



# Help Card: How Real Pass Works

## How to Use Real Pass

After enrollment, when the user is presented with the Challenge Method Selection screen.

1. From this screen, *enrolled users* can select Regions Real Pass or One-time Password (OTP) as a challenge method.
  - The Real Pass option will send a push notification to the user's device for verification.
  - The One-time Password requires the user to enter the current OTP code (shown in the Real Pass mobile app) on the challenge screen.

The image shows a desktop screen on the left and a smartphone on the right. The desktop screen displays a 'Pardon the interruption.' message and a 'Please select a verification method' section with four options: a voice call, a text message, 'Regions Real Pass', and 'One Time Password'. An orange arrow points from the 'Regions Real Pass' option to a smartphone. The smartphone screen shows a push notification with the text 'Enter this verification code if prompted during account sign-in:' and two codes: '856131' and '172034'.

## Post Challenge Method Selection Screen

1. Displays assistance information based on challenge method the user selects
2. Indicates a successful challenge will process the access to OnePass

The image shows a desktop screen with three numbered steps. Step 2 is highlighted. Step 1 is partially visible. Step 2 contains instructions for 'Phone call', 'Text message', 'Regions Real Pass', and 'One-time Password'. Step 3 is partially visible. The screen also features a 'CONFIRMED!' message with a green checkmark and a person icon.

**2.** If you selected:

- Phone call:** Enter your Security Code followed by #.
- Text message:** Enter your Security Code and one time password provided in the text message (without spaces).
- Regions Real Pass:** Use your device's security settings (e.g. TouchID) to approve the request.
- One-time Password:** Enter the password from Regions Real Pass into the field in Step 1 above, then select *Begin Verification*.

*\* Message and data rates may apply*

**3.** After Regions receives and validates your information, your OnePass Application access will be processed.

**CONFIRMED!**

## Launching/Entering the Regions Real Pass mobile application:

1. When the app launches, you must check the device security. The device is considered secured if the screen lock is enabled and set to PIN, pattern (i.e FaceID) or password. *The device is not considered secured if screen lock is set to swipe or none.*

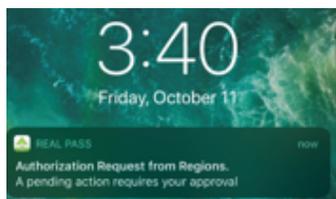
*NOTE: If the device is not secured, Real Pass will prompt the user to secure before allowing entry.*



### Real Pass Home Screen:

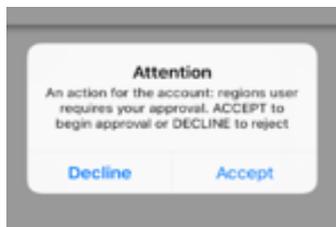
2. The home screen displays enrolled user accounts in Real Pass. The OTP is shown along with the 60 second timer on each user account. The user may select an account to copy the OTP code, edit or delete the user account.

**Note:** The OTP displayed in the Real Pass app is not intended for use, unless “One- time Password” has been selected.



### Real Pass Push notifications: receiving and displaying

- Push notifications are generated by Real Pass and delivered to the intended user’s mobile device.
- Once received, a notification should be displayed as seen in the image to the left. The notification allows the user to Accept or Decline the action involved.
  - If a user taps the Accept button, an Approve action dialog will display.
  - If a user taps the Decline button, Real Pass will decline the OnePass involved action.

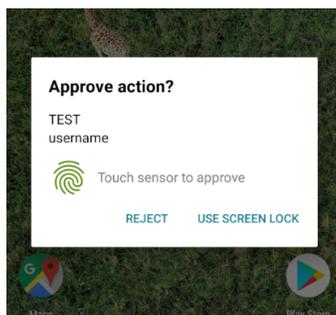


### Push notifications: Approving an action

- Once a user accepts a notification, the Approve action dialog box will display and prompt the user to approve with fingerprint, biometrics or another unlock mechanism.

**Note:** If the user’s device does not support biometrics, the device unlock screen will be shown to the user to enter in the device password before proceeding.

1. If the user supplies biometrics, Real Pass will approve the action.
2. If the user taps Reject, Real Pass will decline the OnePass involved action.
3. If the user taps Use Screen Lock, the device unlock screen version will display for device password entry.



*NOTE: Facial recognition on an Android device is not currently supported by Regions Real Pass. Support will be added soon.*

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