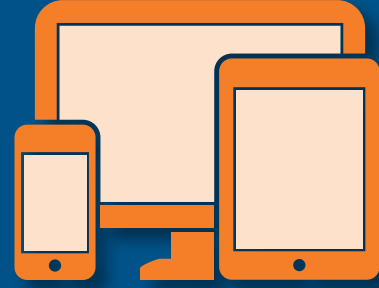# USING PINACLE *PASS*™

PINACLE *Pass*™ is a mobile app for iOS™ and Android™ that provides a secure, convenient alternative to carrying a physical token. Token passcodes generated with the PINACLE *Pass* app can be used on the PINACLE® desktop site and the PINACLE Mobile App any time a token passcode is required, such as for payment initiation, payment approval or at login.

⚠️ Before you will be able to use the mobile token service, your administrator must first assign the mobile token entitlement to your Operator ID from the Administration utility on the PINACLE desktop site.

DOWNLOADING PINACLE *PASS*

Your first step is to download the app that you will use to generate your passcode. Whether you have an Apple® device using iOS or a device that uses the Android operating system, you will use your standard steps for accessing and installing the app on your device. To locate the app:

> For iOS devices go to the App Store and search for 'PINACLE *Pass*.'

> For Android devices go to the Google Play™ store and search for 'PINACLE *Pass*.'

Once downloaded and installed, continue with the steps below to activate your token in PINACLE *Pass*.

ACTIVATING YOUR TOKEN

⚠️ If you are a new user of PINACLE and have never logged in to the web site to set your password, you are able to do so from within PINACLE *Pass*. However, for easier data entry, we recommend that you do so by accessing PINACLE from your desktop.

Once the app is downloaded, you must activate your token. The steps associated with activating a token only need to be completed one time for an Operator ID.

1 **Access PINACLE *Pass*** on your device and the 'PINACLE *Pass*' login page displays.

2 **Enter your Company User ID, Operator ID and password.**

3 **Tap 'Log In'** and the 'Activate Your Token' page displays.

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4 **Enter a name for your token in the 'New Token Name' field.**

Example: Token 1

If you have more than one mobile token, please enter a unique name for each so that it is easily identifiable with its associated Operator ID when it is selected from the list of tokens activated on your mobile device. However, for security purposes, we recommend that you do not include the Company ID or Operator ID as part of the name.

5 **Tap on 'Activate.'** You are now ready to use PINACLE *Pass* to generate token passcodes.

Only one token can be assigned per Operator ID. If you have more than one Operator ID and there will be a mobile token assigned, repeat the steps above to activate the token for that Operator ID.

You may only have your mobile token activated on one device at a time. Please refer to the *Replacing Your Mobile Device* below for more information.
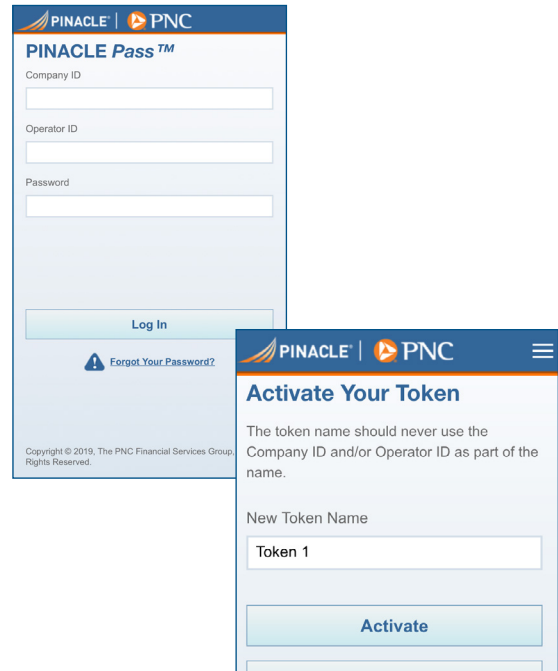
REPLACING YOUR MOBILE DEVICE

You can only have your mobile token activated on one device at a time. If you get a new mobile device, you will need to ask your company's PINACLE administrator to unassign the mobile token and assign a new one. You must then follow the steps above to download PINACLE *Pass* and activate the token on your new device.

While you are able to download PINACLE *Pass* to multiple devices, you will not be able to generate a mobile token number on multiple devices, such as both a tablet and a phone.

You are not required to uninstall PINACLE *Pass* from your old device.

GENERATING A TOKEN PASSCODE

Once you have activated your token, you can generate a passcode for use in the PINACLE Mobile App and PINACLE desktop at any time by following the steps below.

1 **Access PINACLE *Pass*** on your device and a passcode displays.

If you have more than one token, the 'Generate Passcode' page displays with a list of your tokens by name. Tap on the appropriate token and the passcode displays.

2 To regenerate a passcode, **tap on 'Generate Passcode'** and a new passcode is generated.

TOKEN PASSCODE
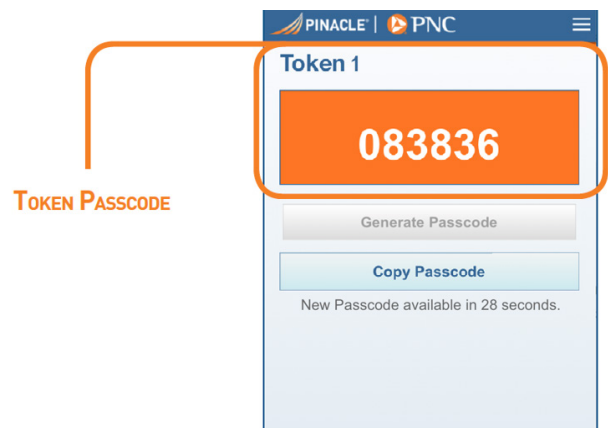
DELETING A TOKEN

If you no longer will be using the token, use the steps below to delete it from the app.

> If the app will no longer be used, use your device's steps to delete PINACLE *Pass*.

PINACLE *PASS* MENU

1 **Access PINACLE *Pass*** on your device.

2 **Tap on the menu and then on 'Delete**.' The 'Delete Token' page displays with a list of your tokens.

3 **Tap on the token you want to delete**. A message displays asking for your confirmation.

4 **Tap on 'Yes'** and the token is deleted.
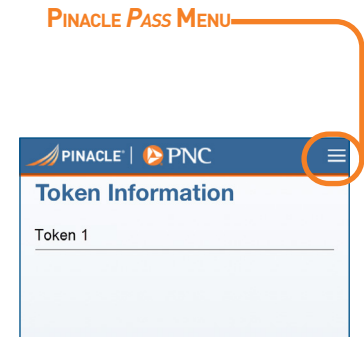
For further assistance, please contact Treasury Management Client Care at 1-800-669-1518.