HYPR® User Guide

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Overview

A multifactor authentication service will be required to access Workday and ServiceNow (Now Mobile app) and other applications on a device outside the Wells Fargo network (including mobile). HYPR® is a Technology Standards Center (TSC) approved multifactor authentication service for Wells Fargo.

These instructions are for both iOS and Android devices, although only iOS device screenshots are shown in this guide.

Installing HYPR® on your mobile device

1. Open the app store on your mobile device and search for **HYPR** in the app.

   Note: Make sure you select the HYPR business application on Apple devices and HYPR Corp on Android devices.
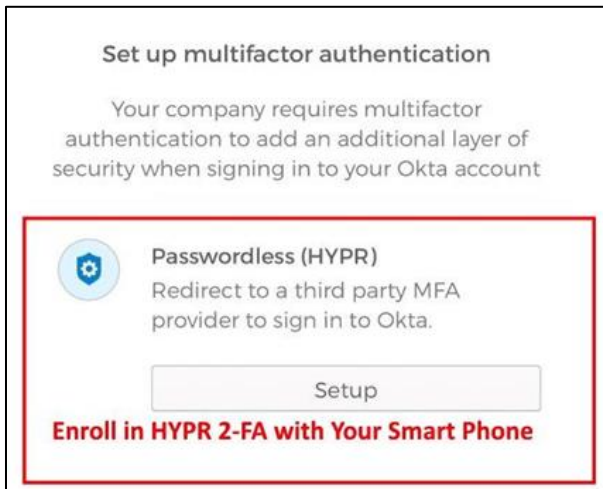
   Important: BYOD Android device users must use their **Personal Profile** to install HYPR and Now Mobile, not their Work Profile.
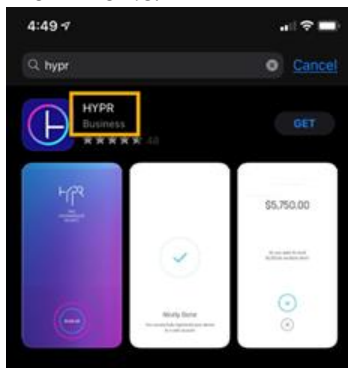
2. Download and install the application. Open the HYPR application and if prompted, select **Allow** to send notifications.
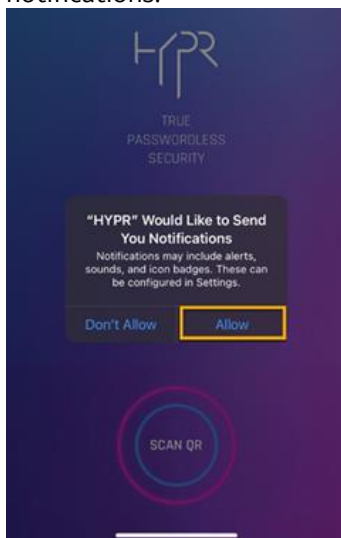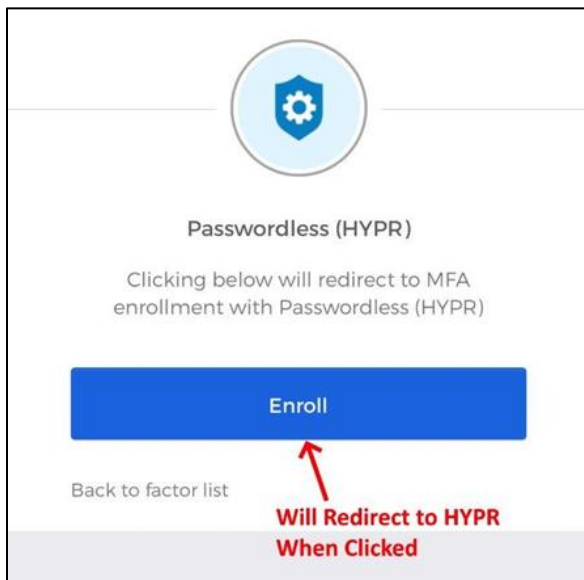

3. Set up multifactor authentication.
   - For employees not on a leave of absence: Open the Safari browser (iPhone/iPad) or Chrome browser (Android device) and go to https://wellsfargo.hypr.com/dynamicreg/

Set up multifactor authentication

Your company requires multifactor
authentication to add an additional layer of
security when signing in to your Okta account

Passwordless (HYPR)
Redirect to a third party MFA
provider to sign in to Okta.

Setup

**Enroll in HYPR 2-FA with Your Smart Phone**

- **Existing HYPR Users:** You will authenticate with HYPR first, and then select **Setup** under Passwordless (HYPR) to enroll in HYPR again.
- **New HYPR Users:** You will authenticate with **Email** and **Password,** and then select **Setup** under Passwordless (HYPR).
- **Desktop Users:** You will have one extra step where you need to scan a QR Code before you authenticate with HYPR or setup your HYPR enrollment. This QR Code Scan step does not happen when enrolling in HYPR from the mobile device that has the HYPR app already installed.

- **Employees on Leave of Absence, or employees during their notice period prior to displacement:** Using your personal computer (not your Wells Fargo laptop), access the Wells Fargo Okta Portal through your web browser at https://wellsfargo.okta.com/ or by selecting the HR Online tool you would like to access located on Teamworks at Home. Click the setup button in the Passwordless (HYPR) section.

4. Select **Enroll** to be redirected to the HYPR mobile app.

Passwordless (HYPR)

Clicking below will redirect to MFA
enrollment with Passwordless (HYPR)

Enroll

Back to factor list

**Will Redirect to HYPR
When Clicked**

- **Desktop users:** If you are enrolling from the desktop browser, scan the QR code with your HYPR mobile app.

1 Use your smartphone to scan the QR code

2 Use the HYPR app to finish registration
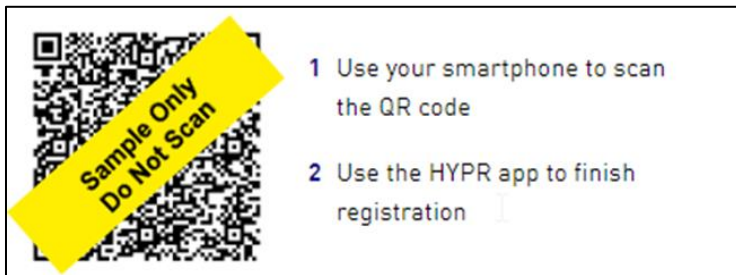
- **Mobile phone users:** If you are enrolling from a personal mobile device, select the **Open HYPR App** button.
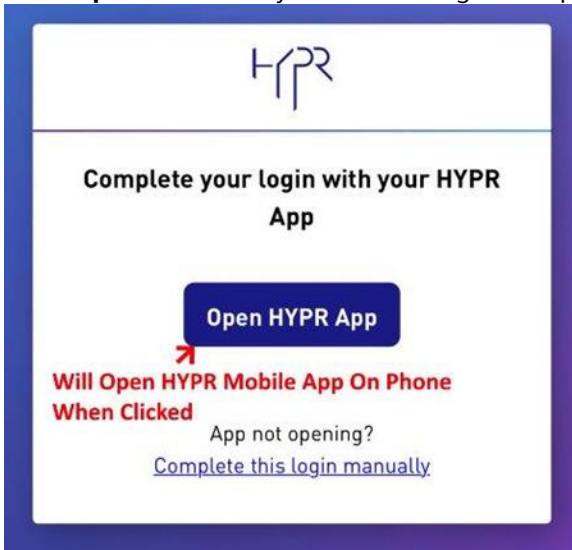
5. Enter your Okta Email Password as well as your HR Employee ID number. For employees on leave of absence this will be your personal email on file with HR Workday. **Note:** Double-check and make sure you entered your password and employee ID number correctly before pressing **Verify**.
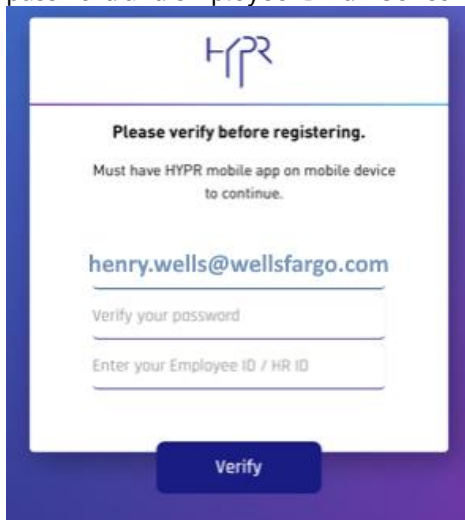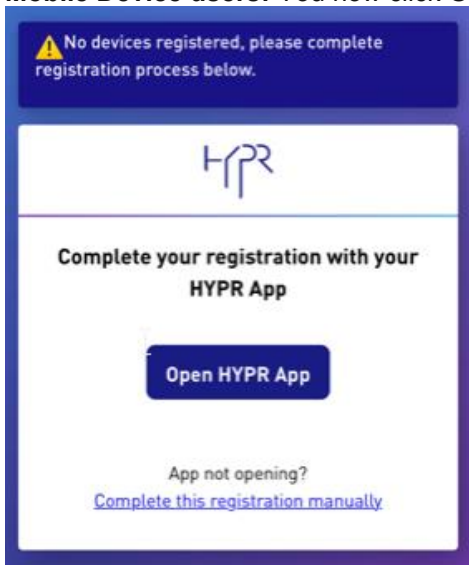

6. After you successfully entered your password and employee ID, HYPR will let you know that it found no existing registered devices.

- **Desktop Users:** Open the HYPR mobile app on your phone and scan the QR code on the screen.
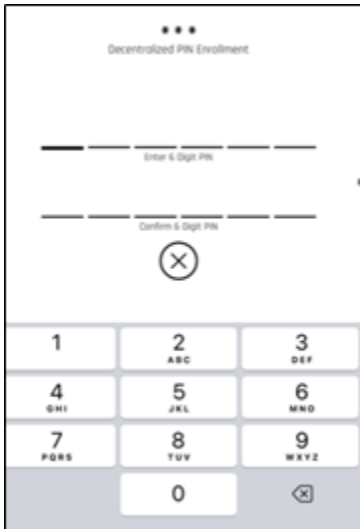

- **Mobile Device users:** You now click **Open HYPR App** button to open the HYPR mobile application.
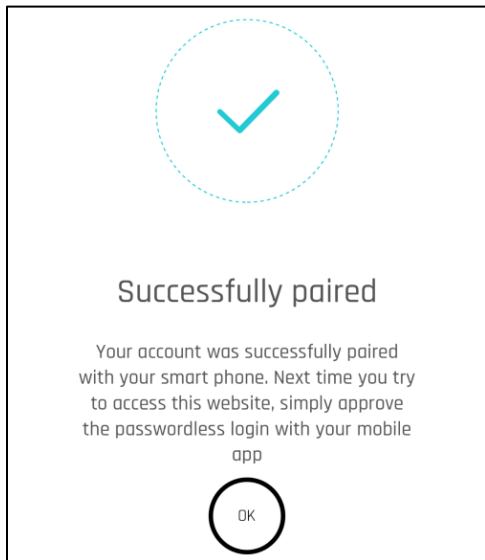
7. Click **Get Started**. This screen appears for mobile device users only.

8. Follow the prompts to run/register the biometric scan (Face or Touch ID) and set your new 6-digit PIN as the second factor for authentication.

9. Click **OK** to continue and you will be taken back to the Okta Multi-Factor enrollment screen. You are now enrolled in HYPR.

10. You should now see that you are enrolled in **Passwordless (HYPR)** with a green checkmark.
Press **Finish** and you should be taken to the HYPR homepage or the target application you were trying to reach before you were prompted to enroll.
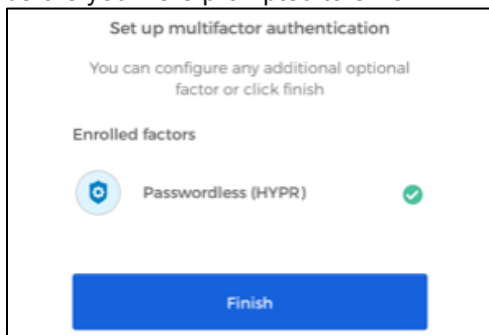
11. You have now successfully enrolled in HYPR and will arrive at the HYPR Control Center to manage your devices if you enrolled in HYPR by visiting https://wellsfargo.hypr.com/dynamicreg/, or you will arrive at your destination application if you were prompted to enroll while accessing an application (WAVE VDI PAD, Workday at Home, for example).
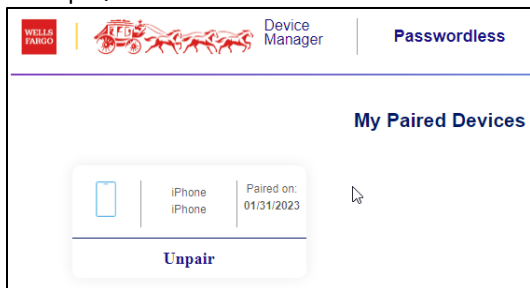
Troubleshooting for HYPR

If you are having difficulty with HYPR, try the following:

On a mobile device:

- Close and reopen HYPR application
- Power mobile device off and back on
- Clean camera lens
- Verify Touch ID or Face ID is enabled and setup on your device

On a Wells Fargo computer:

- Clear cache and cookies using WFDC Help Center
- Reboot computer

If you are still having an **issue with your PIN**, if you need to **reset your PIN**, if HYPR is not popping up to perform authentication, or if you are having an issue **authenticating with HYPR**, try one of the options listed below.

Important: This issue and the process below can only be completed by the employee who owns/uses the device. The employee must have access to a Wells Fargo networked computer in order to resolve.

1. If you are using a new mobile device, where the applications were automatically copied to your new device, you will need to re-enroll and re-pair your device for HYPR.
2. If you are still unable to access Now Mobile or Workday, uninstall and reinstall HYPR and Now Mobile or Workday and try again.
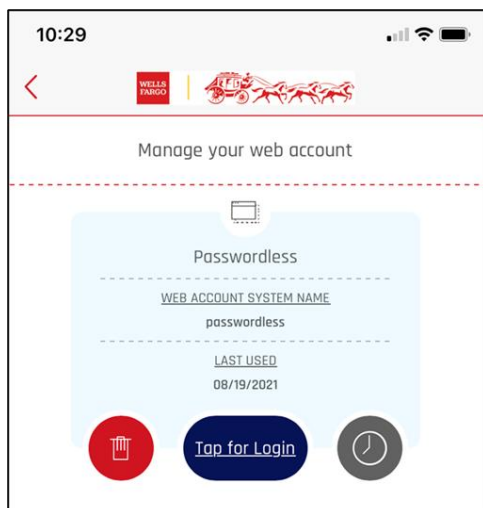
Delete existing enrollment

From the mobile app:

- Select the **trash can icon** to delete the existing enrollment.

From a computer on the network:

- Open your browser and go to https://wellsfargo.hypr.com/dynamicreg/ and re-enroll.

Unpair a device

From a computer on the network:

- Go to https://wellsfargo.hypr.com/dynamicreg/ and unpair your device.

From a mobile device:

1. Open the **HYPR app.**
2. Select the **Passwordless** option.
3. Select the **Trash can icon** to unpair account.
4. Select **OK.**

Re-enroll by selecting **Smartphone** on the computer and follow procedures in [Installing ServiceNow Now Mobile app and HYPR](#).