



HYPR[®] User Guide

Table of contents

- Overview..... 3
- Installing HYPR® on your mobile device 3
- Troubleshooting for HYPR 4

Overview

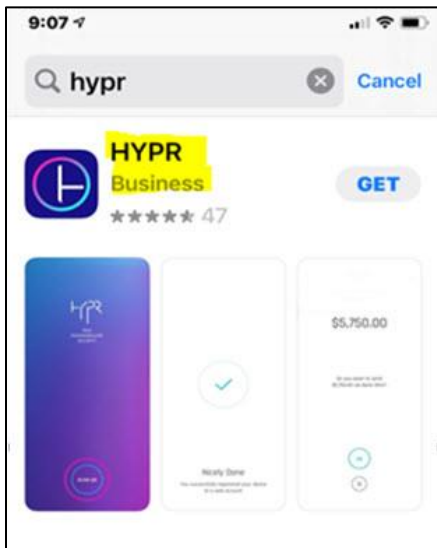
A multifactor authentication service will be required to access Workday and/or ServiceNow (Now Mobile app) on a device outside the Wells Fargo network (including mobile). HYPR® is a Technology Standards Center (TSC) approved multifactor authentication service for Wells Fargo.

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

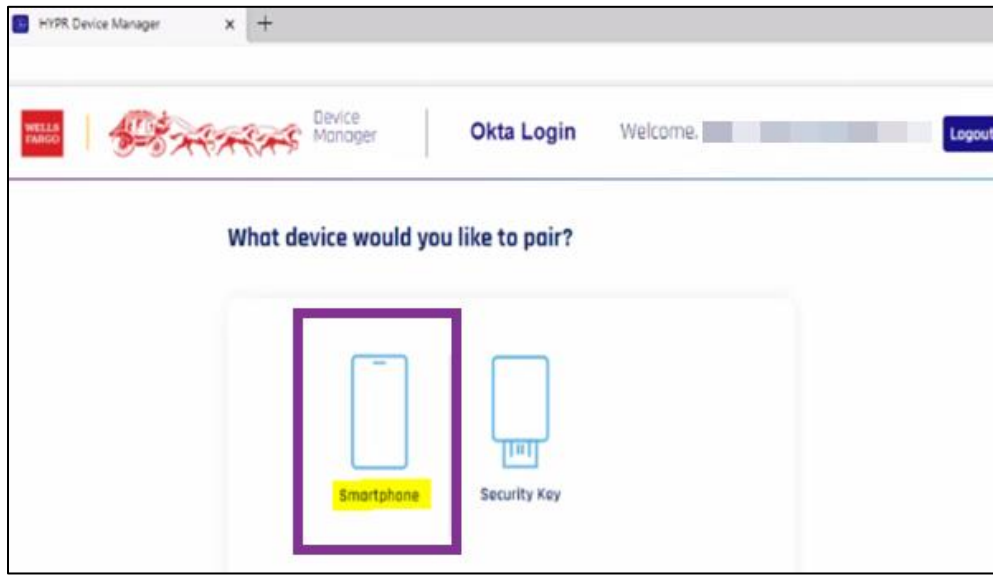
To enroll in HYPR, you need to begin the process in the Wells Fargo network. Once enrolled, you can begin using HYPR outside the Wells Fargo network.

Installing HYPR® on your mobile device

1. Open the application store on your device.
2. Search for **HYPR** in the application store. For iOS, make sure you select the HYPR® business application. For Android devices, select HYPR Corp.



3. Download and install the application to your device.
4. Open the HYPR® application and click **Allow** to send notifications.
5. Login to <https://wellsfargo.hypr.com/dynamicreg/> from your Wells Fargo laptop or desktop computer.
6. Click on the Smartphone option to begin pairing the application to your device.



7. Click on the **Begin Pairing** button on the page. A QR code will appear.
8. Allow the HYPR® application to have access to your camera for QR scanning, then scan the code on the screen.
Note: When scanning the code, if you do not have Touch ID or Face ID setup on your phone, a message will display. You must configure one or the other before you can pair your device to HYPR.
9. When pairing has finished, create a 6 digit PIN. The PIN will be used for authenticating thru HYPR.
10. Once that is complete you will be successfully paired.

Troubleshooting for HYPR

If you are having difficulty pairing HYPR with your mobile device try the following:

On mobile device:

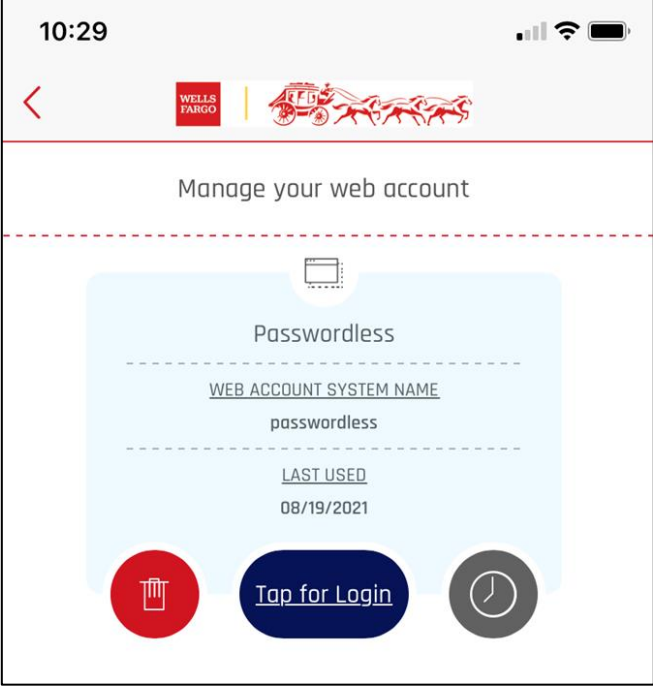
- Close and reopen HYPR application.
- Power mobile device off and back on.
- Clean camera lens.
- Uninstall and reinstall the HYPR app.
- Verify Touch ID or Face ID is enabled and setup on your device.

On Wells Fargo computer:

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

If you are having an **issue with your pin**, if you need to **reset your pin**, or if you are having an issue **authenticating with HYPR**, try one of the options 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.

Option	Screenshot
<p>Delete existing enrollment:</p> <ol style="list-style-type: none"> From the mobile app, select the trash can icon to delete existing enrollment. From a computer on the network, go to https://wellsfargo.hypr.com/dynamicreg/ and re-enroll. 	
<p>Unpair device and re-enroll:</p> <ol style="list-style-type: none"> From a computer on the network, go to https://wellsfargo.hypr.com/dynamicreg/ and unpair your device. From mobile device, open HYPR, tap Passwordless option. Tap the trashcan icon to unpair account and tap OK. Re-enroll by clicking Smartphone on the computer and follow procedures in Installing ServiceNow Now Mobile app and HYPR. 	