ZenKey - Sprint User Guide

What is ZenKey?

ZenKey is a mobile app that allows easy, secure access to other apps and online services. By connecting you, service providers, and your wireless carrier, ZenKey helps to protect your identity while making signing in simpler and faster.

Click here for more information on the benefits of ZenKey.
Click here for ZenKey FAQs.

How Does ZenKey Work?

ZenKey is simple to use — one method for you to sign in to all your apps and websites. The way ZenKey works is you first download your carrier's version of ZenKey from Google Play or the App Store. Then you create a ZenKey account, which will allow you to sign in to apps and online services with the "Sign in with ZenKey" button.

When you use ZenKey to authenticate, your wireless network verifies your device and SIM card. This is similar to how your carrier verifies your device and SIM card before it connects your phone calls or transmits your text messages. And since your wireless network is highly secure, you are much better protected from hackers by using this network-based verification technology to confirm your identity rather than a single username and password.

Why Should I Use ZenKey?

ZenKey Makes Your Data More Secure.

Every day hackers steal off with precious digital assets, profiting from personal information and costing businesses hundreds of millions of dollars worldwide.

To thwart identity thieves, ZenKey uses multiple factors of authentication — ranging from fingerprints and wireless credentials to recovery codes and PIN numbers — building the cyber equivalent of a bank vault. ZenKey is safer because Sprint verifies your identity through secure network authentication and protected elements in your device's SIM card. As a

result, ZenKey makes signing in to your favorite apps and online services much easier and safer than before.

ZenKey Eliminates Passwords.
Most data breaches are the result of compromised, weak, or reused passwords. To make matters worse, most of us spend copious amounts of time registering for new accounts and recovering passwords we've forgotten.

With ZenKey, signing in is more than secure — it's simpler and more efficient.

How do I Get Started?

The first step is to install The ZenKey mobile application. The ZenKey mobile app is available on both iOS and Android. When you go to the App Store or Google Play, search for "ZenKey" to install the application.

How do I create a ZenKey account?

Once you have installed The ZenKey application the next step will be to create your ZenKey account. To setup your ZenKey account you must complete the following steps.

Step 1: Create Your ZenKey Profile. To complete your ZenKey account, add your name, email, and Zip Code. After you enter your email you will receive an email with a verification code. Copy the verification code in your email, then enter it to confirm your email address.

Step 2: Setup your ZenKey PIN. Your ZenKey PIN code is required for you to access the ZenKey application, access your account on a new device and for some service providers, login to your account.
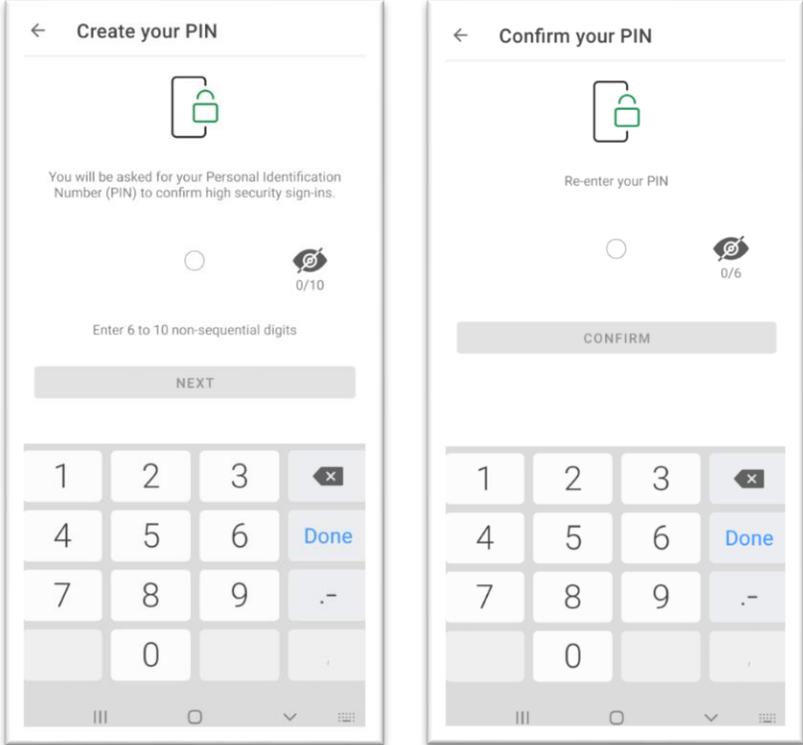
Step 3 : Add Recovery Methods. Should you ever need to recover your ZenKey account, ZenKey will require you to provide at least one "Recovery Method". ZenKey Recovery options include: Your ZenKey PIN number, Biometric (Touch or Face ID), a Recovery Code, or access from a Trusted Device. Follow the onscreen prompts to complete all recovery method options.

- Biometrics – Setup biometrics on your device and enable within the ZenKey account for easy access to your ZenKey account.
- Recovery Codes – Generation of Recovery codes you will need to access your account in case you forget your PIN or move devices.

  When you create your initial set of recovery codes as part of account setup you will be emailed your codes. You will also have the option to print your codes directly from your device. Be sure to protect your recovery codes and keep them in a place you can easily access. Sprint has no visibility to your recovery codes and can not send them to you after initial creation. If you lose your recovery codes, you can always generate new codes from the settings menu.


- Trusted Devices. As a ZenKey user, you can also authenticate on devices other than your primary mobile device. But in order to securely link your laptops, tablets, game consoles, and other mobile

devices to ZenKey, you must first add that device to your ZenKey account as a Trusted Device. To complete this you will:

- ✓ Select Trusted Device from the Add Recovery Method options
- ✓ Open the browser on your secondary device and navigate to https://recovery.myzenkey.com
- ✓ Either scan the visual code or manually enter a numeric code in your primary device.
- ✓ After you have finished this process, you may send authentication requests from that Trusted Device or Browser to your phone in order to sign in or complete a transaction. (Note: Because secondary device recovery and log-in depends on browser cookies, clearing your cookies will cause you to lose your saved secondary devices.)

You can add as many trusted devices as you desire. Additional trusted devices can be added from the Trusted Tab within the ZenKey application or at the time of SP setup.
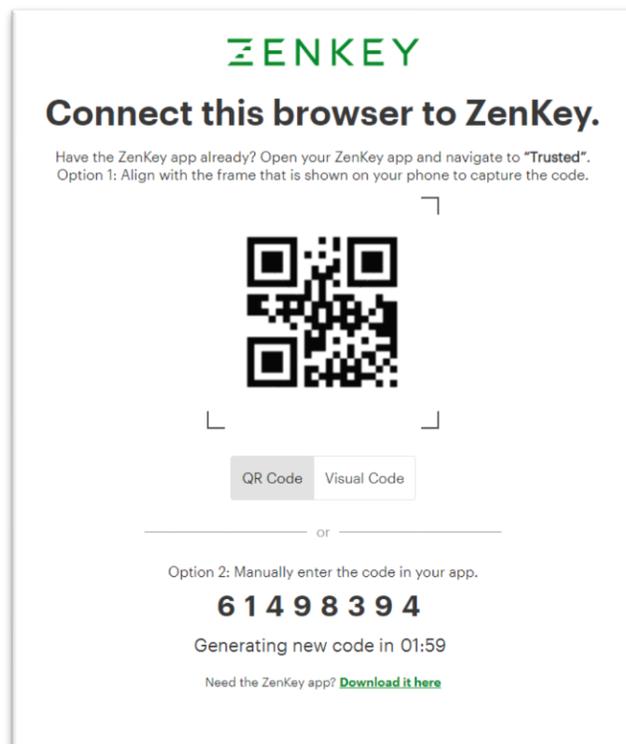
What will I see in the ZenKey App?

Once you have completed account setup you will see four tabs along the bottom of the screen. These four areas include:

- Services – This page shows you a list of all service providers you have added to ZenKey. You can click on each one to manage what data attributes you share with that service provider or to delete a service provider.
- Activity – This page shows you a listing of all events you have conducted with the ZenKey service and your service provider.
- Trusted – This page will show you and allow you to manage the PC browser(s) you have setup to use the ZenKey service to login to your service providers.
- Settings – From this page you will be able to access your account, manage your biometrics settings and access support information.
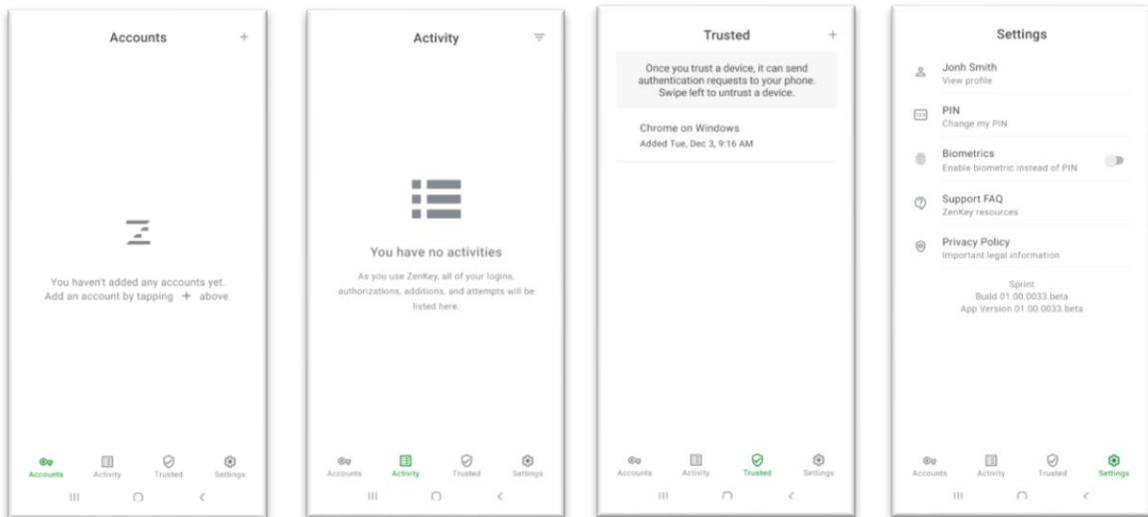
How to I Sign Into service providers application or Website?

Service providers that have elected to utilize ZenKey for account creation or authentication will display a "Login with ZenKey" image.

If you have not yet setup that service provider clicking the "Login with ZenKey" banner will initiate the process of connecting your service providers account with your ZenKey account. To connect your ZenKey account with your service providers account you will do the following:

- While in the SP application or web site click the "Login with ZenKey" button
- Your ZenKey application will open and you will be presented with a screen that allows you to
  - Review your SPs privacy policy
  - Review your SPs Terms of Service
  - Manage which of your ZenKey data attributes will be shared with that Service Provider
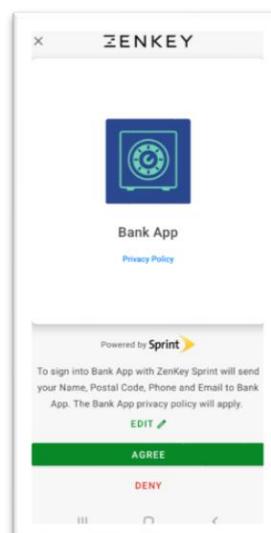
- Click on the Edit button if you would like to make changes to which of your ZenKey data attributes will be shared with that Service Provider.

- Click on Agree to complete setup of that Service Provider or Click Deny to Cancel.

What Sprint Devices are supported by ZenKey?

Sprint Postpaid SIM OTA capable devices.

- Apple: iOS 11.0 or Higher (iPhone 6 or Newer Devices)
- Android: SIM OTA capable devices launched in 2018 or Later
  - **Note**: BOOST, VMU, Assurance Wireless, and 1 Million Program devices are not supported through ZenKey.

Does ZenKey Work Outside the US?

Yes. When you are outside the US, using the network of a roaming partner of your US carrier, you can continue to use ZenKey to log in to third-party apps and websites.

Is the ZenKey App Free?

Yes. ZenKey services come courtesy of your wireless carrier.

Does ZenKey Work Over Wi-Fi?
Yes. ZenKey' s advanced technologies work when you are connected to a Wi-Fi network.

Where Can I Use ZenKey?
Once you create an account you can use ZenKey to sign in to any app or website that displays the "Login with ZenKey" button as an option for logging in.

If you would like to use ZenKey on devices other than your primary phone as well, from the Trusted tab in your ZenKey app you must add that device as a trusted secondary device.

Where is my ZenKey Data Stored?
Your personal profile data and authentication data are securely stored with your wireless carrier. ZenKey LLC only stores de-identified analytics data in order to improve the ZenKey app.

Who Has Access to my ZenKey Data?
Only you have access to your ZenKey data. You determine which service providers to share information with and what information will be shared only after giving your express permission.

How Do I Change My PIN?
To change your PIN, open the ZenKey app and go to Settings > PIN > Edit. There, you will be asked to enter your current PIN before creating a new one.

What if I forgot my PIN?
If you forget your PIN, you may reset it by providing additional information, such entering a recovery code or using a trusted device to confirm your identity.

How Do I Use Recovery Codes?
When you set up the ZenKey app, you will see that Recovery Codes are included in the list of Recovery Methods. Such Recovery Codes behave as a means of verifying your identity in order to help you recover your ZenKey account.

All Recovery Codes are unique and may be used only once. For that reason, ZenKey gives you the option to print your Recovery Codes as well as generate new ones. Whatever you do, be sure to keep your Recovery Codes somewhere safe yet accessible.

How Do I Set up Biometrics?
ZenKey suggests setting up as many Recovery Methods as you can. Doing this helps to prevent fraud, keeps you from getting locked out of your account, and comes in handy for third-party apps that ask for a second factor of authentication, such as a fingerprint or face scan.

To set up Biometrics, go to Settings. Here, the ZenKey app allows you to "Enable Biometrics instead of PIN". Selecting this will bring you to an "Enable Biometrics" screen where you may enable Touch ID or Face ID, depending on the capabilities of your phone.

How Do I View Activity?
One major benefit of ZenKey is that you can monitor your account activity, add trusted devices, and when appropriate, disable any browser or service. Selecting Activity in the ZenKey app will present you with a reverse chronological history of the applications and devices that have used your ZenKey account. Within this view, you can also filter your Activity by Logins, Authorizations, Additions, and Attempts.

How Do I Disable an Application from Using ZenKey?
As easily as you can add a service, you can also disable an app from using ZenKey. Simply open the ZenKey app and navigate to the Services tab. Select the service you wish to disable and tap "Delete".

How does a business become a Service Provider?
Businesses wanting to become a ZenKey Service Provider should contact ZenKey directly at https://myzenkey.com/.