



# **HID APPROVE SOFT TOKEN REGISTRATION PROCESS**

**First Time HID Approve Soft  
Token Registration**

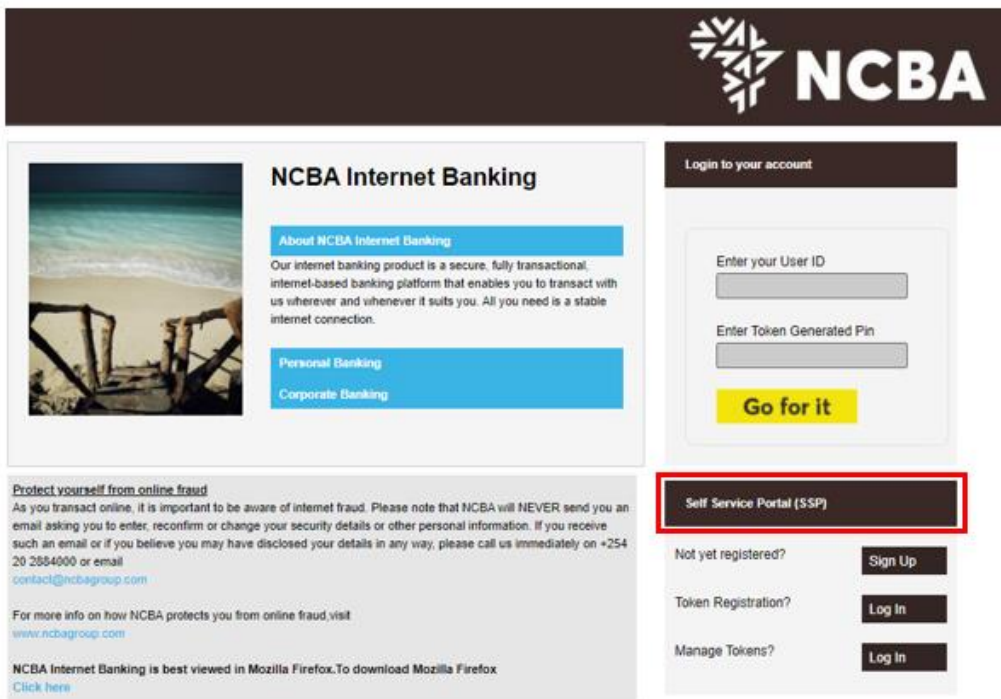
## Steps

Visit APP store or google store to download a HID Approve Soft Token.



## Register your token

Once you download a soft token, select *Token Registration* tab on the Self Service Portal (SSP) on the website or click [here](#) .



The screenshot shows the NCBA website interface. At the top right is the NCBA logo. Below it, there are several sections:

- NCBA Internet Banking**: Includes a description of the internet banking product and links for Personal Banking and Corporate Banking.
- Login to your account**: A form with fields for "Enter your User ID" and "Enter Token Generated Pin", and a "Go for it" button.
- Self Service Portal (SSP)**: A section with a red border, containing links for "Not yet registered?" (Sign Up), "Token Registration?" (Log In), and "Manage Tokens?" (Log In).
- Protect yourself from online fraud**: A section with text about online fraud and contact information.

**Step 1:** Enter your Online Banking User ID and Go For It**STEP 1 - First Time Login**

You have received your UserID and Token from the bank.  
In order for you to log into Internet Banking, you will be required to register your token by following the steps below.

User ID

This is the \*\* Character ID for Online Banking Services

**Go for it****Step 2:** Enter a One-Time-Password (OTP) that is sent to your registered mobile number or email address and Go For it. In case you do not receive the OTP, click *Resend* or call the bank for further assistance.

Please note to receive the One Time Password on Email you will need to contact the bank.

**STEP 2 - Authenticate**

Enter the One Time Password from the SMS sent to your registered mobile phone.

One Time Password

**Resend**

please call the bank if you do not receive your SMS message

**Go for it****Cancel****Step 3:** Register Token

- To Register a Hard Token, select *Hard Token*, input the serial number of the hard token and Go For It. The hard token Serial Number is indicated at the back of the token.
- To Register a **HID Approve** Token, select **HID Approve** and Go for it

### STEP 3 - Register Token

On application for Internet Banking, you were provided with a Token. This will generate One Time Passwords for login and transaction signing. In order to tie this device to your profile, complete the step below

If you do not have a Hard Token, you may use HID Approve instead. Kindly enter the device serial number of Hard Token or select HID Approve and click Submit

Activate HID Approve  HID Approve

Device Serial Number  Hard

This is the serial number (S/N) of your Hard token device.

**Go for it**

**Cancel**

**Step 4:** To activate the token, you have two options available:

- Scan QR Code
- Use of Invite code

They appear as below.

Use the HID Approve mobile application to scan the QR code shown below to register your mobile device.



Parameters for manual registration of HID Approve:

User ID : JNN662663

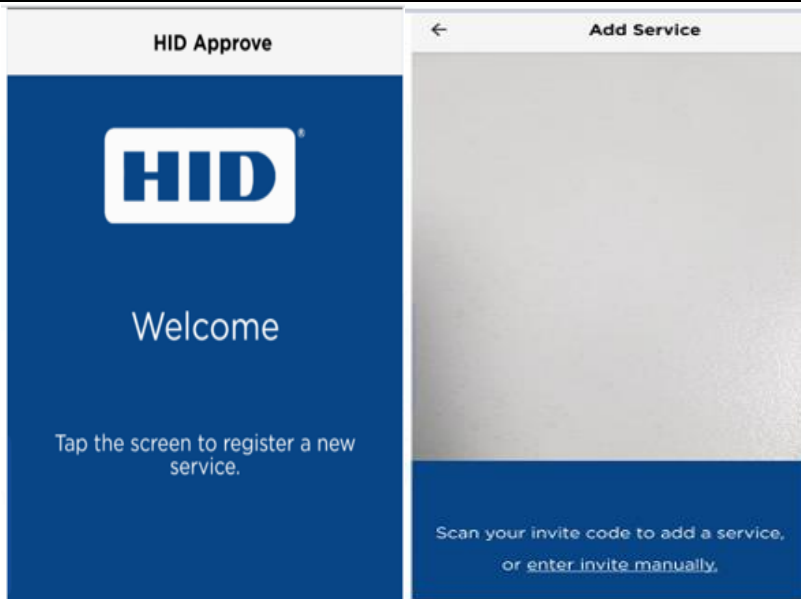
Invite Code : 447FVUAGDM

Service URL : approve.ncbagroup.com/FTRESS

**Go for it**

### Option 1: Scan QR Code

For the HID Approve (Soft token) tap on the mobile device screen to be able to scan the QR code on your registration screen using the just downloaded HID Approve APP from the online stores. Once QR code is scanned successfully, Go For It.



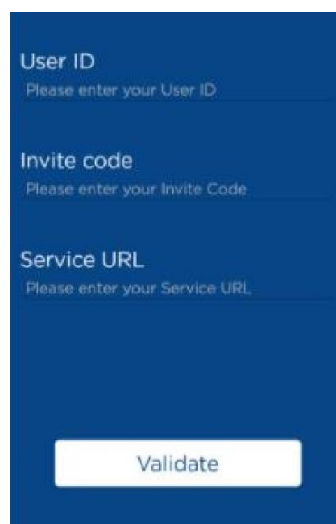
### Option 2: Use of Invite Code

On the HID approve token, select “Enter invite manually” as indicated below.

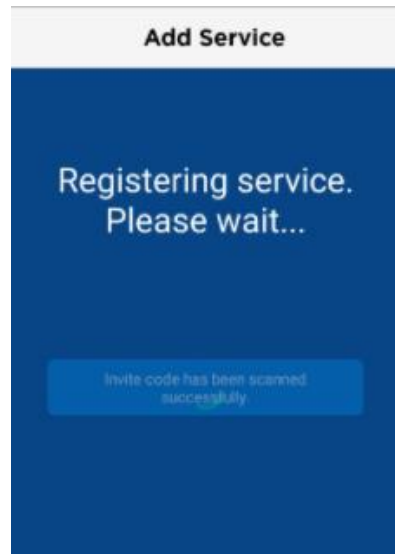


On the next screen input the USER ID, Invite code and the service URL as they appear on the SSP portal.

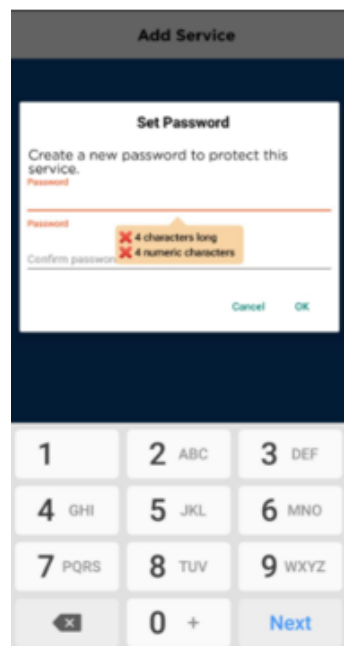
Click *validate* to complete the process.



Below screen will be displayed on your Approve Token once the QR Code is successfully scanned OR the manual invite code process is successfully complete.



**Step 5:** The next screen on the HID Approve token will prompt you to set a *Password*. Please note that this Password is 4 digits long. Set a password and click OK.



**Step 6:** Generate a security code(One Time Password) from your HID Approve Token and input it below to authenticate the token.

**STEP 3 - Change Token PIN or One Time Password Login**

You can now turn on your Hard token and login using the default PIN provided.

You will be requested to change your PIN.  
Enter your new PIN and Confirm.

Your PIN is now changed.  
Kindly note your new token PIN in a secure place

Select the OK button on the PIN, a One Time Password will be displayed, enter this below.

If it is a HID Approve token, generate One Time Password in the mobile application and enter it below.

One Time Password

**Go for it**

**Cancel**


**Step 7:** On the SSP portal, select and answer 3 of your preferred security questions and Go For IT. Note that you shall use these questions for your token management needs.

**STEP 4 - Security Questions**

Kindly select **three** of the security questions below which will be used to confirm your identity when you contact the bank regarding your Internet Banking Profile

Select question    
Enter answer   
Confirm answer

Select question    
Enter answer   
Confirm answer

Select question    
Enter answer   
Confirm answer

**Go for it**

**Cancel**

Congratulations! The token is now successfully activated.

Using the One Time Password (OTP) generated by the token, you can proceed to log into your internet banking profile. Please note that for any session, the One Time Pin (OTP) will display for only 60 seconds.

Kindly contact us using the contact details below, if you have feedback or queries regards the internet banking platform or token registration process.

**Email:** [contact@ncbagroup.com](mailto:contact@ncbagroup.com)

**Kenya:** +254 20 2884444; +254 711 056444; +254 732 156444 or 0800 720 444

Thank you for Banking with us.