



Help Card: Enrollment in Real Pass

How to Enroll in Real Pass

When clients log into OnePass they will see an interstitial prompting them to enroll in Regions Real Pass.

Introducing Regions Real Pass

The Regions Real Pass mobile authenticator offers a simple, convenient alternative to traditional methods of two-factor authentication.

Get started today

Getting started with Regions Real Pass mobile authenticator is quick and easy. Simply download and install the application from the app/play store, then click Enroll for guided enrollment.

- 1. Get the Regions Real Pass mobile authenticator**
Download the application from the app/play store.
- 2. Enroll**
Once you've installed Regions Real Pass, click Enroll to get started.

From this screen users can:

1. Click a link to download the application from the App Store/Google Play
2. Click **Enroll** to navigate to the enrollment page

Note: *If you are not enrolled in Real Pass, a message will appear on the ROOBA challenge screen directing you to the My Profile page to enroll.*

Enrolling with Regions Real Pass mobile authenticator is simple.

- 1. Launch Regions Real Pass**
Open the app on your mobile device.
* Note: if you have not yet installed the app, please click the appropriate icon to the right and search for Regions Real Pass.
- 2. Scan the QR code**
From the home screen press **Get Started** then **Scan a QR code**.
- 3. Enter the generated code**
To complete your enrollment, enter the displayed 6-digit code:
* Note: Each code is valid for 30 seconds.

If you cannot access the Regions Real Pass mobile authenticator or if you have arrived at this page in error, you may return to the landing page by clicking [HERE](#). For assistance, please contact Client Services at 1-800-787-3905.

Enrollment screen:

From this screen users can:

1. *Click a link to download the application from the App Store/Google play*
2. *Scan a QR code using the Scan a QR code screen of the Real Pass app*
3. *Complete enrollment by entering on the OnePass screen a 6-digit OTP code shown in the Real Pass app.*

Congratulations! You are successfully enrolled in Real Pass.

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