INTRODUCTION

This document describes the end-user provisioning process for Windows Phone devices. You should follow this process to provision a virtual token on your device once your PocketToken back-end account has been created.

INSTALLING POCKETTOKEN

PocketToken for Windows Phone is available on the Windows Phone Store, and it must be installed on your device prior to starting the provisioning process. PocketToken supports any device running Windows Phone version 8 or later.

To install PocketToken on your device, search for Cognitas PocketToken in the Windows Phone Store (e.g., by entering “PocketToken” in the search field), then proceed through the normal app installation process as shown in Figure 1.

Figure 1: Typical PocketToken installation process. Step 1, search for PocketToken in Windows Phone Store. Step 2, tap “install” to install the app. The third screen shows PocketToken installed on the device.

PROVISIONING YOUR VIRTUAL TOKEN

The provisioning process starts with the creation of the PocketToken account on the back-end PocketToken server. Once the account is created, you will receive an email containing the required provisioning details, including the server URL and one-time provisioning codes.

Figure 2 shows a typical provisioning email with the provisioning information that is used throughout the remainder of this guide.
Once you receive the provisioning email, launch the PocketToken app on your device to begin the process. You will first see the PocketToken welcome screen, as shown in Figure 3.
Tap “Yes” to start. This will bring up the Provisioning Credentials window as shown in Figure 4.

Choose a suitable name for the virtual token (“BP” in this case), enter an optional token description (such as “iLink”), enter the PocketToken server URL as listed in the provisioning email, and provide your user ID and the Transaction one-time password (OTP). The Transaction OTP is a 6-letter passcode used to authenticate the connection to the PocketToken gateway.

Once these details have been provided, tap the checkmark at the bottom. The PocketToken gateway will validate the information provided, and if all details are accurate, the process will proceed to the second step, where you will configure your secret PIN, as shown in Figure 5.

**Figure 4**: Step 1 of the token provisioning process. The screen is shown before entering the provisioning credentials (on the left) and after (on the right).

**Figure 5**: Step 2 of the token provisioning process, in which a PIN is set on the token.
Enter the Provisioning OTP as provided in the provisioning email, and select a suitable PIN for use with your token. The Provisioning OTP is a 6-digit number used to authenticate the process. Your token PIN must be kept secret; do not disclose it or share it with anyone.

After entering the required details, tap the “next” arrow. In the subsequent screen you will set up your secret questions, as shown in Figure 6. If you would prefer to answer questions that are different than the defaults, simply click on the question you would like to change to select another option.

Once the secret questions are set up, tap on the checkmark. If all details provided are correct, the token will be synchronized to your device and can immediately be used. As shown in Figure 7, the new token will be displayed in the main PocketToken screen.
**Using Your Token**

To use your token to authenticate to a PocketToken-protected system, start by tapping on the token name on the main PocketToken screen (previously shown in Figure 7). This will activate the selected token and display the next valid authentication code, as shown in Figure 8.

![Figure 8: Selected token displaying next valid authentication code.](image)

Use the authentication code, along with your secret PIN, to authenticate to the PocketToken-protected system. iLink users should launch the CrossLink client (if using the standalone client) or open a browser and load [http://ilink.bp.com](http://ilink.bp.com) (if using the web client) to log in.

At the iLink login screen, enter your
- user ID, and
- passcode *(NOTE: the passcode is formed by entering your secret PIN immediately followed by the 6-digit code displayed on the PocketToken screen).*

Note that the authentication code will change every minute; the progress bar below the code shows the remaining amount of time for which the authentication code is valid. If the token code is about to expire, it is best to wait until a new code is generated to avoid authentication failures.
APPENDIX A: SECURITY TIPS

Your PocketToken user ID, secret PIN, and mobile device are part of a two-factor authentication mechanism to enable secure access to BP resources via iLink. As such, it is important to maintain proper security of your account by following the guidelines noted below:

1. **Protect Your Account.** Your account details are confidential and must not be shared with other users. The provisioning email that you received as part of the account setup process also contains confidential information for your personal use only.

2. **Protect Your PIN.** During the PocketToken provisioning process on your mobile device, you will set up a secret numeric PIN. This PIN is known only to you, and must not be shared with anyone else (including the BP Service Desk or other support groups, who should never ask you to disclose the PIN).

3. **Protect Your Device.** PocketToken accounts must be provisioned only on a mobile device that you own and control, and devices must not be shared between multiple users. If your device is lost or misplaced, please promptly contact the BP Service Desk so that your current PocketToken account can be disabled (and re-provisioned on a new device if needed).
APPENDIX B: COMMON ISSUES AND RESOLUTIONS

This appendix describes some common issues you may encounter during the provisioning process, along with the steps required to resolve each issue.

Issue: No Internet Connectivity

If your device reports that Internet connectivity is not available, as per Figure 9 below, you will not be able to complete the provisioning process.

![Provisioning Error](image)

**Figure 9:** Error message indicating no Internet connectivity is available.

Internet connectivity is required to provision a token on your device. Please ensure your device is not in “airplane mode”, and a suitable data connection (cellular or WiFi) is available and active.
Issue: Access Denied

An access denied error, shown in Figure 10, is displayed when the provisioning credentials are incorrect.

![Provisioning Error](image)

**Figure 10**: Access denied error message.

Please follow the steps below to correct this issue:

1. In step 1 of the provisioning process, ensure you have entered the correct user ID and Transaction One-Time Password (TOTP) exactly as shown in the provisioning email. The TOTP is a 6-character (all lowercase) code.
2. In step 2 of the provisioning process, ensure you have entered the correct Provisioning One-Time Password (POTP) exactly as shown in the provisioning email. The POTP is a 6-digit numerical code.
3. Ensure the provisioning codes sent to you in the provisioning email have not expired. Provisioning codes expire 72 hours after the date on the provisioning email. If the codes have expired, you will need to request that the token be re-provisioned. This can be done via myIT ([https://myit.bpglobal.com](https://myit.bpglobal.com)) or by contacting your local BP Service Desk.
Issue: PocketToken Server Not Found

An error message indicating the PocketToken server cannot be found (shown below in Figure 11) is shown if the PocketToken server URL is incorrect.

Figure 11: Error message indicating the PocketToken server was not found.

Please ensure the PocketToken server URL specified in Step 1 of the provisioning process matches the URL shown in the provisioning email you received.