INSTALLATION GUIDE

WWPass Security Pack for Mac

Version 2.6

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CHAPTER 1 — WELCOME

This chapter introduces the WWPass® Security Pack™. It also provides information on accessing related documentation and contacting WWPass Product Support.

Topics In This Chapter

- Introducing the Security Pack
- What's Included in the Security Pack
- Related Documentation
- Need Assistance?

Introducing the Security Pack

This documentation covers installing the WWPass Security Pack on a Mac computer (one with a Mac OS X operating system).

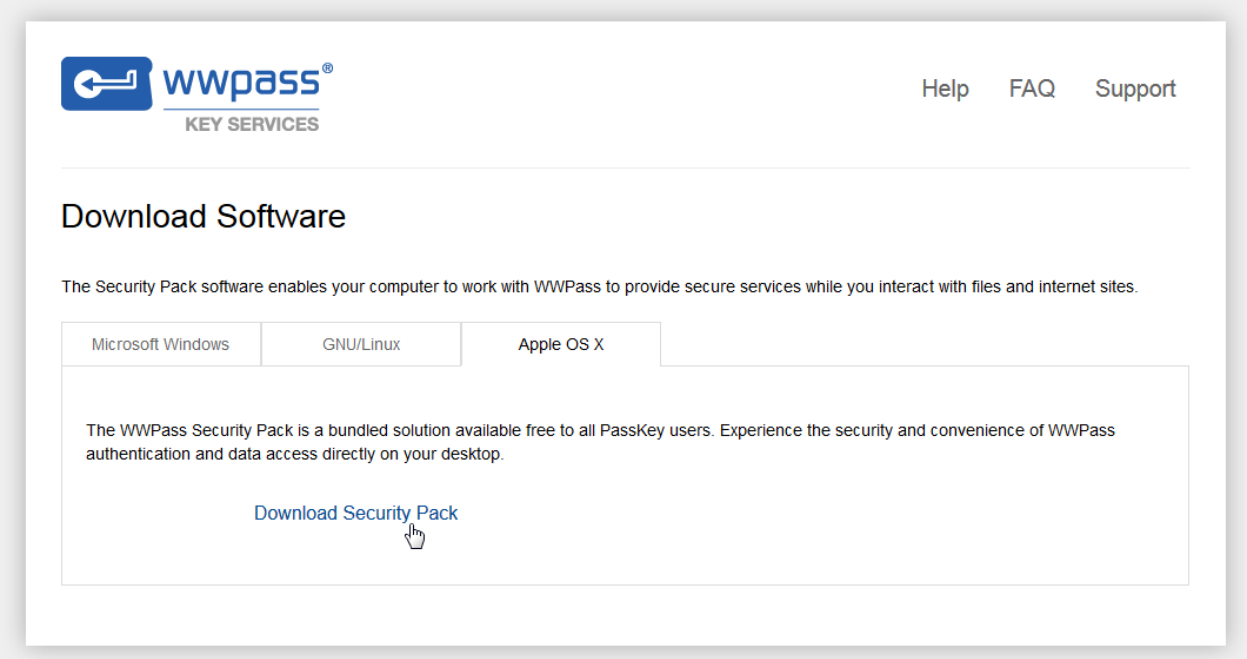
The Security Pack includes software and solutions that make it possible to use a PassKey™ for encrypted two-factor authentication with applications such as Mozilla Thunderbird and OpenVPN. Click here to see a list of solutions in the Security Pack. Click here to see a list of documentation for the Security Pack.

The Security Pack also includes software that is needed to activate a PassKey.

A PassKey is used instead of a username and password to ensure that only you can access confidential files or encrypt and digitally sign your email.

A PassKey is more secure than a username and password because the credentials associated with a PassKey are encrypted, fragmented and dispersed in WWPass cloud storage. There is no single vulnerable point from which they can be stolen.

Note: PassKeys are included in KeySets from WWPass. For information on obtaining and activating a KeySet, see KeySet help.



What's Included in the WWPass Security Pack

Here is a list of the WWPass components and solutions included in the Security Pack for Mac.

WWPass Components	
WWPass Dashboard	This lets you: • See which WWPass solutions are included in the Security Pack • Update the Security Pack • Configure several solutions in the Security Pack • Check the status of the Keys in your KeySet • View all certificates associated with your PassKey • Import certificates to a PassKey and delete certificates
WWPass software	This lets you: • Activate your WWPass KeySet, which includes a PassKey. • Authenticate with your PassKey.
Storage 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 the cloud so that it cannot be stolen. Only you can access your data using your PassKey. Storage is complimentary.
Email Solutions	
WWPass Security for Email (Thunderbird)	This allows you to authenticate with a PassKey when you exchange digitally-signed or encrypted email in Mozilla Thunderbird.

Related Documentation

Click links in the list below to access documentation related to the Security Pack. The list includes documentation on installing the Security Pack, on WWPass solutions in the Security Pack, and on the WWPass KeySets that are used with these solutions for secure authentication.

WWPass KeySets and Key Services	HTML	PDF
WWPass Security Pack		
Installation		
Windows	HTML	PDF
Mac	HTML	Currently open
Linux	HTML	PDF
WWPass Dashboard for Security Pack	HTML	PDF
WWPass Solutions for Security Pack		
WWPass BlackBook	HTML	
WWPass Security for Email (Outlook & OWA)	HTML	PDF
Security for Email (Thunderbird)	HTML	PDF
WWPass Security for VPN (Juniper VPN)	HTML	PDF
Security for VPN (OpenVPN)	HTML	PDF
WWPass Security for Windows Logon	HTML	PDF
WWPass Security for SharePoint	HTML	PDF
Personal Secure Storage		
Windows		PDF
Mac		PDF
Linux		PDF

Need Assistance?

If you encounter a problem or have a question, you can contact WWPass Product Support as follows:

Phone	1-888-WWPASS0 (+1-888-997-2770)
Email	support@wwpass.com

Report a Problem from Dashboard

An easy way to report a problem is to email Product Support directly from the WWPass Dashboard, which is included in the WWPass Security Pack.

The email identifies version numbers for your Security Pack and operating system. In addition, current logs for WWPass software are automatically attached to the email.

Logs contain information that can help Product Support 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.

On a Mac, logs are located in HOME. Logs should not be changed before they are sent to Product Support.

To report a problem from Dashboard

1. Click the mail button in the upper-right corner of 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 Product Support should reply to. Also enter your name.
4. Click

to send your report along with the current version of all available logs.

CHAPTER 2 — REQUIREMENTS

Below are operating system and browser requirements for the Security Pack on Mac. Additional requirements are covered in the documentation for each solution in the software pack.

Requirement	What's Supported
Computer with Mac OS X Operating System	• Mac OS X 10.8 and later **Note:** The Security Pack is not supported on Apple devices such as an iPad that have an iOS operating system.
USB 2.0-compatible port on computer	• Required for presenting a WWPass PassKey to the computer
Web Browser *For KeySet activation via WWPass Key Services and PassKey authentication*	• Safari 5 and later • Chrome 20 and later • Firefox 14 and later*

* Can be used for downloading certificates from a Certificate Authority.

CHAPTER 3 — INSTALLATION AND SETUP

This chapter covers installing and setting up to use the WWPass Security Pack.

Topics In This Chapter

- Smart Start for Setting Up to Use the Security Pack
- Download the Security Pack
- Install the Security Pack

Smart Start for Setting Up to Use the Security Pack

There are three main steps involved in setting up to use the WWPass Security Pack. Installation is one step. The others are to obtain and activate a WWPass KeySet.

The Security Pack allows you to activate a KeySet

The KeySet includes the PassKey that is used with WWPass authentication solutions in the Security Pack.

Note: For information on additional setup for a certain WWPass solution in the Security Pack, see documentation for that solution. Additional setup might include associating credentials such as an X.509 certificate with your PassKey.

Smart Start

1. Obtain a KeySet from the WWPass Shop: https://shop.wwpass.com/.
   Click here for steps in KeySet help.

2. Download the Security Pack from WWPass Key Services: https://ks.wwpass.com.
   Click here for steps in this guide.

3. Install the Security Pack. Click here for steps in this guide.

4. Activate the KeySet via WWPass Key Services. Click here for steps in KeySet help.

Download the Security Pack

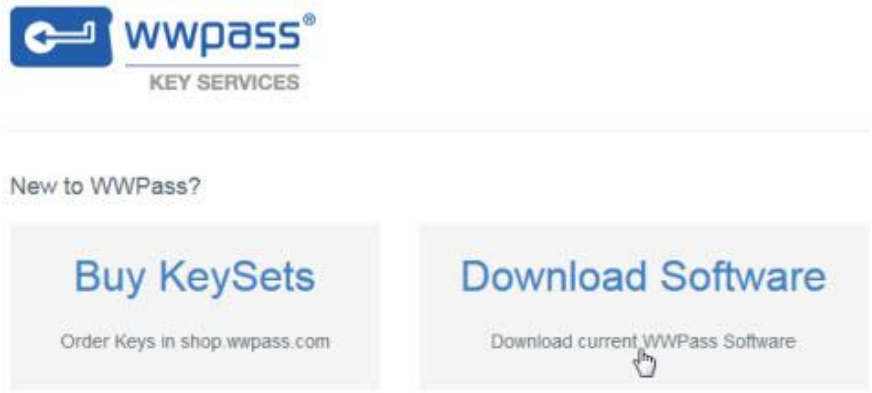
Follow the steps below to download the WWPass Security Pack from WWPass Key Services to your Mac.

You can then use the WWPass Security Pack Installer to install the Security Pack on that Mac.

To download the Security Pack

1. From the Mac where you plan to install the Security Pack, 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 **Apple OS X** tab.

4. Download the Security Pack by clicking the **Download Security Pack** button. The Security Pack installer (WWPassSecurityPac.macosx_VersionNumber.dmg) is added to Downloads. You can install the Security Pack using the installer. Click here for steps to follow.

Tip: Leave Key Services open if you need to activate a WWPass KeySet after installing the Security Pack. Activation is performed from Key Services.

Install the Security Pack

Follow the steps below to install or update the WWPass Security Pack on a Mac. (To update the Security Pack from the WWPass Dashboard, follow steps in Dashboard help.)

The Security Pack is installed with the WWPass Security Pack Installer that can be downloaded from WWPass Key Services: https://ks.wwpass.com/. Click here for download steps.

Once the Security Pack is installed on a Mac, a new KeySet can be activated from that computer via WWPass Key Services. Click here for steps in KeySet help.

Note: To run the WWPass Security Pack Installer, you must have administrator rights for your computer.

To install the WWPass Security Pack on a Mac

1. Log into your Mac as a user with administrator rights.

2. Double-click the Security Pack installer file (WWPassSecurityPackVersionNumber.dmg) from Downloads. The WWPass Security Pack window opens.

3. From the WWPass Security Pack window, double-click the icon for the WWPass Security Pack Installer. The WWPass Security Pack Installer opens with a message about the installer package. Click **Continue** in the message.

4. From the installer's "Welcome" screen, click **Continue** to begin installing or updating the WWPass Security Pack.

5. From the "Important Information" screen, note text about restarting your computer after installation and visiting Key Services to activate your WWPass KeySet. Then click **Continue**.

6. From the "Standard Install" screen, click **Install** to begin installing or updating the Security Pack. Then click **Continue Installation** in the message that asks if you're sure you want to install the software now. Finally, enter your password and click **Install Software**. Installation proceeds.

   Note: If a web browser such as Safari, Firefox or Chrome is running when you click Install, a message tells you the browser must be closed. Click Close Application and Install in the message in order to close the browser. Then click **Continue Installation** in the next message. Finally, enter your password and click **Install Software**.

7. From the "installation was successful" message appears, click **Restart** to restart your computer and apply all Security Pack features.

Next step!

If your KeySet needs to be activated, go to WWPass Key Services: https://ks.wwpass.com/ Click here for steps to follow in KeySet help.

If your KeySet is already activated, open the WWPass Dashboard that provides a control panel for the Security Pack. Click here for Dashboard help.

CHAPTER 4 — UNINSTALL THE SECURITY PACK

Follow the steps below to uninstall the WWPass Security Pack.

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

Important! Before you begin, save your work and exit from all running applications, including web browsers. When the uninstall is complete, your computer will be restarted automatically.

To uninstall the WWPass Security Pack from a Mac

1. Double-click the WWPassSecurityPack.VersionNumber.dmg file in Finder under Downloads. The WWPass Security Pack window opens.

2. From the WWPass Security Pack window, double-click the **WWPass Security Pack Uninstaller** link or icon.

3. Click **Open** in the message that asks if you want to open the uninstaller. A window opens with an uninstall script.

4. When the uninstall script asks, “Are you sure you want to uninstall WWPass Security Pack from your Mac?”, type Yes and press **Enter**.

5. When the uninstall script prompts for your password, type it and press **Enter**. The WWPass Security Pack is removed from your computer.

6. When the uninstall script is complete, it displays this message: "The uninstallation process finished successfully". Your computer is automatically restarted.

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