Physical Token Registration

Collect a Physical Token at your preffered NCBA branch.

Step1: 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

Please note for an existing user to register a physical token, the user has to delete any existing soft tokens on his/her profile and the Bank agent should clear the customer's profile on HID portal i.e. clear security questions and One Time Password.

Step2: Enter the *One Time 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

- To Register a Physical Token, select *hard* and input the serial number of the physical token and Go For It.
- The physical token Serial Number is indicated at the back of the token.

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
                          0921311788
                          This is the serial number (S/N) of your Hard token device.

Go for it

Cancel

Step3: You can now turn on your token and input the default PIN- **1254.** You will be requested to change your PIN. Once the PIN is successfully changed it will generate a security code, key in the *security code* as below and Go For It.

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   34239183

Go for it

Cancel

Step4: Set Security Questions
The security questions set will be used for your future 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   First job town
Enter answer
Confirm answer

Select question   First stuffed animal
Enter answer
Confirm answer

Select question   Elementary / primary school name
Enter answer
Confirm answer

Go for it

Cancel

Step5: 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.