FortiToken Mobile - User Guide

Version 4.0.0

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Introduction

The FortiToken Mobile (FTM) is an application that allows you to generate One Time Password (OTP) values on your mobile device for use in two factor authentication. Once your token is activated, you will not need any network access to generate OTPs on your device.

Overview

The FortiToken Mobile application supports three platforms: iOS, Android, and Windows. FortiToken Mobile supports localization in English, Simplified Chinese, Traditional Chinese, Japanese, and French (France and Canada). After installing the FortiToken Mobile app on your mobile device, you will need to activate a token. Once activated, you can immediately generate OTPs on your device. You can manually enter OTP or approve/deny the remote access login request from push notifications. If an old mobile device doesn't work or is lost, you can transfer the activated token to a new device without reactivation of a new token.

Supported Versions and Devices

FTM IOS can be installed on iPad, iPod Touch and iPhone, iWatch with IOS from 9 to latest 13.

FTM Android can be installed on all Android Device Manufacturers with Android OS from 4.4.x to latest 11.

FTM windows can be installed on Windows 10 PC and Windows 10 Mobile devices.

No cellular network is required. If cellular service is not available, use Wi-Fi access.

Installing the FTM Application

Downloading FTM for Apple iOS

Go to iTunes app store to download the free FortiToken Mobile IOS application.

Click here for FortiToken Mobile IOS download from App Store.

Downloading FTM for Google Android

Go to Google Play store to download the free FortiToken Mobile Android application

Click here for FortiToken Mobile Android download from Google Play Store

Downloading FTM for Microsoft Windows

Go to Microsoft store to download the free FortiToken Mobile Windows application

Click here for FortiToken Mobile Windows download from Microsoft Store.

After the app has been installed, make sure the device has the correct date and time adjustment.

Token Activation

The FortiToken Mobile application allows you to install Fortinet tokens that are issued from FortiGate, FortiAuthenticator, Fortitoken-Cloud, and third party tokens such as tokens for two step verification used by Dropbox, Google, Amazon and Microsoft.

FortiToken Activation Email/SMS Message

After your system administrator assigns your token, you will receive a notification with an **Activation Code** and an activation expiration date by which you must activate your token. Depending on which option your system administrator has chosen, you will receive the activation notification either by SMS or email. If you do not activate your token by the indicated expiration date, you must contact your system admin so that your token can be re-assigned for activation.

The activation notification looks like this for tokens issued from FortiGate, FortiAuthenticator, and Fortitoken-Cloud.

```
Welcome to FortiToken Mobile - One-Time-Password software token.
Please visit http://docs.fortinet.com/fortitoken/ for instructions on how to
install your FortiToken Mobile application on your device and to activate your
token.
Activation Code for FortiToken Cloud Mobile FTC5QTL95L6FIOS2, which you will need
to enter on your device later, is xxxxxxxxxxxxxxx
Alternatively, use the attached QR code image to activate your token with the "Scan
Barcode" feature of the app.
You must activate your token by: Monday December 14, 2020 20:39 UTC(+0000), after
which you will need to contact your system administrator to re-enable your
activation.
```

Activating Your Token

You can activate your token on FortiToken Mobile IOS, Android, and Windows once you receive an Activation Code via email or sms.

Before you begin, make sure your device is set to the correct time and that you have Internet access.

Tokens have enforced-pin, required (optional), and not-required pin policy on FortiAuthenticator and FortiToken-cloud. Pins need to be set before activating tokens for two cases:

1. Enforced-pin policy is selected by system administrator
2. If required (optional) pin policy is selected by system administrator and no mobile device pin is set.

Once you have created and confirmed your PIN, you can add your tokens by using the **Activation Code** received via email or sms. You can either enter the **Activation Code** manually, or you can select **Scan Barcode** if your device supports it.

Scan Barcode

If your device supports QR code recognition, you can simply press **Scan Barcode** from Fortitoken Mobile home screen and point your device camera at the QR code attached to the activation email.

Note: QR code images are not provided using the SMS activation message, only with the email activation message.

Manual Activation

1. Press **Enter Manually**, then select the type of token from the **Enter Manually** list.
   a. For FortiToken, select Fortinet.
   b. For 3rd-party token, select Other.
2. Enter a name for this token and the **Activation Code** exactly as it appears in your Activation message, either by typing or copying & pasting.
   Note: FortiToken Mobile will automatically convert lower case to upper case letters so there is no need to use the Shift key when typing.
3. Click **Done.**
4. FTM will communicate with the Secure FTM Provisioning Server to activate your token. Once activated, you will see the OTP displayed on token list view.

Third Party Token Activation

Many cloud and online applications offer the option to turn on two step verification (aka two factor authentication) for added security. FortiToken Mobile provides a simple means to install tokens from cloud services providers, including Dropbox, Google, Amazon and Microsoft. Follow the provider's instructions for turning on two step verification, and you will get to a web page displaying an activation code with options to scan a QR code or enter the code manually if you cannot scan the bar code.

If you use the option to Scan Barcod and no Token Name is entered, the Token Name will default to what is encoded in the QR code image for the account name. Token Name can be edited.

FortiToken Mobile allows you to choose a specific third party provider. If your provider is not listed, you can add a token if the activation code is presented in Base32 format.

Push Notification:

Other than OTP, push notification is an alternative for remote access login.

Push notification is supported on FTM IOS and FTM Android (FTM Windows doesn't support push)

FTM app can receive push notifications when mobile device is locked or on home screen as well as when FTM app is open. FTM application user can choose to approve or deny the login request. Once action is taken on the login request, the message ‘Request sent successfully’ will display and dismisses within 1.5 seconds.

FortiToken Mobile Home View

Generating OTPs

Two types of OTPs (TOTP and HOTP) displays on the FortiToken Mobile Application:

- Event-based or HMAC-based (HOTP): The token passcode is generated using an event trigger and a secret key. User presses 'Next OTP' to display new OTP value
- Time-based (TOTP): User presses the Eye icon to hide/show the OTP. The timer bar next to the Eye icon shows how much time is left before a new OTP value will be displayed. The token OTP changes every 60 or 30 seconds. This time is configurable on the FortiAuthenticator and FortiToken Cloud Setting.

Note:

FTM IOS, Android, and Windows support both TOTP and HOTP.

FortiAuthenticator supports HOTP and TOTP.

FortiGate and FortiToken-Cloud only support TOTP.

Copying and Pasting OTPs to/from Clipboard

Your OTP can be copied to your clipboard by tapping the number displayed, then tapping **"copy"**. This is useful in situations such as when you are using a VPN client on a mobile device and need to enter the OTP as the second factor for logging in.

Search Token

Device	Description
FTM IOS	From the FTM IOS token list view, pull down to show the search bar and pull up to hide the search bar. Tap the search bar, then type letters to match to token names in the list. FTM IOS will return a list of matched tokens. Press back for the app to go back to main token list with the selected token moved to the top of list.
FTM Android	From the FTM Android main token list view, the search icon displays at the top right. Pressing the search icon opens the search bar. Type letters to match to tokens and tap a token to move it to the top of the list. This movement should be accompanied by a short message 'Move token to top'.
FTM Windows	Does not support this feature

Hide/Show OTP

Both TOTP and HOTP unhide after they are activated. TOTP can show/hide by pressing the eye icon. Its hide/show status is retained after exiting or re-launching the app. HOTP is hidden all the time after exiting or re-launching the app. The only way to unhide an HOTP is by pressing ‘Next OTP’.

Edit Token Name

Long press the token on the tokens screen to edit the Token Name.

Token detail

Press the arrow from the token list view to see a token's details including an editable token name, issuer serial number, and issuer name.

FortiToken Mobile Manager View

Delete Token

Select **'Manage'** at the top right of the token list view. Press the red '**-**' sign at the beginning of the token to be deleted, then press the red '**Delete**' button on the very right to delete that token. Select **Done**.

Reorder Token

Select '**Manage**' at the top right of the token list view. Press and hold the three horizontal lines at the end of token to be moved. Drag the token to reorder its position then release your hold. Select **Done**.

FortiToken Mobile Info View

Select **Info** to access the following information and features:

Feature	Description
Version	FortiToken Mobile application version installed on your device
Epoch Time	The universal time setting that can be used to troubleshoot token synchronization issues
Registration ID	The mobile device's ID that the FTM application uses to identify the correct device to send push notifications
Terms and Conditions	A link to a PDF document containing the Fortinet Product License Agreement / EULA and Warranty Terms
Touch/Face ID & PIN	Enable/Disable device supported security • FTM IOS: Supports Touch/Face ID. User must enable this feature from the device setting first, then enable it on FTM IOS. • FTM Android: Only supports fingerprint authentication. Enable this feature in the device settings first, then enable it on FTM Android. To set a FortiToken Mobile app PIN, enable **PIN** and either: • Enter a 4-digit PIN to create a PIN for the first time • Enter your current FTM PIN, then enter a new PIN. Re-enter the new PIN to confirm.
Transfer Token	If a token is issued from FortiAuthenticator and FortiToken-Cloud, the token can transfer from iOS to iOS device, from Android to Android device, or between iOS and Android devices. Press **Transfer Tokens**, then press the Fortitoken Cloud or FortiAuthenticator serial number with the total number of activated tokens. Press **OK** on the Transfer Tokens popup. Select **Proceed** to start token transferring process. You will receive a transfer code via email or sms. Scan the transfer code or enter the transfer key manually by navigating to the **FTM home screen** > **+** > **Enter Manually** > **Enter Transfer Code** **Notes:** • Only tokens issued from FortiAuthenticator or FortiToken Cloud can be transferred. Tokens issued from FortiGate cannot be transfered. • Only FortiToken Mobile IOS and Android support token transferring. FortiToken Mobile Windows does not support this feature. • Token transferring is supported between FTM IOS and FTM Android • Thrid party tokens issued from FortiAuthenticator or FortiToken Cloud can be transfered
Buy Tokens	Users can buy tokens from FTM IOS if tokens are used up. Only supported on FTM IOS.
Purchase History	Tokens purchased from FTM IOS will be listed under purchase history. Only supported on FTM IOS.

Alerts and Troubleshooting

Activation Issues

- If you receive an error message indicating that FTM timed out while waiting for the server, check to make sure your device can access the Internet. If the problem persists, contact your system administrator.
- If you receive an error message indicating that FTM activation failed, please check your Activation Code and re-enter the code. If the problem persists, contact your system administrator. Please supply the error code and/or error message so your administrator can correct the problem.
- If a token is activated, it cannot be activated again on the same or different devices.

Synchronization Issues

If you are able to generate OTPs but your login attempts fail, please make sure your device is set to the correct time. If the problem persists, contact your system administrator.

Push Issues

If you cannot receive push notification on your mobile device, check for the FortiToken mobile app under your device's settings to make sure allow notifications is enabled.

If you approve push notification but remote access login fails, you can either contact your system administrator or use OTP instead.

Application Timeout

If you do not touch your screen for 60 seconds, the application will time out and you will have to enter your PIN again to display the OTP