



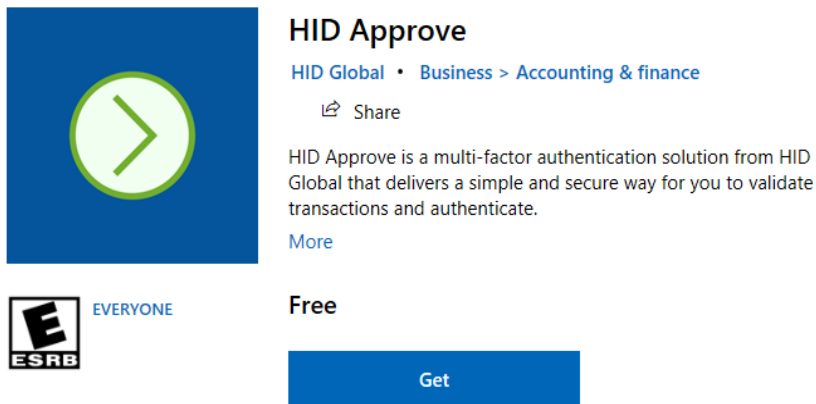
HID APPROVE SOFT TOKEN REGISTRATION PROCESS

PC Token Registration

Steps

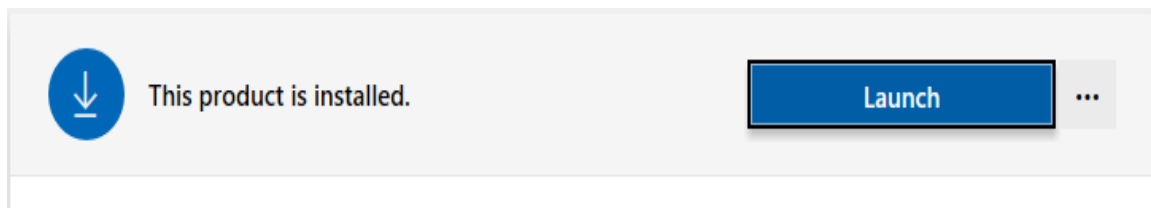
Step 1: Download a PC token from the Microsoft Store [here](#) or from our website [here](#) and click on Get to download.

Please note that to download a PC token one requires to have a Microsoft email account.



The screenshot shows the Microsoft Store page for the application "HID Approve". On the left is a blue square icon with a white circle containing a green right-pointing chevron. To the right of the icon, the text reads "HID Approve" in bold, followed by "HID Global • Business > Accounting & finance" and a "Share" button. Below this is a short description: "HID Approve is a multi-factor authentication solution from HID Global that delivers a simple and secure way for you to validate transactions and authenticate." There is a "More" link below the description. At the bottom left is the ESRB rating "EVERYONE". At the bottom right is a blue "Get" button.

Step 2: Once the token is Successfully Registered, Launch the token on the Microsoft Store



The screenshot shows a Microsoft Store interface element. On the left is a blue circular icon with a white downward arrow. To its right is the text "This product is installed." On the right side of the interface is a blue "Launch" button and a grey button with three dots.

Step 3: Accept Terms and Conditions on the Token

Step 4: Click on Token registration on the Self Service Portal (SSP) [here](#), enter your 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 5: Enter the Onetime Password received on your registered mobile phone or on email and Go For It.

STEP 2 - Authenticate

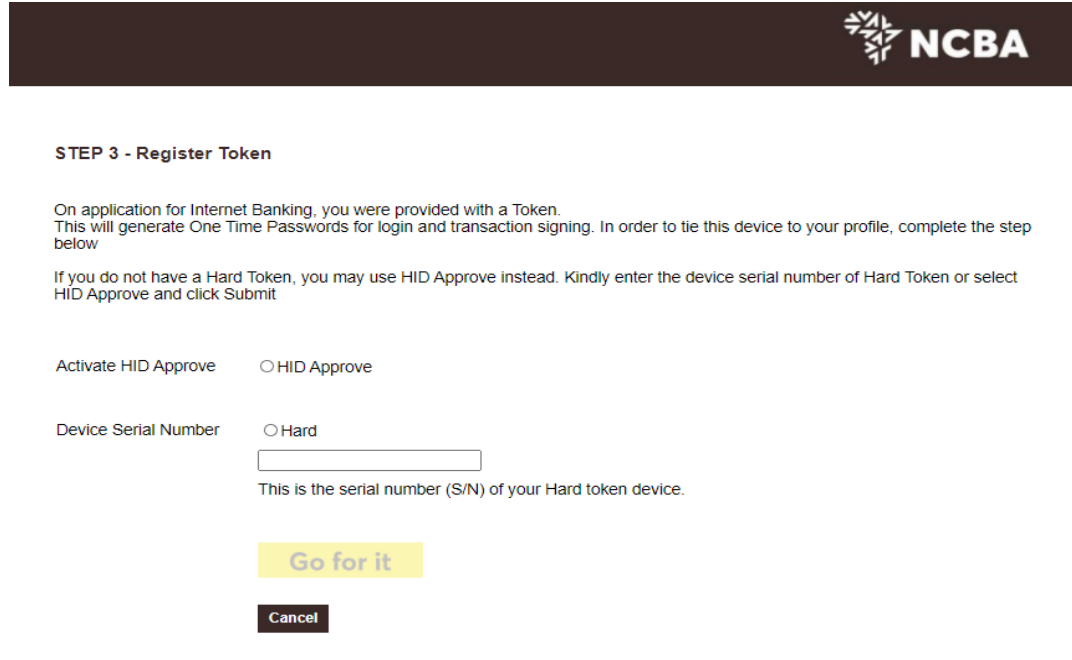
Enter the One Time Password from the SMS sent to your registered mobile phone.

One Time Password **Resend**

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

Go for it**Cancel**

Step 6: Click on 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

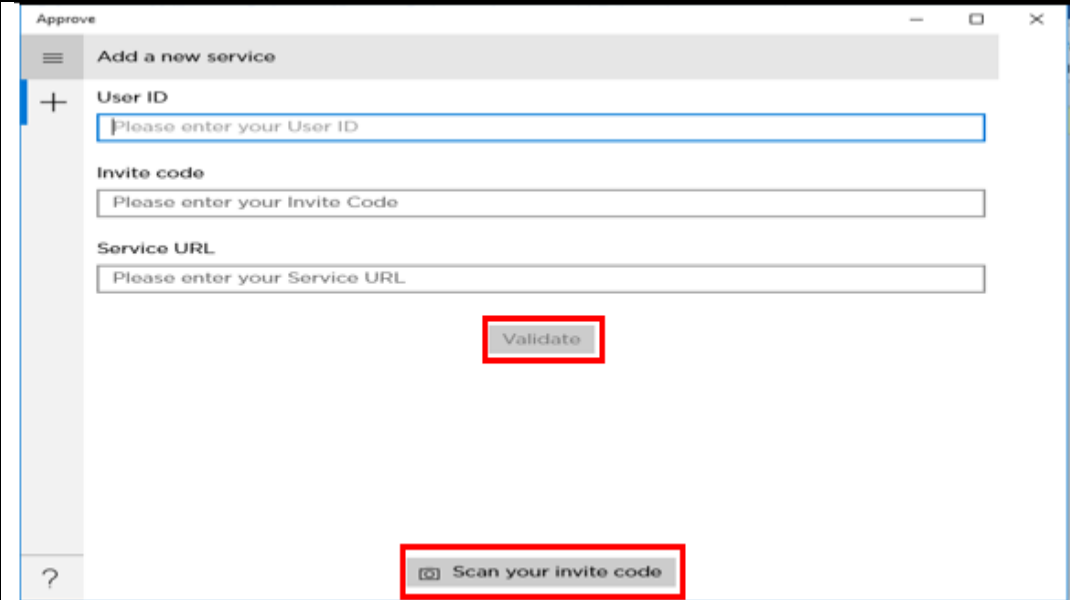
This is the serial number (S/N) of your Hard token device.

Go for it

Cancel

Step 7: On the PC Token You can manually input the below invite code on the fields above: User ID, Invite Code and Service URL and click on **Validate** or scan the QR code by clicking on **Scan your invite Code**.

Click on Complete on the SSP Portal



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



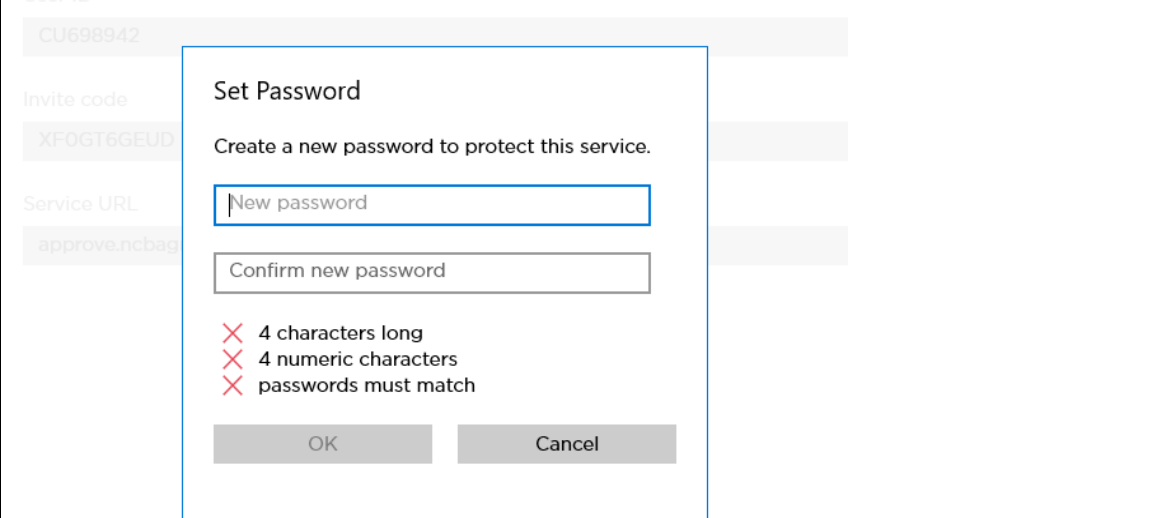
Parameters for manual registration of HID Approve:

User ID : CU698942

Invite Code : 1B0K3PDGR5

Service URL : approve.ncbagroup.com/FTRESS

Step 8: Set a password on the Token



CU698942

Invite code
XF0GT6GEUD

Service URL
approve.ncbag

Set Password

Create a new password to protect this service.

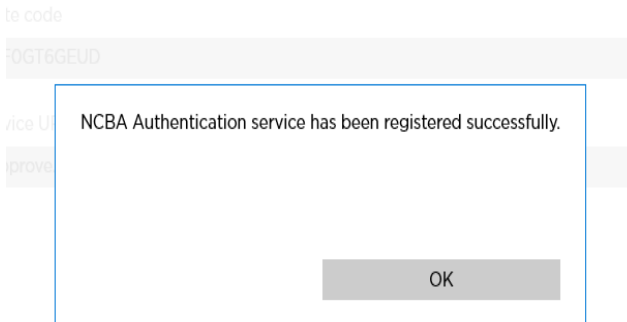
New password

Confirm new password

✗ 4 characters long
✗ 4 numeric characters
✗ passwords must match

OK Cancel

The PC Approve Token is successfully registered.



Invite code
XF0GT6GEUD

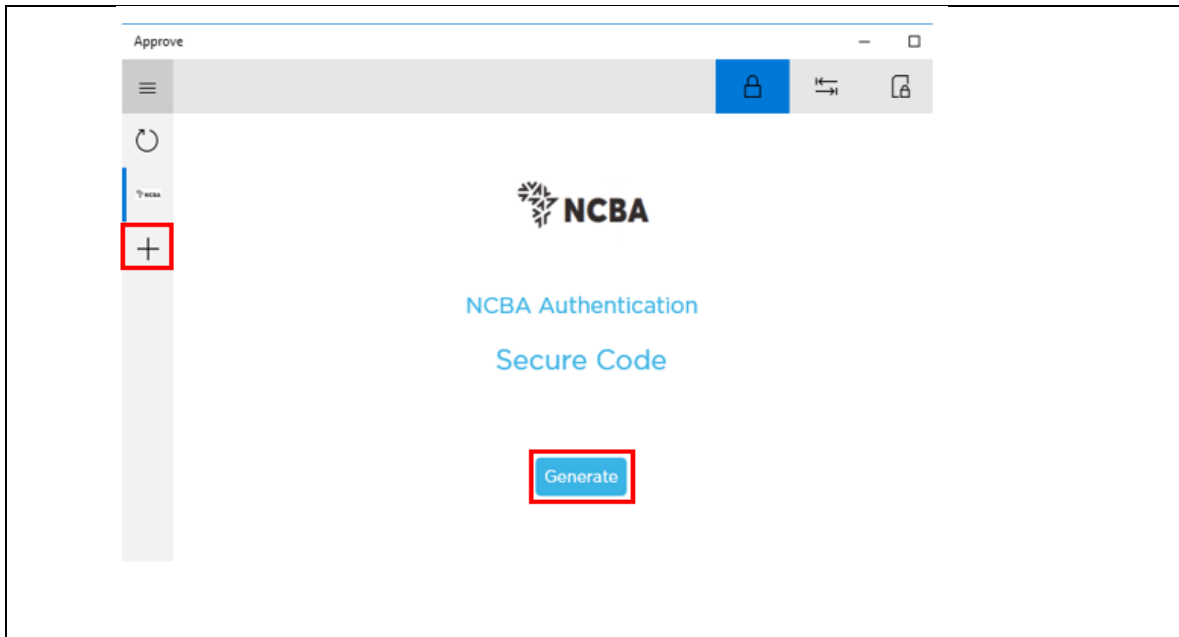
Service URL
approve.ncbag

NCBA Authentication service has been registered successfully.

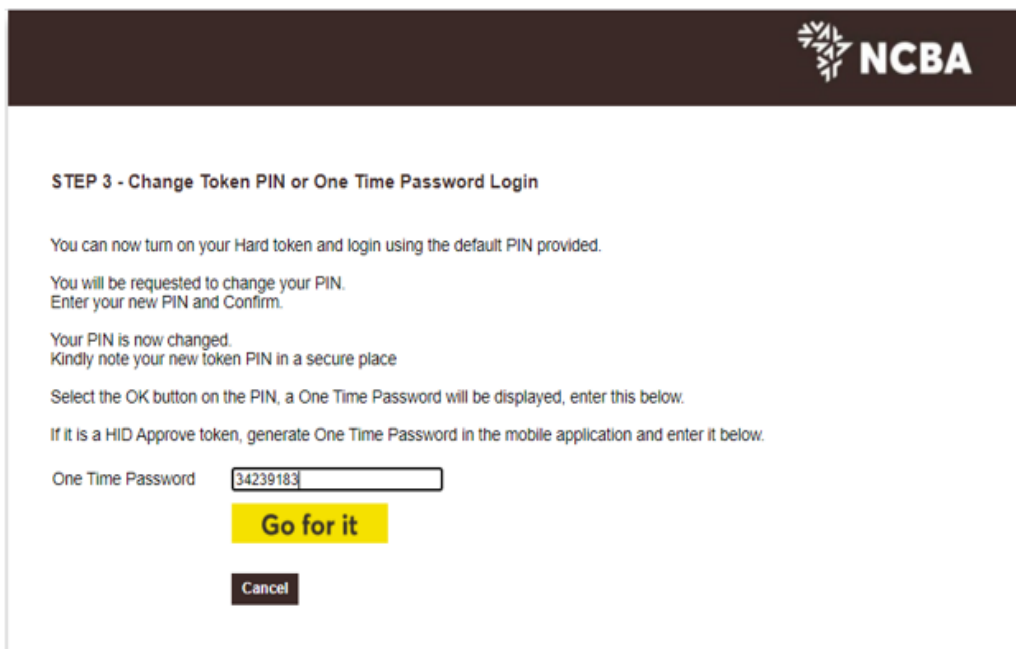
OK

Step 9:

- To Generate a security Code , Click on **Generate**
- To Register an additional Internet Banking Profile, click on the highlighted **Add** Button




Step 10: On SSP Portal, input the security Code Generated by the token



Step 11: Set Security Questions

The security questions set will be used for your future token management needs.

 **NCBA**

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

Step 12: Congratulations! The token is now fully activated and you can proceed to login to your internet banking profile.

You are now ready to transact online. Access the internet banking system through our website www.ncbagroup.com

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

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

Thank you for Banking with us.