

MyID Enterprise Version 12.12

MyID Client for Mac

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Conventions used in this document

- Lists:
 - Numbered lists are used to show the steps involved in completing a task when the order is important.
 - Bulleted lists are used when the order is unimportant or to show alternatives.
- **Bold** is used for menu items and for labels.

For example:

- Record a valid email address in 'From' email address.
- Select Save from the File menu.
- *Italic* is used for emphasis:

For example:

- Copy the file *before* starting the installation.
- Do not remove the files before you have backed them up.
- Bold and italic hyperlinks are used to identify the titles of other documents.

For example: "See the *Release Notes* for further information."

Unless otherwise explicitly stated, all referenced documentation is available on the product installation media.

- A fixed width font is used where the identification of spaces is important, including filenames, example SQL queries and any entries made directly into configuration files or the database.
- **Notes** are used to provide further information, including any prerequisites or configuration additional to the standard specifications.

For example:

Note: This issue only occurs if updating from a previous version.

• Warnings are used to indicate where failure to follow a particular instruction may result in either loss of data or the need to manually configure elements of the system.

For example:

Warning: You must take a backup of your database before making any changes to it.



Contents

MyID Client for Mac	
Copyright	
Conventions used in this document	
Contents	1
1 Introduction	
1.1 Architecture	
1.2 Limitations	1
1.2.1 Changes since the beta version	
2 Installing and uninstalling the MyID Client for Mac	1
2.1 System requirements	
2.1.1 Supported client operating systems	
2.1.2 Supported MyID versions	
2.1.3 Supported devices	1
2.1.4 Supported smart card readers	
2.2 Installing the MyID Client for Mac	1
2.3 Uninstalling the MyID Client for Mac	2
2.3.1 Uninstalling from the Applications folder	2
2.3.2 Uninstalling using the provided script	
3 Configuring MyID CMS for the MyID Client for Mac	2
3.1 Configuring access to actions	2
3.2 Setting up self-service device update	2
3.3 Configuring access to tasks	
4 Launching the MyID Client for Mac	2
4.1 Launching the MyID Client for Mac from a hyperlink	
4.2 Switching users	
4.3 Keyboard shortcuts	2
5 Carrying out self-service actions	
5.1 Changing your PIN	
5.2 Changing your security phrases	
5.3 Resetting your PIN	
5.4 Updating your device	
6 Checking for device tasks	4
6.1 Collecting a device	4
6.2 Activating a device	4
6.3 Collecting an update for a device	4
6.4 Collecting a replacement device	5
6.5 Collecting a certificate renewal	5
7 Configuring the MyID Client for Mac	5
7.1 Setting configuration options within the MyID Client for Mac	5
7.1.1 Administrator-configured options	5
7.1.2 Setting communication options	5
7.1.3 Setting authentication options	6
7.1.4 Setting logging options	6



7.1.5 Setting accessibility options	. 63
7.1.6 Setting advanced options	. 63
7.1.7 Accessing configuration options from the Terminal	64
7.2 Setting up an administrator configuration override file	. 65



1 Introduction

The MyID Client for Mac allows you to use your Apple Mac computer to carry out a wide variety of self-service operations.

You can:

- Change the PIN of your device.
- Change your security phrases.
- Reset your PIN.
- · Update your device.
- · Collect a device.
- · Activate a device.
- Collect an update for your device.
- Collect a replacement device.
- Collect a certificate renewal.

1.1 Architecture



The MyID Client for Mac runs on your Apple Mac computer and passes requests through HTTP or HTTPS to the MyID Data Source and MyID Process Driver web services. The web services communicate using DCOM with the MyID components on the application server; these components provide the business logic and communicate with the MyID database. Responses are returned to the client through the MyID web services.

The web services, components, and database may be on separate servers, or on the same server; the MyID Client for Mac needs only to be able to communicate with the web services server, whether over the internet or on your organization's network.



1.2 Limitations

The MyID Client for Mac carries out many of the same functions as the Self-Service App does on Windows client PCs, but does have some limitations.

• The MyID Client for Mac supports a more limited range of smart cards and smart card readers.

In particular, you cannot use devices that are specifically designed for Windows PCs; for example, VSCs, Windows Hello, or Windows minidriver-based smart cards. See section *2.1*, *System requirements* for details of the smart cards and readers the MyID Client for Mac supports.

- The MyID Client for Mac does not support Integrated Windows Logon.
- The MyID Client for Mac does not support fingerprint verification.
- The MyID Client for Mac does not support popup notification bubbles.
- The MyID Client for Mac does not support automation mode.
- IKB-404 The MyID Client for Mac fails to launch if reopened within five seconds of closing the application

If you attempt to launch the MyID Client for Mac within five seconds of closing the application, it fails to launch. If you wait five seconds after closing, the application opens as expected.

1.2.1 Changes since the beta version

If you previously installed the beta version of the MyID Client for Mac, be aware of the following:

User preferences

Any user preferences configured in the beta version are incompatible with the final release, and you must clear them before using the final version. You can clear existing preferences by running the following command in the MacOS Terminal:

defaults delete com.intercede.myidclient

Alternatively, you can use the Uninstall.sh script provided in the disk image (.dmg) file to remove the beta, including any existing preferences; see section 2.3.2, Uninstalling using the provided script.

Reported platform ID

MyID Client reports its platform ID to MyID, and in the beta it reported itself as the MyID Self-Service App to enable it to work with older versions of MyID. In version 2.0.0 of the MyID Client for Mac, it reports its ID correctly (meaning MyID Client for Mac appears in the audit); however, this new ID is recognized only by MyID 12.11 or later and is rejected by older systems. To use the client with versions earlier than 12.11, you must set the UseLegacySsaPlatform configuration to true; see section 7.1.6, Setting advanced options.



2 Installing and uninstalling the MyID Client for Mac

This section provides instructions for installing and uninstalling the MyID Client for Mac. See:

- System requirements for the MyID Client for Mac. See section *2.1*, *System requirements*.
- Install the MyID Client for Mac.
 See section 2.2, Installing the MyID Client for Mac.
- Uninstall the MyID Client for Mac.
 See section 2.3, Uninstalling the MyID Client for Mac.

2.1 System requirements

This section contains information about the required operating systems, MyID versions, devices, and smart card readers.

2.1.1 Supported client operating systems

The MyID Client for Mac requires an Apple Mac computer with ARM-based M series Apple silicon running the one of the following operating system versions:

- Monterey version 12.7.1 (21G920)
- Ventura version 13.4
- Sonoma version 14 to 14.4.1 (23E224)

2.1.2 Supported MyID versions

The MyID Client for Mac requires the following:

• MyID CMS 12.4.0 or later.

Note: If you are using a version of MyID CMS earlier than 12.11, you must set the UseLegacySsaPlatform configuration option to allow the MyID Client for Mac to impersonate the Self-Service App and be recognized by the server; see section 7.1.6, Setting advanced options.



2.1.3 Supported devices

The MyID Client for Mac currently supports the following devices:

- YubiKey 4 (PIV/smart card interface only)
- YubiKey 5 (PIV/smart card interface only)
- YubiKey FIPS (PIV/smart card interface only)
- YubiKey v57 (YubiKey 5 with firmware version 5.7.x)
- YubiKey v57 FIPS (YubiKey FIPS with firmware version 5.7.x)

See the *Yubico smart cards* section in the *Smart Card Integration Guide* for information on configuring your system to work with YubiKey devices.

IDEMIA ID-One PIV 2.4.2

Note: IDEMIA ID-One PIV cards with Secure PIN Entry (SPE) are not supported.

See the *IDEMIA smart cards* section in the **Smart Card Integration Guide** for information on configuring your system to work with IDEMIA devices.

Important: Your MyID server must support the device type; for example, YubiKey v57 and v57 FIPS devices are supported on MyID 12.10 (with HOTFIX-12.10.0.1) and 12.11, but not on earlier versions of MyID.

2.1.4 Supported smart card readers

The MyID Client for Mac has been tested with IDEMIA smart cards and the following smart card readers:

- Omnikey 3021
- Omnikey 3121

Note: Only recently-made readers are compatible with MacOS and IDEMIA cards; for example, readers with copyright 2021 and Rev C on the back. Older smart card readers (for example, those with a date of 2013 or earlier) are not expected to work.



2.2 Installing the MyID Client for Mac

The MyID Client for Mac installation program is provided in a disk image (.dmg) file.

1. Open the disk image file, then double-click the package (.pkg) file to begin the installation.

	💗 Install My ID Client for Mac	8
	Welcome to the My ID Client for Mac Installer	
 Introduction Destination Select Installation Type Installation Summary 	You will be guided through the steps necessary to install this software.	
	Go Back Continue	5

2. Click Continue.

	💗 Install My ID Client for Mac	8
	Select a Destination	
IntroductionDestination Select	How do you want to install this software?	
Installation TypeInstallation	Install for all users of this computer	
Summary	Install for me only	
	Install on a specific disk	
	Installing this software requires 88 MB of space.	
	You have chosen to install this software for all users of this computer.	
	Go Back Continue	



- 3. Select one of the following options:
 - Install for all users of this computer the MyID Client for Mac is available for all users of this computer.
 - Install for me only the MyID Client for Mac is available for only the current user of this computer.
- 4. Click Continue.

	😺 Install My ID Client for Mac		8
	Standard Install on "Macintosh HD"		
 Introduction Destination Select Installation Type Installation Summary 	This will take 88 MB of space on y Click Install to perform a standard for all users of this computer. All u able to use this software.	rour computer. installation of this software users of this computer will be Change Install Location	
	Customise	Go Back Install	



5. Click Install.

If you are installing for all users, the installation program prompts you for your administrator password.





6. Type your password, then click **Install Software**.

The installation program installs the MyID Client for Mac.



7. Click Close.

2.3 Uninstalling the MyID Client for Mac

You can uninstall the MyID Client for Mac from the Applications folder, or you can uninstall using the provided script.

2.3.1 Uninstalling from the Applications folder

To uninstall the MyID Client for Mac from the Applications folder:

1. In the Finder, click **Applications**.

Note: There are two Applications folders:

- /Applications the location for apps shared between all users.
- /User/<username>/Applications the location for apps installed for the current user only.

Make sure you choose the appropriate folder.

- 2. Select the MyID Client for Mac option, then from the File menu select Move to Bin.
- 3. If you are uninstalling for all users, provide your administrator password.

The MyID Client for Mac is uninstalled.

Note: The uninstallation process does not remove the settings for the app. If you want to remove the settings for the current user, type the following in the Terminal:

defaults delete com.intercede.myidclient

You must do this for each user.



2.3.2 Uninstalling using the provided script

The MyID Client for Mac disk image provides an uninstallation script you can use for either interactive or headless uninstallation.

The syntax is:

```
Uninstall.sh (--preserve-preferences | --dont-unregister | --headless | --
reveal | --dry | --list | --log | --help)
```

where:

Parameter	Description		
preserve-	Optionally prevent deletion of the user's settings and preferences.		
preferences	These are stored within the MacOS user defaults database.		
	This does not affect an administrator configuration override file.		
dont-unregister	Does not unregister the application from the MacOS Launch Services.		
	Files are still deleted from disk.		
headless	Suppresses prompting the user before uninstalling an instance.		
	Instances of MyID Client for Mac are deleted without prompt.		
reveal	Reveals all instances of MyID Client for Mac in Finder, then quits. Not headless.		
	No changes are made.		
dry	Performs a dry run of the uninstaller.		
	No changes are made.		
list	Lists all instances of MyID Client for Mac, then quits. Headless.		
	No changes are made.		
log	Specifies a log file path into which the output of the script will be written.		
help	Displays a list of the available parameters.		

3



Configuring MyID CMS for the MyID Client for Mac

You control access to the actions and tasks available in the MyID Client for Mac by setting up your roles in MyID.

Note: This uses the same configuration as the Self-Service App uses for Windows clients. If you have already set up your MyID server for the Self-Service App, no additional configuration is required.

You can:

· Control access to self-service actions .

See section 3.1, Configuring access to actions.

• Set up access for self-service device updates.

See section 3.2, Setting up self-service device update.

• Control access to update tasks.

See section 3.3, Configuring access to tasks.

3.1 Configuring access to actions

Each person who wants to use the MyID Client for Mac must be assigned a role that provides the appropriate workflow that corresponds to the action; in addition, you must configure the built-in system role **Default SSA User** with the same permissions. This is because the MyID Client for Mac displays the list of actions before the person has authenticated themselves to the MyID server.

- Change My PIN requires access to the Change PIN workflow in Edit Roles.
- Change My Security Phrases requires access to the Change My Security Phrases workflow in Edit Roles.
- Reset My PIN requires access to the Unlock My Card workflow in Edit Roles.
- Update My Device requires access to the Collect My Updates (for both the Default SSA User role and the person's role) and Update My Device (for the person's role only) workflows in Edit Roles.

Note: Self-service device update requires additional configuration, as it may not be suitable for all organizations. This configuration also determines what sort of device update is available; you may be able to update your device to the latest credential profile, or you may be able to reprovision your device completely. See section 3.2, Setting up self-service device update for details.



3.2 Setting up self-service device update

For self-service device update, in addition to the role configuration (see section 3.1, *Configuring access to actions*), you must also configure MyID with a mapping file that details how the self-service device update is carried out.

To configure the external system for the self-service device update feature:

- 1. In MyID Desktop, from the **Configuration** category, select **External Systems**.
- 2. Click New.
- 3. From the Listener Type drop-down list, select UserSync.

The configuration details for the self-service device update feature appear.

- 4. Type a Name and Description for the external system.
- 5. From the **Mapping File** drop-down list, select one of the following:
 - UserSync_UpdateCardToLatest all self-service updates through the Update My Device option in the MyID Client for Mac carry out an update of the device to the latest version of the credential profile.
 - UserSync_ReprovisionCard all self-service updates through the Update My Device option in the MyID Client for Mac carry out a full reprovision of the device.

The mapping file contents are displayed in the Contents pane.

6. Click Save.

3.3 Configuring access to tasks

When you have a task available, it appears in your **Tasks** list. When you select the task and authenticate to the MyID server, the MyID Client for Mac checks that you have access to the appropriate workflow.

- Collecting a device requires access to the Collect My Card workflow in Edit Roles.
- Activating a device requires access to the Activate Card workflow in Edit Roles.
- Collecting an update for a device requires access to the Collect My Updates workflow in Edit Roles.

Note: This task requires a card that has been issued with MyID Logon capabilities; you must also be permitted to log on with a smart card.

- Collecting a replacement device requires access to the Collect My Card workflow in Edit Roles.
- Collecting a certificate renewal requires access to the Collect My Certificates workflow in Edit Roles.

Note: This task requires a card that has been issued with MyID Logon capabilities; you must also be permitted to log on with a smart card.



4 Launching the MyID Client for Mac

To launch the MyID Client for Mac:

- 1. Open the Launchpad, or in the Finder select **Applications**.
- 2. Double-click the MyID Client for Mac icon:



3. The MyID Client for Mac opens.

The first time you launch the MyID Client for Mac, it is unable to connect to the MyID CMS server, as you have not yet provided its location.

•••	MyID Client for Mac
	MyiD
	Unable to connect to MyID Please enter the server address. Connect Details

If you have already provided the location of the MyID CMS server, but the MyID Client for Mac cannot connect, you can click the **Details** button to provide further information, and optionally generate an error report to help diagnose the issue:







4. Type the URL of the MyID CMS server; for example:

```
https://myid.example.com/
```

Note: You must start the server address with https://.

5. Click Connect.

The MyID Client for Mac connects to the server, and requests your username.

•••	MyID Client for Mac
	MyiD
	Welcome to MyID
	Username
	O Remember Me
	Continue

- 6. Type your username.
- 7. Optionally, select the **Remember Me** option to remember your username so you do not have to type it again when you launch the MyID Client for Mac.

Note: If you subsequently want to change this option, you can do so in the **Configuration** screen.

8. Click Continue.





The MyID Client for Mac opens.

			MyID Client for Mac
MyiD	MyID Client		Actions
	MyID Client Actions Tasks Configuration Switch User		Actions Search Image My PIN Image
_		_	

Note: You can also launch the MyID Client for Mac from a hyperlink; for example, from an email notification, from an Intranet web page, or from the Self-Service Request Portal. For information about configuring hyperlinks, see section *4.1*, *Launching the MyID Client for Mac from a hyperlink*.

 IKB-404 – The MyID Client for Mac fails to launch if reopened within five seconds of closing the application

If you attempt to launch the MyID Client for Mac within five seconds of closing the application, it fails to launch. If you wait five seconds after closing, the application opens as expected.



4.1 Launching the MyID Client for Mac from a hyperlink

When you install the MyID Client for Mac, it registers the myidssa: protocol – this means that you can click on hyperlinks on web pages and email messages to launch the MyID Client for Mac. This allows you to create tailored email notifications from within MyID; for example, to send to a user when there is a new security device to collect.

You can use the following parameters:

• /un:username

Allows you to specify the username for the person.

For example:

/jobid:task

Allows you to specify the ID of the task you want to collect. You can use the <code>%jobid%</code> substitution code in the email template to provide the appropriate ID.

For example:

/opid:action

Allows you to specify an action to carry out. You can use the following codes:

- 110 Change My Security Phrases
- 255 Reset My PIN
- 202 Change My PIN
- 5013 Update My Device

For example:

```
<a href="myidssa:///un:susan.smith+/opid:110">Change My Security
Phrases</a>
<a href="myidssa:///un:susan.smith+/opid:255">Reset My PIN</a>
<a href="myidssa:///opid:202+/un:susan.smith">Change My PIN</a>
<a href="myidssa:///opid:202+/un:susan.smith">Update My PIN</a>
<a href="myidssa:///opid:5013+/un:susan.smith">Update My Device</a>
```

/w

Closes the MyID Client for Mac at the end of the operation.

For example:

```
<a href="myidssa:///w+/un:susan.smith+/opid:110">Change My Security Phrases</a>
```

This opens the MyID Client for Mac for the user Susan Smith, prompts them to change their security phrases and, once they have completed that operation, closes the client.

If you specify the /w parameter, but do not specify an <code>opid</code> for an action or a <code>jobid</code> for a task, the MyID Client for Mac opens, carries out the first available task for the specified





user, then, once they have completed that task, closes the client. If the user has no tasks available, the MyID Client for Mac allows them to select an action to carry out, then, once they have completed that action, closes the client.

Note: You must include the username in hyperlinks to launch the MyID Client for Mac.

You can use the parameters in any order.

To make sure that usernames with spaces are dealt with correctly, you must replace the spaces with + signs. For URLs created from email templates, MyID can do this automatically if you use the correct syntax.

For example, if your email template includes the following:

Click Collect. when the email message is created, it becomes HTML similar to:

Click Collect.

4.2 Switching users

You can switch to a different user account.

Note: If your administrator has configured your MyID Client for Mac with a username and specified that the user cannot override this value, you cannot switch user accounts.

To switch to a different user account:

- 1. Click Switch User.
- 2. On the Welcome to MyID screen, type your username.
- 3. Optionally, select the **Remember Me** option to remember your username so you do not have to type it again when you launch the MyID Client for Mac.

4.3 Keyboard shortcuts

You can use the following keyboard shortcuts when working with the MyID Client for Mac:

Key	Context	Action
Enter	While in a PIN or security phrase field.	Submits the form.
₩ +R	On the Tasks page.	Refreshes the available tasks.
ж + Enter	On any page with a Continue or Apply Changes button.	Submits the form.
ж +[On any page with a Back button.	Goes back to the previous screen.
	On any page with a Cancel button.	Cancels the operation.



5 Carrying out self-service actions

The MyID Client for Mac provides several features that you can use at any time, without asking for an operator to generate the task for you.

Click the **Actions** option, and the list of available actions appears. You can use the **Search** box to search for a particular action.

• • •			MyID Client for Mac
MyiD	MyID Client	Actions	
Ð	Actions	Search	
ď	Tasks		
Ø	Configuration	Change My PIN	
		Change My Security Phrases	
		Reset My PIN	MyID Client for Mac
			Your place to manage your digital credentials How can we help?
		Update My Device	
	Switch User		

You can:

- Change the PIN of your device.
 See section 5.1, Changing your PIN.
- Change your security phrases.
 See section 5.2, Changing your security phrases.
- Reset your PIN if you do not know the current PIN. See section *5.3*, *Resetting your PIN*.
- Request and collect an update your device. See section *5.4*, *Updating your device*.



5.1 Changing your PIN

To change the PIN on your device, you must have a role that has access to the **Change PIN** workflow.

To change your PIN:

1. From the Actions list, click Change My PIN.

	MyID Client for Mac
Change My PIN	
Please insert or select a	ard.
YubiKey 5 10947951 Issued	Additional Information This action will allow you to change your security device PIN you must know your existing security device PIN and it must not be locked. If you are not able to change your PIN for these reasons, use Reset My PIN instead.
	Continue

2. Insert your device into the card reader or USB slot, then select it from the list of displayed devices and click **Continue**.

•••	MyID Client for Mac	
Change My PIN		
Enter your security de	vice PIN to continue	
PIN:		
I cannot authenticate with my device		
		Continue Cancel





3. Type the current **PIN** for your device, then click **Continue**.

Note: If you do not know the PIN for your device, you may be able to use the **Reset My PIN** action to provide a new PIN. This feature requires additional configuration for your MyID system.

		MyID Client for Mac	
Change My PIN			Me
Choose a new	PIN	to continue	
This will be the new PIN for this Memorize this PIN as you may	is securit need to	y device. enter it whenever you use your card.	
Enter your new PIN:		The PIN:	
1		 ✓ Must only contain numbers ✓ Must be between 6 and 8 characters in length 	
Repeat your new PIN:			
	×		
		Continue	Cancel

4. Type your new PIN and confirm it, then click **Continue**.

The MyID Client for Mac updates your device with the new PIN.



5.2 Changing your security phrases

To change the PIN on your device, you must have a role that has access to the **Change My Security Phrases** workflow.

You must also have a way of authenticating yourself to the MyID Client for Mac – if you do not remember your existing security phrases, you must have an issued device. If you cannot remember your existing security phrases and do not have an issued device, you cannot use the MyID Client for Mac to change your security phrases, and must contact an operator who can change your security phrases for you.

To change your security phrases:

1. From the Actions list, click Change My Security Phrases.

	MyID Client for Mac
Change My Security Phrases	ugo a
Answer the following security	question(s)
We need to carry out a security check before you can continue Password	e. Additional Information
1	Enter your security phrases.
Mother's maiden name?	
I cannot answer these security questions	
	Continue



2. Authenticate to the MyID Client for Mac.

By default, the MyID Client for Mac checks first for an issued device. Insert the device and provide the PIN to continue.

If you do not have an issued device, or do not have it available, the MyID Client for Mac checks next for security phrases. Provide your existing security phrases to continue.

Note: The order of these authentication methods is determined by the **Logon Priority** tab in the **Security Settings** workflow in MyID Desktop. **Windows Logon** is not available as an option in the MyID Client for Mac.

	MyID Client for Mac	
Change My Security Phrases		MytD
Set your Security Phras	es.	
You need to provide answers to	2 different security questions	
		Additional Information
Question 1 of 2		Please select a question and provide an answer
Select a Question:		to each of the security questions.
Answer:		
Confirm Answer:		
		Continue Cancel

3. Select a question from the list.

•••	MyID Client for Mac	
Change My Security Phrases		Mar
Set your Security Phrases You need to provide answers to 2 different secur	Select a Question:	
Question 1 of 2 Select a Question: Answer: Confirm Answer:	Password Mother's maiden name? NI Number? Favourite food? Car registration number? Name of pet? First school attended? Old phone number? Memorable date? Memorable place?	ation and provide an answer restions.
	Continue	Cancel



4. Type your answer and confirm it, then click **Continue**.

Note: By default, MyID is configured for two security phrases, except for the startup user, which requires only one. The number of security phrases is determined by the **Number of security questions to register** option on the **PINs** page of the **Security Settings** workflow in MyID Desktop. Repeat the process of selecting a question and typing your answer for each required security question.



5.3 Resetting your PIN

To change the PIN on your device, you must have a role that has access to the **Unlock My Card** workflow.

To reset the PIN of your device:

1. From the Actions list, click Reset My PIN.

•••	MyID Client for M	Mac
Reset My PIN		Мую
Please insert or select a	card.	
YubiKey 5 10947951 Issued		Additional Information This action will allow you to reset your security device PIN if you do not know your PIN or it is locked.
		Continue Cancel

2. Insert your device into the card reader or USB slot, then select it from the list of displayed devices and click **Continue**.



Note: The authentication methods that you must carry out before resetting your PIN is determined by the **Logon Priority** tab in the **Security Settings** workflow in MyID Desktop, or through the **Self-Service Unlock Authentication** option in the credential profile.





3. Type your Authentication Code.

A MyID operator can use the View Device screen in the MyID Operator Client to send or read out an authentication code for your device that you can use to continue.

If you do not have an authentication code, click I do not have an authentication code.

	MyID Client for Mac
Reset My PIN	Model and the second
Answer the following security	question(s)
We need to carry out a security check before you can continue Password	e. Additional Information
	Enter your security phrases to confirm you are the owner of this device.
Mother's maiden name?	
I cannot answer these security questions	
	Continue Cancel

Type your security phrases to continue.

4. Click Continue.

•••	MyID Client for Mac
Reset My PIN	۵ <u>۵۵</u>
Choose a new	v PIN to continue
This will be the new PIN for Memorize this PIN as you m	this security device. ay need to enter it whenever you use your card.
Enter your new PIN:	The PIN:
	✓ Must only contain numbers
	✓ Must be between 6 and 8 characters in length
Repeat your new PIN:	
	×
	Continue

5. Type and confirm your new PIN.

The MyID Client for Mac updates your device with the new PIN.



5.4 Updating your device

To carry out an update for your device, you must have a role that has access to the **Collect My Updates** and **Update My Device** workflows.

Note: Self-service device update requires additional configuration, as it may not be suitable for all organizations. This configuration also determines what sort of device update is available; you may be able to update your device to the latest credential profile, or you may be able to reprovision your device completely. See section *3.2*, *Setting up self-service device update*.

To request and collect an update for your device:

1. From the Actions list, click Update My Device.

	MyID Client for Mac	
Update My Device		
Please insert or select a card.		
YubiKey 5 10947951 Issued		
		Continue



2. Insert your device into the card reader or USB slot, then select it from the list of displayed devices and click **Continue**.

	MyID Client for Mac		
Update My Device			
Enter your security device PIN to co	ontinue		
PIN:			
		Continue	Cancel

3. Type the PIN for your device, then click **Continue**.

If your system has been configured to carry out a full reprovision for self-service device updates, the MyID Client for Mac displays a confirmation screen.

	MyID Client for Mac	
Update My Device		
Are you sure?		
If you proceed your card will be eras	ed as part of the reprovision process and cancelling at any time after this will require an Administrator to complete the process.	
	Continue	
	Cancel	
	Cance	el





Click **Continue**.

	MyID Client for Mac	
Update My Device		MyiD
Choose a new PIN	I to continue	
This will be the new PIN for this securi Memorize this PIN as you may need to	ty device. enter it whenever you use your card.	
Enter your new PIN:	The PIN:	
	✓ Must be between 6 and 8 characters in length	
Repeat your new PIN:		
	Continue	

4. Type and confirm your new PIN, then click **Continue**. The MyID Client for Mac updates your device.



6 Checking for device tasks

The MyID Client for Mac allows you to carry out a variety of device tasks. Unlike Actions, where you instigate the procedure yourself, Tasks are made available for you by operators; for example, an operator may request a device for you, and a Task appears in your list informing you that you can collect it. Some tasks may be automatic; for example, if your certificates are nearing their expiry date, the MyID system may generate a certificate renewal task for you.

Click the **Tasks** option, and the list of available tasks appears. The list of tasks is refreshed periodically; click the refresh icon to check the MyID server immediately for any available tasks.



If there are available tasks, a badge appears on the Tasks link showing the number of tasks.





You can use the **Search** box to search for a particular task.

You can carry out the following types of task:

- Device collection. See section 6.1, Collecting a device.
- Device activation. See section 6.2, Activating a device.
- Device update. See section 6.3, Collecting an update for a device.
- Device replacement. See section 6.4, Collecting a replacement device.
- Certificate renewal. See section 6.5, *Collecting a certificate renewal*.



6.1 Collecting a device

You can use the MyID Client for Mac to collect a device that has been requested for you.

Using this task requires access to the Collect My Card workflow in Edit Roles.

To collect a device:

- 1. Click the Tasks option.
- 2. Click the Collect Security Device task in the list.

The MyID Client for Mac displays information about the target device that is required for this task.

For example, you may have to use a specific device, or you may be able to use any physical device (smart card or USB token) that is supported.

		MyID Client for Mac	
 MyID Client	Tasks		
MyID Client Actions Tasks Configuration	Search Collect Security Device Click here to begin	Collect Security Device Select Continue to collect your security device. This may take a few minutes to complete. Select Cancel if you would prefer to collect your device later. Target Device Physical security devices are eligible for this task.	MyiD
Switch User		Continue	el





3. Click Continue.

You must now provide your authentication details to the MyID Client for Mac. You must have permissions to authenticate using security phrases.

•••	MyID Client for Mac		
Collect Security Device			Ma
Answer the following security We need to carry out a security check before you can continu Password	r question(s) 		
Mother's maiden name?			
		Continue	Cancel

4. Type your security phrases then click **Continue**.

The MyID Client for Mac checks for attached devices.

•••		MyID Client for Mac		
Collect Security Device				
Checking for cards				
	N.			
			Continue	Cancel





5. Insert your smart card into a card reader, or your USB token into the USB port.



6. Select your device from the list and click **Continue**.

You must now provide a PIN for your new device.

	MyID Client for Mac								
Collect Security Device									
Choose a new PIN to continue									
This will be the new PIN for this secu Memorize this PIN as you may need	rity device. to enter it whenever you use your card.								
Enter your new PIN:	The PIN: ✓ Must only contain numbers ✓ Must be between 6 and 8 characters in length								
	Continue	Cancel							





Type your new PIN and confirm it, then click Continue.
 The MyID Client for Mac collects your device.

Collect Security Device
Choose a new PIN t This will be the new PIN for this security of Memorize this PIN as you may need to en Enter your new PIN: Repeat your new PIN: Comparison of the PIN: Co

8. When the collection has completed, you can remove your device from the reader.



6.2 Activating a device

You can use the MyID Client for Mac to activate a device. For example, your organization may ship you a locked device; until you activate it using the MyID Client for Mac, no-one can use it.

Currently, the MyID Client for Mac supports the use of authentication codes for device activation.

Using this task requires access to the Activate Card workflow in Edit Roles.

To activate a device:

1. Click the **Tasks** option.

00			1	MyID Client for Mac
MyiD	MyID Client	Tasks		
ŧ	Actions	Search	2	
6	Tasks	-		
Ø	Configuration	Activate Security <u>evice</u> Click here to begin		MyID Client for Mac Your place to manage your digital credentials How can we help?
	Switch User			



2. Click the Activate Security Device task in the list.

The MyID Client for Mac displays information about the target device that is required for this task.

)		MyID Client for Mac
MyiD	MyID Client	Tasks	
E G	Actions Tasks Configuration	Search Citivate Security Device Click here to begin	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
	Switch User		Continue

For device activation, you must use a specific device; the MyID Client for Mac displays the device type and serial number of the device you need to activate.

Note: Make sure you have an authentication code for device activation before you click **Continue**.

• •	Му	ID Client for Mac		
Answer the following sec	urity question(s)			
/e need to carry out a security check before you can	continue.			
uthentication Code:				
			Continue	Cancel

3. Type your authentication code, then click **Continue**.





4. If your credential profile is configured for the acceptance of terms and conditions, accept the terms and conditions and continue.

	MyID Client for Mac								
	600								
Choose a new PIN to continue									
This will be the new PIN for this secu Memorize this PIN as you may need t	rity device. o enter it whenever you use your card.								
Enter your new PIN:	The PIN:								
	✓ Must only contain numbers								
	✓ Must be between 6 and 8 characters in length								
Repeat your new PIN:									
	Continue								

Type and confirm the new PIN for your device, then click Continue.
 The MyID Client for Mac activates your device.



6.3 Collecting an update for a device

You can use the MyID Client for Mac to collect a pending update for your device. For example, your organization may have requested an update for your device to change the credential profile.

Using this task requires access to the **Collect My Updates** workflow in **Edit Roles**. In addition, this task requires a card that has been issued with MyID Logon capabilities; you must also be permitted to log on with a smart card.

To collect an update:

1. Click the **Tasks** option.

		MyID Client for Mac	
MyiD I	MyID Client	Tasks	
ŧ	Actions	Search C	
6	Tasks		
Ø	Configuration	Update Security Device Click here to begin	
Passv	vords	MyID Client for Mac	
		How can we help?	
		MyiD	
	Switch User		



 Click the Update Security Device or Reprovision Security Device task in the list. The MyID Client for Mac displays information about the target device that is required for this task.

•••		MyID Client for Mac
🧼 MyID Client 🛛	🗋 Tasks	
Actions Image: Configuration Passwords	Search C	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
Switch User		Continue

3. Insert the required device and click **Continue**.

		MyID Client for Mac		
Update Security Device				
Enter your security de	vice PIN to continue	е		
PIN:				
1				
			Continue	Cancel

4. Type your device PIN and click **Continue**.

If the request has been configured to carry out a full reprovision, the MyID Client for Mac displays a confirmation screen.





	MyID Client for Mac		
Reprovision Security Device			
Are vou sure?			
If you proceed your card will be erased as part of the rep	rovision process and cancelling at any time after thi	s will require an Administrator to complete the proces	s.
	Continue		
	Cancel		

The MyID Client for Mac updates your device.



6.4 Collecting a replacement device

You can use the MyID Client for Mac to collect a temporary or permanent replacement device. For example, if you have forgotten your smart card, an operator can request a temporary smart card to allow you access to your systems.

Using this task requires access to the Collect My Card workflow in Edit Roles.

To collect a replacement device:

1. Click the **Tasks** option.

The option presented depends on whether you have a temporary device waiting:



Or a permanent replacement:





- 2. Click one of the following options:
 - **Collect Temporary Security Device** collect a temporary device; for example, for a forgotten smart card.
 - **Collect Replacement Security Device** collect a permanent replacement device; for example, for a damaged smart card.

The MyID Client for Mac displays information about the target device that is required for this task.

			MyID Client for Mac	
MyiD	MyID Client	Tasks		
+ 6	Actions Tasks Configuration	Search Č Collect Temporary Security Device	Collect Temporary Security Device	MyiD
		Click here to begin	Select Continue to collect your temporary security device. This may take a few minutes to complete. Select Cancel if you would prefer to collect your temporary security device later.	
			Target Device	
			Physical security devices are eligible for this task.	
			Virtual security devices are ineligible for this task.	
	Switch User		Continue	icel

3. Click Continue.

You must now authenticate to the MyID server.

•••	MyID Client for Mac		
Collect Temporary Security Device			
Answer the following secur	ity question(s)		
Answer the following secu			
Password	lunue.		
Mother's maiden name?			
		Continuo	Cancol
		Continue	Cancer

4. Type your security phrases then click **Continue**.





5. Insert your smart card into a card reader, or your USB token into the USB port.



6. Select your device from the list and click **Continue**.

You must now provide a PIN for your new device.

• • •		MyID Client for Mac	
Collect Temporary Sec	urity Dev	vice	••••
Choose a nev	v PIN	to continue	
This will be the new PIN for 1 Memorize this PIN as you ma	this securit ay need to	ty device. enter it whenever you use your card.	
Enter your new PIN:		The PIN: ✓ Must only contain numbers ✓ Must be between 6 and 8 characters in length	
Repeat your new PIN:	×		
	••		
		Continue	

 Type and confirm the new PIN for your device, then click Continue. The MyID Client for Mac issues your device.



6.5 Collecting a certificate renewal

If you have been issued certificates that have been configured for automatic renewal, when the certificates are near expiry, MyID creates a task for you to collect an update for your device containing your renewed certificates.

Using this task requires access to the **Collect My Certificates** workflow in **Edit Roles**. In addition, this task requires a card that has been issued with MyID Logon capabilities; you must also be permitted to log on with a smart card.

To collect a certificate renewal:

1. Click the **Tasks** option.

				MyID Client for Mac
MyiD	MyID Client	Tasks		
Ð	Actions	Search	S	
6	Tasks			
Ø	Configuration	Renew Certificates		
				MyID Client for Mac
				Your place to manage your digital credentials
				How can we help?
	Switch User			



2. Click the Renew Certificates task in the list.

The MyID Client for Mac displays information about the target device that is required for this task.

			MyID Client for Mac
Main I	MyID Client	Tasks	
₽ \$	Actions Tasks Configuration	Search Critificates Click here to begin	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
	Switch User		Continue

3. Insert your smart card into a card reader, or your USB token into the USB port, and click **Continue**.

You must now provide the PIN for your device.

	MyID	Client for Mac		
Renew Certificates				
Enter your security de	vice PIN to continue			
PIN:				
			Continue	Cancel





4. Type your PIN and click **Continue**.

The MyID Client for Mac updates your device with your renewed certificates.





7 Configuring the MyID Client for Mac

You can configure the MyID Client for Mac in the following ways:

- Using the Configuration screen within the MyID Client for Mac.
- See section 7.1, Setting configuration options within the MyID Client for Mac.Using an administrator override configuration file.

See section 7.2, Setting up an administrator configuration override file.

7.1 Setting configuration options within the MyID Client for Mac

To set the configuration options:

1. Select the **Configuration** option.

The configuration screen appears.

2. Scroll to the appropriate section and set the relevant options.

Note: Your administration may have restricted your ability to change some or all of your configuration options.

3. Click Apply Changes.

To revert to the previous settings, click **Revert Changes**.

To go back without making any changes, click **Back**.

7.1.1 Administrator-configured options

Your administrator may have set up a configuration override file that provides default values or prevents you from changing values; see section 7.2, *Setting up an administrator configuration override file*.

The MyID Client for Mac displays icons next to the option fields for administrator-configured options:

lcon	Description
٩	The value was provided by an administrator configuration override file.
0	The value was provided by an administrator configuration override file, and the current value is different from the administrator-provided value; click the icon to revert to the administrator-configured value.



7.1.2 Setting communication options

To set the communication options:

1. Select the **Configuration** option.

Communication	
Server Address	
https://react.domain36.local	(Requires Restart)
Client ID	
	(Requires Restart)
Culture (IETF Language Tag)	
	(Requires Restart)

- 2. In the Communication section, set the following options:
 - Server Address type the address of the MyID web services server.

For example:

https://myid.example.com

Note: You must start the server address with https://.

• Client ID – optionally, type a unique identifier that the MyID Client for Mac uses to identify itself to the server.

You can capture this information in the audit to determine which workstation originated a request. See the *Logging the client IP address and identifier* section in the *Administration Guide* for details.

- Culture (IETF Language Tag) provide an IETF language tag (for example, en-US) that overrides the default behavior of using the language culture setting of the operating system; for example, you may have a UK English system but want to display the MyID Client for Mac interface in US English.
- 3. Click Apply Changes.

Note: For these settings to take effect, you must restart the MyID Client for Mac.



7.1.3 Setting authentication options

To set the authentication options:

1. Select the **Configuration** option.

ername		

- 2. In the Authentication section, set the following options:
 - **Username** optionally, type the username you want to the MyID Client for Mac to use each time you start it up.
 - Enable 'Remember Me' select this option to allow users to store their username between sessions.
- 3. Click Apply Changes.

Note: For these settings to take effect, you must restart the MyID Client for Mac.



7.1.4 Setting logging options

To set the logging options:

1. Select the **Configuration** option.

ogging	
O Enable Log File	
O Verbose Web Service Logging	
og File Location	
/Users/MacUser/Documents/Intercede/Logs/myidClientLog.xml	
mart Card log file location	
/Users/MacUser/Documents/Intercede/Logs/IntercedeUMC.log	
n-Memory Log Retention Duration (Minutes)	
30	

- 2. In the Logging section, set the following options:
 - Enable Log File select this option to enable logging.
 - Verbose Web Service Logging select this option to log all network communication with MyID. You are recommended to use this only for diagnostics, as it may result in sensitive information being included in the logs.
 - Log File Location type the location to which you want to write the log file.
 - Smart Card log file location type the location to which you want to write the smart card log file.

Smart card log events are stored separately from general log events.

- In-Memory Log Retention Duration (Minutes) type the number of minutes of log entries to retain in memory. This log is used for just-in-time error reports. After the configured number of minutes, log events are discarded. By default, reports contain the last 30 minutes of log entries.
- 3. Click Apply Changes.



You can also generate a just-in-time log when an error occurs; this does not require logging to be enabled, but is always available.

To generate a just-in-time error report:

1. Carry out an operation that generates an error.

	MyID Client for Mac	
Change My PIN		Mar Carlos
	0	
A	n error has occurred	
	Session timed out Error Code: 90200006	
		Generate Error Report Continue

- 2. Click Generate Error Report.
- 3. Select the folder into which you want to write the report, then click **Open**.
- 4. Click OK.



7.1.5 Setting accessibility options

You can set the page timeout for the MyID Client for Mac screens. The page timeout is used for security reasons; for example, when setting a new PIN for your device. You may want to increase the timeout value if, for example, you are using a screen reader that increases the time it takes to use the screen.

To change the page timeout:

1. Select the **Configuration** option.

Accessibility		
Page Timeout (Seconds)		
30	(Requires Restart)	

- 2. In the Accessibility section, set the following option:
 - **Page Timeout** type the number of seconds that you want to allow before the page times out.
- 3. Click Apply Changes.

Note: For this setting to take effect, you must restart the MyID Client for Mac.

7.1.6 Setting advanced options

You can set advanced configuration options for which there is no dedicated field on the configuration screen.

For example, if you are using a version of MyID CMS earlier than 12.11, you must set the UseLegacySsaPlatform configuration option to true to allow the MyID Client for Mac to impersonate the Self-Service App and be recognized by the server.

To set a custom configuration option:

1. Select the **Configuration** option.

Advanced Config	uration		
Key:	Value:	Add	

2. In the Advanced Configuration section, type a Key and a Value for the option.

For example:

- Key-UseLegacySsaPlatform
- Value-true
- 3. Click Add.
- 4. Click Apply Changes.



7.1.7 Accessing configuration options from the Terminal

The MyID Client for Mac configuration options are stored under com.intercede.myidclient in the user's defaults registry.

To view the configuration options for the current user, at the Terminal, type:

defaults read com.intercede.myidclient

```
administrator - -zsh - 80×24
administrator@GBWKS4817 ~ % defaults read com.intercede.myidclient
{
    ApplicationTheme = System;
    CustomConfigKeys = "";
    DefaultCulture = "en-GB";
    "NSWindow Frame MainSceneWindow" = "215 242 1280 768 0 0 1710 1068 ";
    RememberMe = 0;
    ServerAddress = "https://react.domain36.local";
}
administrator@GBWKS4817 ~ %
```

To write a user setting, type:

defaults write com.intercede.myidclient MyCustomKey MyValue

To delete all user settings for the current user, type:

defaults delete com.intercede.myidclient



7.2 Setting up an administrator configuration override file

As an administrator, you can provide a configuration file that provides overrides to the user's preferences; you can also specify whether the user can override these defaults.

To provide a configuration override file, create the following file:

/Library/Intercede/MyID Client/MyIDClientConfig.xml

For example:

```
<configuration>
<appSettings>
<add key="ServerAddress" value="http://myid.example.com"/>
<add key="Username" value="susan.smith"/>
<add key="LoableRememberMe" value="true"/>
<add key="ClientID" value="c522dd89-a35d-4de6-b8d8-35d97614fc69"/>
<add key="UseLegacySsaPlatform" value="true"/>
<add key="UseLegacySsaPlatform" value="true"/>
<add key="EnableLogging" value="false" isUserOverridable="true"/>
<add key="LogFilePath" value="~/Documents/myidlog.xml" isUserOverridable="true"/>
<add key="LogFilePath" value="~/Documents/umclog.xml" isUserOverridable="true"/>
<add key="EnableWebServiceLogging" value="false" isUserOverridable="true"/>
</appSettings>
</configuration>
```

Each option contains a key and a value. By default, if the option exists in the configuration file, the user cannot use the Configuration screen in the MyID Client for Mac to override it; if you want the user to be able to override it, you can add isUserOverridable="true" to the option.

The following options are available:

- ServerAddress corresponds to the Server Address field in the Communication section.
- Username corresponds to the **Username** field in the Authentication section.
- EnableRememberMe corresponds to the Enable 'Remember Me' option in the Authentication section.
- ClientID corresponds to the Client ID field in the Communication section.
- UseLegacySsaPlatform set this option to true to allow you to use the MyID Client for Mac with MyID CMS servers from version 12.4 to version 12.10. This setting is not required for MyID 12.11 or later.
- EnableLogging corresponds to the Enable Log File option in the Logging section.
- LogFilePath corresponds to the Log File Location field in the Logging section.
- UmcLogFilePath corresponds to the Smart Card log file location field in the Logging section.
- EnableWebServiceLogging corresponds to the Verbose Web Service Logging option in the Logging section.