you want to disable).

## To disable a Key

1. Go to Key Services (<https://ks.wwpass.com/>) and click **Disable a Lost Key**.



2. When the Disable a Key page appears, [connect](#) an activated Service Key to your computer and click .
3. When an Authentication Request appears, click  to be authenticated into Key Services. Then enter the access code for your KeySet in the Access Code Request dialog and click .



- Select one or more Keys to disable from a list of activated Keys in your KeySet and click . The selected Key is disabled. (The Service Key currently connected to your computer is not included in the list.)

### Select Key to Disable

-  Service Key 1
-  Service Key 3
-  Service Key 4
-  Service Key 5
-  Service Key 6
-  PassKey 1

This Key is currently connected to your computer. It cannot be disabled while in use.

 Service Key 2

- When "Key has been disabled" is shown, use the links provided to reactivate a disabled Key or order a replacement Key.

Reactivate a Key. Order a replacement Key from our [shop](#).'" data-bbox="152 426 611 677"/>

### Reactivate a Key

Use the **Reactivate a Key** feature in Key Services to reactivate a disabled hardware Key. This might be a Key that you disabled because it was lost or misplaced but now has been found.

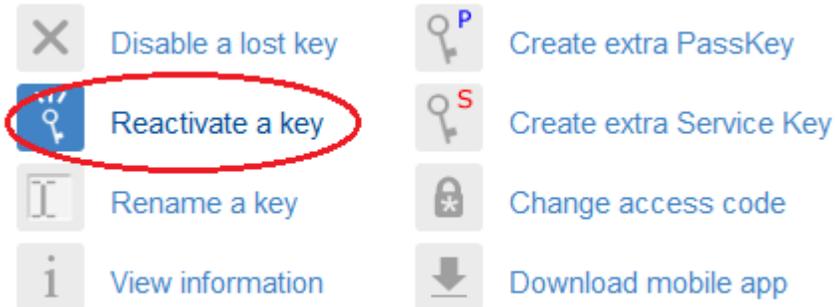
 **Important:** You should only reactivate a Key that is in your possession.

### What You Need

To reactivate a Key, you need an activated Service Key.

## To reactivate a Key

1. Go to Key Services (<https://ks.wwpass.com/>) and click **Reactivate a Key**.



2. When the Reactivate a Key page appears, connect an activated Service Key to your computer and click **Continue**.
3. When an Authentication Request appears, click **Yes** to be authenticated into Key Services. Then enter the access code for your KeySet in the Access Code Request dialog and click **OK**.



4. Select one or more Keys to reactivate from a list of all disabled Keys in your KeySet. Then click **Reactivate**. The selected Key is reactivated.

### Select Key to Reactivate

- Service** Service Key 3
- Service** Service Key 4
- Service** Service Key 5
- Service** Service Key 6
- Service** Service Key 7

5. When "Key has been reactivated" is shown, you can use the Key again.

## Rename Keys

Use the **Rename a Key** feature in Key Services to rename any of your hardware Keys or a Passkey for Mobile.

Key names are a way for you to identify your Keys. For example, you might want to identify each Service Key by where it is stored: "Service Key Work" or "Service Key Safety Deposit".

Key names are not shared with anyone else and are not shown on the Keys themselves.

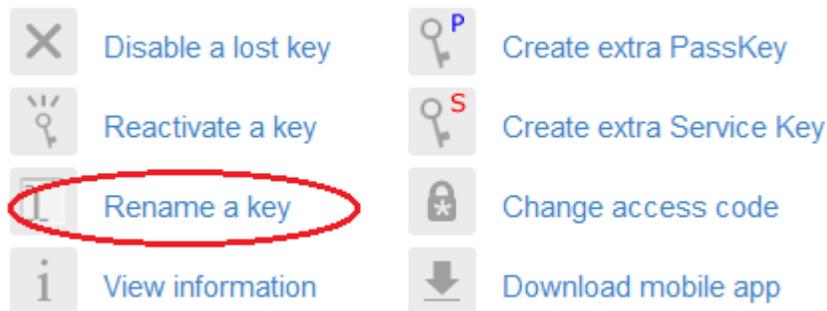
To view Key Names, use [View Key Information](#) in Key Services or the Key Status tab in the WWPass Security Console.

### What You Need

To rename a Key, you need the Key you want to rename.

### To rename a Key

1. Go to Key Services (<https://ks.wwpass.com/>) and click **Rename a Key**.



2. When the Rename a Key page appears, [connect](#) the PassKey for Mobile or hardware Key being renamed to your computer and click .
3. When an Authentication Request appears, click  to be authenticated into Key Services. Then enter the access code for your KeySet in the Access Code Request dialog and click .



4. When the current name of the Key is shown, enter a new name below it and click [Rename](#).

## Rename a Key

Enter a new name for the Key.

Service Service Key 1  
PassKey Service Key Home

5. When the renaming process is complete, "Key has been renamed successfully" is shown along with the Key's new name.



### The Key has been renamed successfully!

PassKey PassKey 1

[Return to Key Services](#)

## View Key Information

Use the **View Information** feature in Key Services to view information on activated Keys in a KeySet or on an activated Mobile PassKey:

- Information for a PassKey is shown when a PassKey is [connected](#) to your computer.
- Information for a Passkey for Mobile is shown when a PassKey is [paired](#) to your computer.
- Information for all activated Keys in a Keyset is shown when a Service Key is connected to your computer.

Information for inactive (disabled) Keys from the KeySet is not shown.

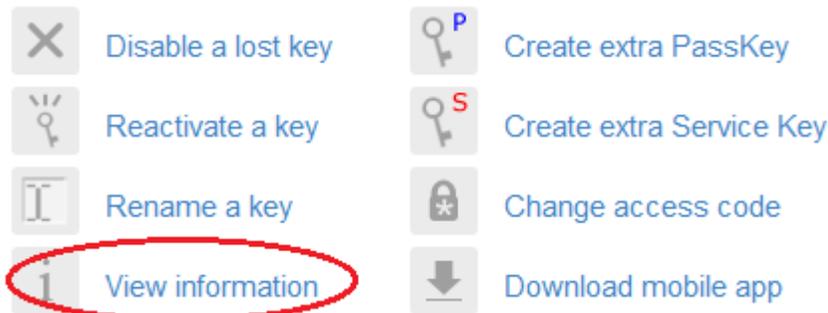
## What You Need

To view Key information, you need:

- An activated PassKey/PassKey for Mobile (to view information for just that PassKey/PassKey for Mobile)
- or
- An activated Service Key (to view information for all activated Keys in a KeySet)

## To view information for a PassKey or KeySet

1. Go to Key Services (<https://ks.wwpass.com/>) and click **View Information**.



2. When the View page appears, [pair](#) an activated PassKey for Mobile or [connect](#) an activated PassKey/Service Key to your computer and click :
  - Connect a PassKey/PassKey for Mobile if you want to see information about that Key only.
  - Connect a Service Key if you want to see information about all the Keys in your KeySet.
3. When an Authentication Request appears, click  to be authenticated into Key Services.
4. From the View page, check:
  - Name of the PassKey/PassKey for Mobile connected.
 or
  - Name of the Service Key connected plus name and type for all other activated Keys in the KeySet.

## View

This Key is currently connected to your computer.

Service Service Key Home

Active Keys:

Service Service Key 2

PassKey PassKey 1

## How to use Key Services with a PassKey for Mobile

The following features in Key Services with a PassKey for Mobile are identical to the ones with WWPass hardware PassKeys:

- [View information](#)
- [Rename a Key](#)
- [Change an access code you know](#)

### Create KeySet from mobile PassKey

Use **Create KeySet from PassKey** feature in Key Services after installing the WWPass Passkey for Mobile application on your smartphone.

Your new KeySet will be activated during this process (your two hardware Service Keys will be linked with your activated WWPass Mobile PassKey). Your mobile device will continue to be a PassKey. You will be able to use Service Keys to manage your new KeySet. The recovery option for your mobile device is no longer necessary and will be removed during this process.

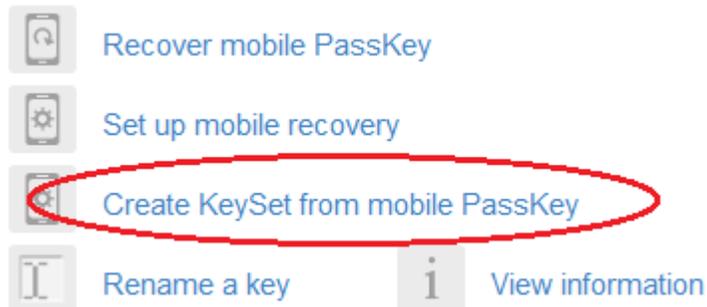
### What you need

To create a KeySet from mobile PassKey, you need:

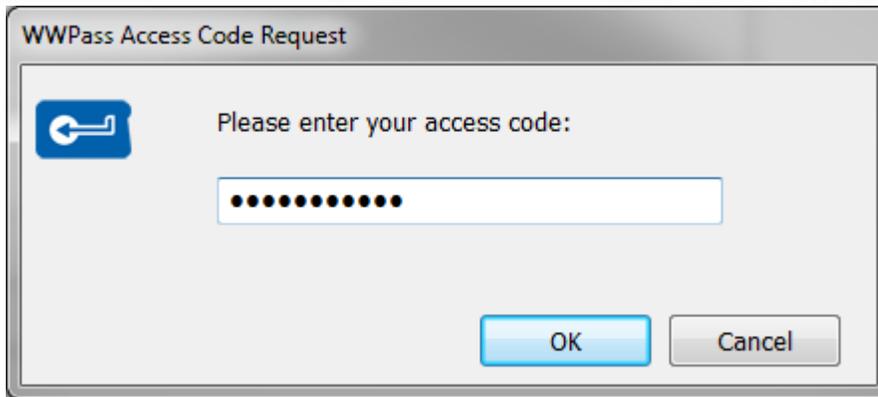
- A smartphone (Android 4.0 and above) with the [WWPass PassKey app](#) installed
- [To connect](#) your mobile device to the computer
- Two blank Service Keys.

### To create KeySet from mobile Passkey

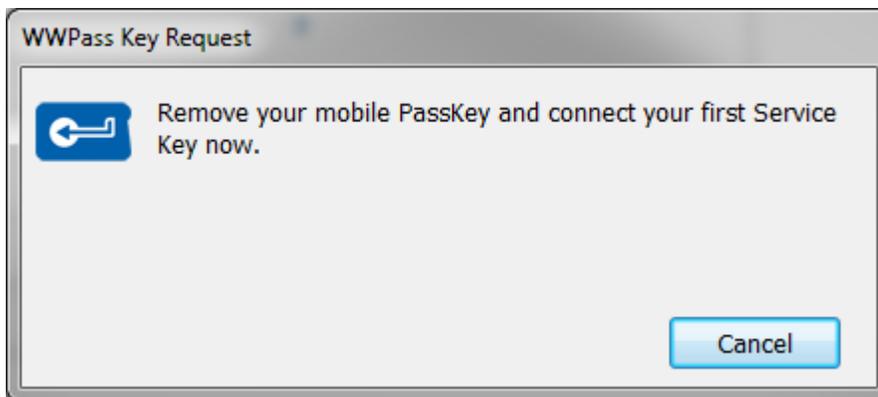
1. Go to Key Services (<https://ks.wwpass.com/>) and click **Create KeySet from mobile PassKey**.



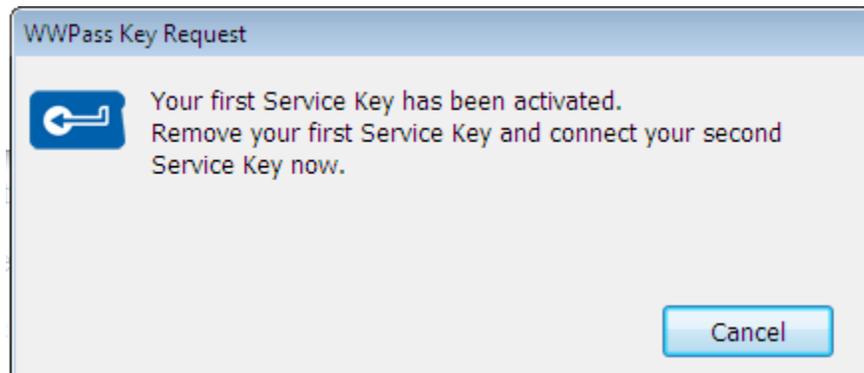
2. When the Create KeySet from mobile PassKey page appears, make sure your activated PassKey for Mobile is connected to your computer and click  .
3. Enter your access code and click .



4. You are prompted to disconnect your PassKey for Mobile and to connect your first Service Key.



5. After your First Service Key has been activated, remove it and connect your second Service Key.



6. Your second Service Key has been activated and your KeySet is ready to use.

## Your KeySet is ready to use.

Please put your Service Key in a safe place.

Your mobile device is now an extra PassKey to your KeySet. You can use it just as you would use your PassKey.

You can manage your KeySet through [Key Services](#).

7. You can manage your new KeySet through Key Services web site.

### Set up mobile recovery

Use the **Set up mobile recovery** feature in Key Services right after [creating](#) your PassKey for Mobile to set up a recovery option in case of a loss of your mobile device.

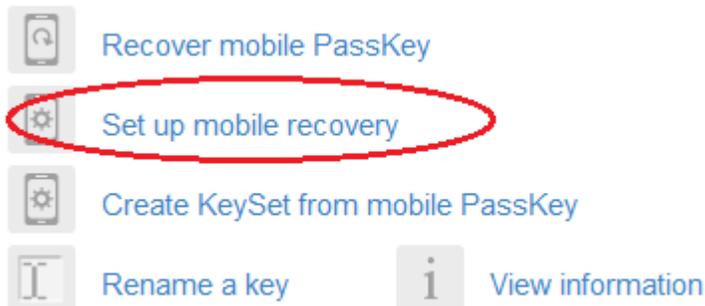
#### What you need

To set up mobile recovery, you need:

- An email address the verification code can be sent to
- [To connect](#) your mobile device to the computer
- To make sure [WWPass PassKey app](#) is installed on your mobile device

### To set up mobile recovery

1. Go to Key Services (<https://ks.wwpass.com/>) and click Set up mobile recovery.



- When the Set up mobile recovery page appears, enter an email address a verification code can be sent to and click  .

## Mobile Key Recovery Setup

In case there is a loss of your mobile device, you can recover your mobile key by setting up a recovery option.

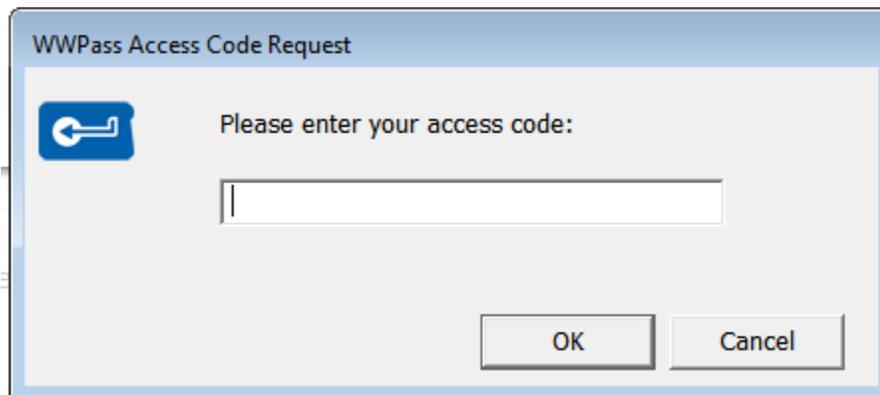
To verify your identify and protect you, we are going to send you a verification code to enter.

Email verification code to

Press Continue to be sent the verification code.



- You will receive an email with a verification code. Enter the code into the field provided and click  or click [Verification code not received?](#) , in case you did not receive the email.
- When an Authentication Request appears, click Yes to be authenticated into Key Services. Then enter the access code for your PassKey for Mobile in the Access Code Request dialog and click  .



- When the “Mobile Key recovery setup is complete” page appears, you can recover your PassKey for Mobile in case of your smartphone loss.
- You can return to Key services to continue managing your Passkey for Mobile or [navigate](#) to Mobile Key Recovery.

## Mobile Key Recovery setup is complete.

Remember the email address used to receive the verification code.

It is needed for recovery.

In the event of a loss of your mobile device, you can recover your security key using a replacement mobile device with the WWPass PassKey app installed and navigating to [Mobile Key Recovery](#).

Return to [Key Services](#)

## Recover mobile PassKey

Use the **Recover mobile PassKey** feature in Key Services to restore your mobile key in case of a loss after setting up a recovery option.

You can [Disable](#) and [Reactivate](#) only a PassKey being a part of a KeySet with Service Keys.

If your KeySet consists only of a Mobile Passkey, in case of a loss you have to [download](#) WWPass PassKey for Mobile on a new smartphone, [activate](#) it at Key Services and recover mobile Passkey. The lost Mobile PassKey will be automatically disabled without any possibility to be reactivated after the recovery is finished.

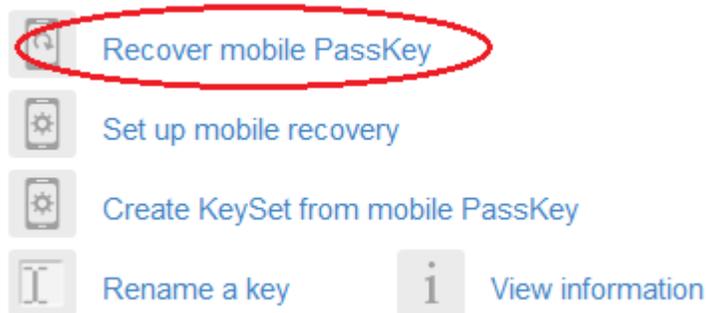
## What you need

To recover mobile PassKey, you need:

- The email address used to set up your recovery option
- [To connect](#) your new mobile device with the WWPass application to the computer
- To make sure [WWPass PassKey app](#) is installed on your mobile device

## To recover mobile PassKey

1. Go to Key Services (<https://ks.wwpass.com/>) and click **Recover mobile Passkey**



2. When the Recover mobile PassKey page appears, enter the email address used in recovery setup so that a verification code can be sent and click [Continue](#).

## Mobile Key Recovery

To restore your Mobile Key, you will need:

- To verify that your mobile device is connected to your computer and the [WWPass PassKey app](#) is installed on your mobile device.
- The email address used to set up your recovery option.

Enter the email address used in recovery setup so that a verification code can be sent.

Press Continue to be sent the verification code.

Continue

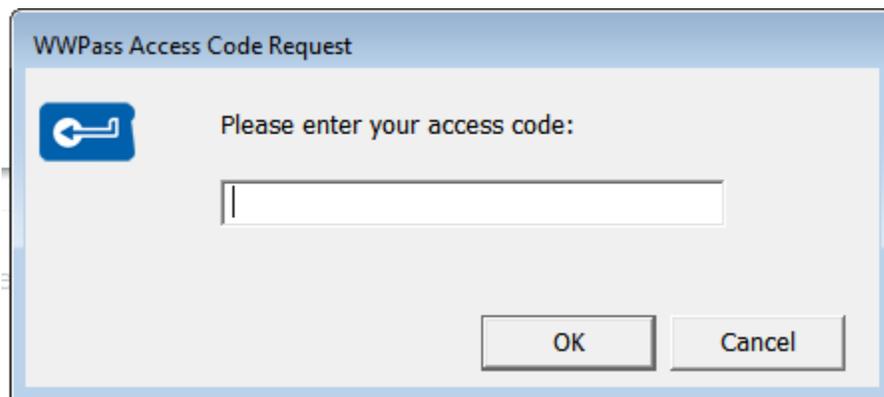
3. You will receive an email with a verification code. Enter the code into the field provided and click

Continue

. Click [Verification code not received?](#) , in case you did not receive the email.

When an Authentication Request appears, click **Yes** to be authenticated into Key Services. Then enter

the access code for your PassKey for Mobile in the Access Code Request dialog and click



The image shows a dialog box titled "WWPass Access Code Request". It features the WWPass logo (a blue square with a white key icon) on the left. The main text says "Please enter your access code:". Below this is a text input field. At the bottom of the dialog are two buttons: "OK" and "Cancel".

4. When the "Mobile Key recovery setup is complete" page appears, you can recover your PassKey for Mobile in case of your smartphone loss.



## Your Mobile Key is ready to use.

Mobile key recovery is now complete. Your mobile device has been successfully restored.

Return to [Key Services](#)

5. After your Mobile Key recovery is successfully finished, click **Key Services** to continue managing your Mobile Passkey.

## Chapter 7 — Uninstall the WWPass Security Pack

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This chapter covers uninstalling the WWPass Security Pack.

### Topics In This Chapter

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- [Overview](#)
- [Uninstall the Security Pack on Windows](#)
- [Uninstall the Security Pack on Mac](#)
- [Uninstall the Security Pack on Linux](#)

## Overview for Uninstalling the WWPass Security Pack

How you remove the WWPass Security Pack from your computer depends on your platform:

You must have administrator rights for your computer to uninstall the Security Pack.

Uninstalling the WWPass Security Pack removes all of its components from your computer, including the WWPass Dashboard.

### Uninstall the Security Pack on Windows

Follow the steps below to install the WWPass Security Pack on Windows. You must have administrator rights for your computer.

#### To uninstall the WWPass Security Pack on Windows

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1. Open the Windows Control Panel.
2. Select **Programs and Features**.
3. Scroll down and right-click on WWPass Security Pack.
4. Select **Uninstall** from the pop-up menu that appears.
5. Click  in the confirmation message. The Security Pack is removed from your computer.
6. Click  in the message that says you must restart your system. Your computer is restarted.

## Uninstall the Security Pack on a Mac

Follow the steps below to uninstall the WWPass Security Pack on a Mac.

### To uninstall the WWPass Security Pack on a Mac

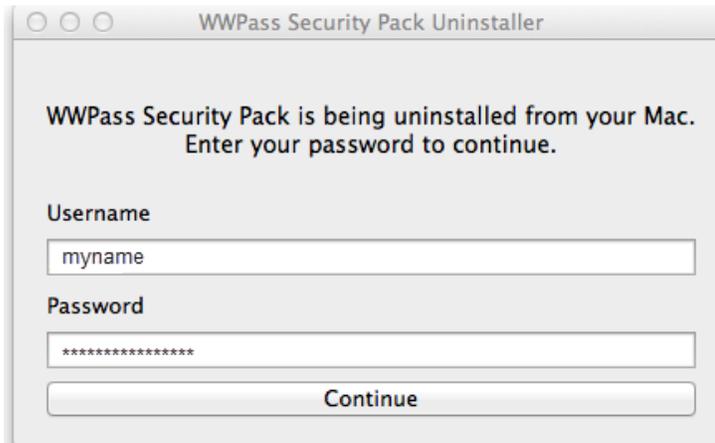
1. Double-click the WWPass desktop icon (if shown) or the WWPassSecurityPac.macosx\_VersionNumber.dmg file in Finder under Applications. The WWPass Security Window opens.



2. From the WWPass Security Pack window, double-click **WWPass Security Pack Uninstaller**. Then click Open in the confirmation message that appears. The WWPass Security Pack Uninstaller opens.



- When prompted for your password, enter it and click **Continue**. The WWPass Security Pack Uninstaller opens.



- From the Welcome screen, click **Uninstall and reboot**. The WWPass Security Pack is removed from your computer and it is automatically restarted.



## Uninstall the Security Pack on Linux

Follow the steps below to uninstall the WWPass Security Pack on Linux (Ubuntu 12.04 Precise Pangolin).

You must have administrator rights for your computer.

### To uninstall the Security Pack on Linux

- Run the following command:

```
sudo apt-get purge libwtoken
```