

**CASH MANAGEMENT**  
**ONLINE BANKING**  
**Customer Training**



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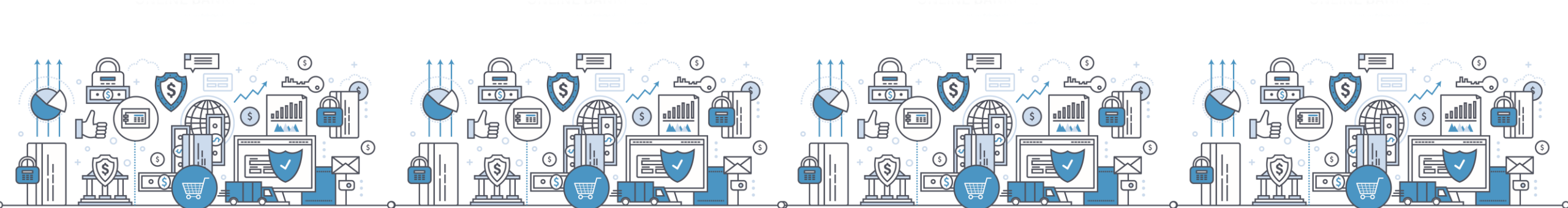
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# Introduction

Following the successful merger of Ex\_CBA and Ex\_NIC Banks to form NCBA Bank Kenya PLC, we have consolidated our systems to ensure we effectively manage all our transactions and interactions through a singular internet banking product offering. All customer accounts will be hosted in the same core banking system for an efficient and customer centric platform.

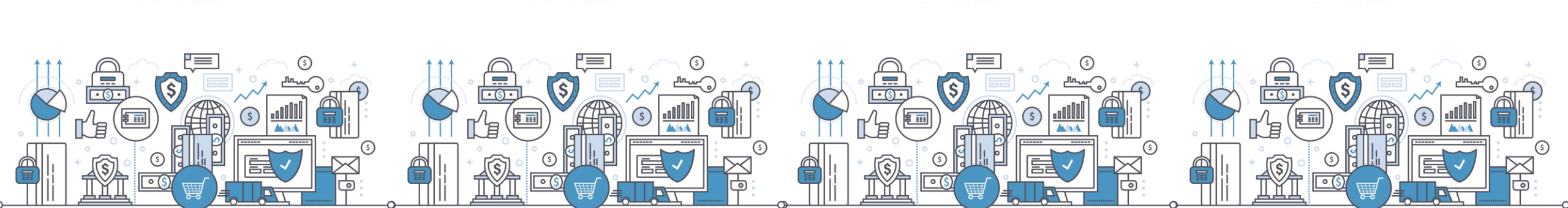


# What Remains Unchanged



# What Remains Unchanged

1. Web-based system accessed by users through any internet enabled devices (mobile phones, Tablets, Computers).
2. System access credentials (USER NAME AND PASSWORD) hence no need to re-apply for the service.
3. Two-factor authentication: System access requires PIN input on your Token to generate One Time Password (OTP).
4. Encryption: Transactional data between bank & client is protected using HTTPS traffic secured by Symantec.
5. Capability to maintain multiple system users and definition of their rights & limits by role, account or amount, workflow approval in line with the prevailing account mandate.



# What Has Changed



# 1. Introduction of HID Approve Token

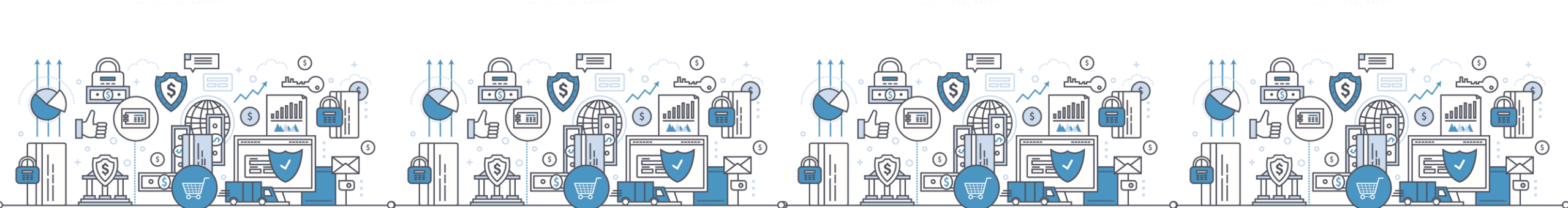
- HID Approve is a multi-factor authentication solution from HID Global that delivers a simple and secure way for transaction validation and authentication using Push notification.
- HID Approve enables generation of one-time secure codes for strong authentication for offline use.
- Secure activation by scanning a QR code.



- Current CBA soft token



- New HID approve

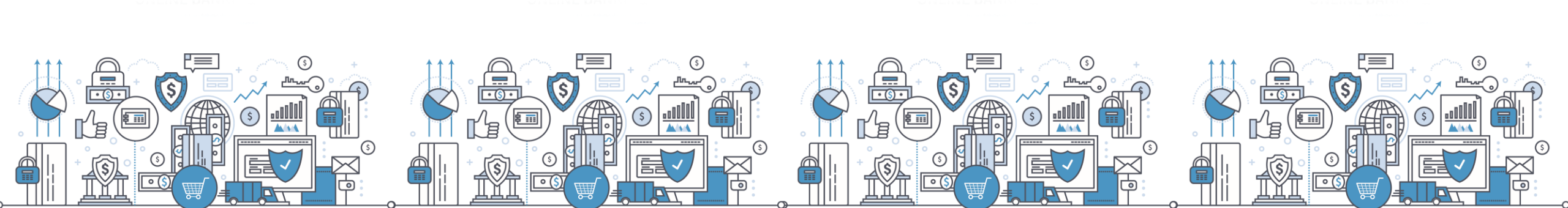


# 2. New Payment functionalities

Introduction of new system features on the single and bulk payments modules

## 1. ) Single payments

- i. M-Pesa Holdings Float Purchase
- ii. NHIF
- iii. Bill Payments
  - M-Pesa Superagency Float Purchase
  - Share Trading
  - HELB
  - Petty cash requests
- iv. Utilities
  - Nairobi water payments
  - KPLC payments





Home Page | My Products | **Transfer Money** | Cheque Services | Card Services | Alerts | Trade Finance | Messages | Customer Service

Transfers | Standing Orders | Auto Sweeps Transfer | | My Beneficiary | Enquiries and Advices |

To Own account | To NCBA account | To Local Bank | To Mobile Account | International Transfer | Negotiated Reference

Tax Payments | Collection Payments | Cross Border Transfer | **Transfer to mpesa holding ltd** | NHIF Payments | Utilities

**Bill Payments**

Home Page | My Products | **Transfer Money** | Cheque Services | Card Services | Alerts | Trade Finance | Messages | Customer Service

Transfers | Standing Orders | Auto Sweeps Transfer | Debits into my Account | My Beneficiary | Enquiries and Advices | Mpesa super

To Own account | To NCBA account | To Local Bank | To Mobile Account | International Transfer | Negotiated Reference

Tax Payments | Collection Payments | Cross Border Transfer | Transfer to mpesa holding ltd | NHIF Payments | **Utilities**

Bill Payments

Transfer Money

Select Utilities Type | **Nairobi Water Payment** | KPLC PostPaid Payments

Home Page | My Products | **Transfer Money** | Cheque Services | Card Services | Alerts | Trade Finance | Messages | Customer Service

Transfers | Standing Orders | Auto Sweeps Transfer | Debits into my Account | My Beneficiary | Enquiries and Advices | Mpesa super

To Own account | To NCBA account | To Local Bank | To Mobile Account | International Transfer | Negotiated Reference

Tax Payments | Collection Payments | Cross Border Transfer | Transfer to mpesa holding ltd | NHIF Payments | Utilities

**Bill Payments**

Please Select Bill Type:

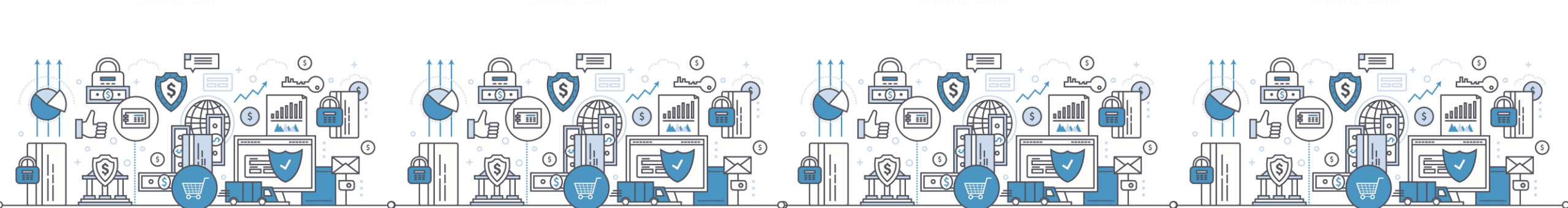
Bill Payment Type | Petty Cash Payments | Petty Cash Payments | MPESA Super Agency Float Request | NCBA Securities Share Trading | **HELB**



# 2. New Payment functionalities

## 2. ) Bulk payments

- i. Introduction of a new bulk payments upload service.
- ii. Bulk payments service allows processing of payments to multiple recipients via a manual batch/bulk file upload .
- iii. The bulk payment can be made as a single debit to their account or multiple debits.
- iv. Control of file processing is on the customers end. Incase of file errors one is able to view the error on your end and you can amend the file on screen without re-uploading the file afresh.
- v. Generate Debit advices for successfully bulk payments.



### Bulk File Upload

The CSV file used for the processing of Bulk Payments may be uploaded using this page.

Welcome, Ms. Dorothy Wangu@CASH MONEY MANAGE

[Home Page](#) | [My Products](#) | [Transfer Money](#) | [Cheque Services](#) | [Card Services](#) | [Alerts](#) | **[Bulk Payments](#)** | [Customer Service](#) | [Contacts](#)

[Bulk File Upload](#) | [View Upload Details](#) | [Batch Enquiry](#) | [View Payment Awaiting Authorisation](#) | [View Processed Bulk Master Record](#)

### File Upload

Description

File Type

File Name  No file chosen

From Account

Processing Mode  Multi  Single

Value Date

[Go for it](#)



# Bulk Payments Service Overview



# Bulk Payment Templates

- Used to prepare bulk files for upload. The Bulk module only supports KES payments.
- All columns are mandatory.

**EFT**

DATE	BANK CODE	BRANCH CODE	ACCOUNT NUMBER	ACCOUNT NAME	AMOUNT	PAYMENT DESC
12/07/2020	01	100	11255591	PETER TEST	100.00	AUG 2020 SALARY
12/07/2020	03	016	11232391	SIMON TEST	110.00	AUG 2020 SALARY
12/07/2020	11	078	11122121	NILE TEST	120.00	AUG 2020 SALARY
12/07/2020	68	100	11121231	LYDIA TEST	130.00	AUG 2020 SALARY

**RTGS**

DATE	SORT CODE	BLANK COLUMN	ACCOUNT NUMBER	ACCOUNT NAME	BANK	BLANK COLUMN	CURENC	AMOUNT	PAYMENT DESC
20200712	01100		11255591	PETER TEST	NCBA		KES	100.00	RTGS SALARY
20200712	03016		11232391	SIMON TEST	NCBA		KES	110.00	RTGS SALARY
20200712	11078		11122121	NILE TEST	NCBA		KES	120.00	RTGS SALARY
20200712	68100		11121231	LYDIA TEST	NCBA		KES	130.00	RTGS SALARY

**MMTS**

DATE	SORT CODE	BLANK COLUMN	ACCOUNT NUMBER	ACCOUNT NAME	BANK	BLANK COLUMN	CURENC	AMOUNT	PAYMENT DESC
20200712	99001		254711056444	PETER TEST	NCBA		KES	100.00	MPESA SALARY
20200712	99001		254722000000	SIMON TEST	NCBA		KES	110.00	MPESA SALARY
20200712	99004		254732156444	NILE TEST	NCBA		KES	120.00	MPESA SALARY
20200712	99004		254732156444	LYDIA TEST	NCBA		KES	130.00	MPESA SALARY

**MSHWARI**

DATE	SORT CODE	BLANK COLUMN	ACCOUNT NUMBER	ACCOUNT NAME	BANK	BLANK COLUMN	CURENC	AMOUNT	PAYMENT DESC
20200712	97001		254711056444	PETER TEST	NCBA		KES	100.00	MPESA SALARY
20200712	97001		254722000000	SIMON TEST	NCBA		KES	110.00	MPESA SALARY
20200712	97001		254732156444	NILE TEST	NCBA		KES	120.00	MPESA SALARY
20200712	97001		254732156444	LYDIA TEST	NCBA		KES	130.00	MPESA SALARY



# Initiating Bulk Payments (Inputer)

The Upload process has three steps;

1a. Load the file using Bulk Upload sub module.

The screenshot shows the 'Bulk File Upload' form. At the top, there is a navigation bar with 'Bulk File Upload' highlighted in a red circle. Below the navigation bar, the form includes several input fields: 'Description', 'File Type' (with a dropdown arrow), 'File Name' (with a 'Choose File' button and 'No file chosen' text), 'From Account' (with a dropdown arrow), 'Processing Mode' (with radio buttons for 'Multi' and 'Single'), and 'Value Date' (with a date picker). A yellow 'Go for it' button is located at the bottom of the form.

The screenshot shows the 'Bulk Payment' list and 'Bulk Master' details. The 'Bulk Payment' table has columns: Bulk Payment Id, Description, Value Uploaded, Payment Date, Total Amount, Status, Record Status, and Bulk Type. A red circle highlights the 'View Upload Details' link in the navigation bar. Below the table, there is a 'Save as CSV' button and 'Results 1 - 3 of 3'. The 'Bulk Master' section shows details for 'Bulk Master: BKM2022453927' and a table of items.

Bulk Payment Id	Description	Value Uploaded	Payment Date	Total Amount	Status	Record Status	Bulk Type
BKM2022453927	FILE TEST	450.00	11 AUG 2020	450	READY	Pending	FILE TEST

Save as CSV Results 1 - 3 of 3

Bulk Master: BKM2022453927

ITEM	PAYMENT DATE	BC/SORTCODE	ACCOUNT NUMBER	ACCOUNT NAME	CURRENCY	AMOUNT	REF	STATUS
19237201815432200	11 AUG 2020	02019	1099811800	GROUP KENYA LTD	KES	100.00	SALARY	READY
19237201815432300	11 AUG 2020	57003	2280100	DYNAMICS	KES	150.00	SALARY	READY
19237201815432302	11 AUG 2020	57003	2280100	DYNAMICS	KES	200.00	SALARY	READY



# Initiating Bulk Payments (Inputer)

## 1b. Repair Entries with Errors.

Note: Value Uploaded and Total uploaded MUST tally.

Bulk File Upload | [View Upload Details](#) | [Batch Enquiry](#) | [View Payment Awaiting Authorisation](#) | [View Processed Bulk Master Record](#)

Bulk Payment Id	Description	Value Uploaded	Payment Date	Total Amount	Status	Record Status	Bulk Type			
BKM2022448052	EFT	51.00	11 AUG 2020	331	READY	Pending	EFT			
BKM2022448052	MMTS	160.00	11 AUG 2020	1000	READY	Pending	MMTS			

Save as CSV Results 1 - 3 of 3

Bulk Item: BKM2022448052

Item	Reference	Beneficiary Name	Account	Sort Code	Currency	Amount	Payment Date	Status		
19236753053762800	MPESA TRANSFER		254716612933	99002	KES	150.00	11 AUG 2020	CREATED	<a href="#">Amend</a>	<a href="#">View</a>
19236753053762802	MPESA TRANSFER		254716612933	99001	KES	610.00	11 AUG 2020	CREATED	<a href="#">Amend</a>	<a href="#">View</a>
19236753053762804	AIRTEL TRANSFER		254732612933	99004	KES	160.00	11 AUG 2020	CREATED	<a href="#">Amend</a>	<a href="#">View</a>

### FT Bulk Item

ID#: Previous work will be lost (E-111797)

Bank Branch Code: 99002

Beneficiary ID:

Account No: 254716612933

Beneficiary Name:

Beneficiary Bank Name:

SWIFT Address:

Value Date: 11 AUG 2020

Credit Currency: KES

Credit Amount: 150.00

Reference: MPESA TRANSFER

Click on amend button to view and amend the selected record

Go for it



# Initiating Bulk Payments (Inputer)

1c. Send the file for authorization after checking that there are no errors under View Bulk Upload details sub module. Note:

Bulk File Upload | **View Upload Details** | Batch Enquiry | View Payment Awaiting Authorisation | View Processed Bulk Master Record

Bulk Payment Id	Description	Value Uploaded	Payment Date	Total Amount	Status	Record Status	Bulk Type
<b>BKM022453907</b>	FILE TEST	450.00	11 AUG 2020	450	READY	Pending	FILE TEST

**FT Bulk Master**

Description: FILE TEST  
Bulk type: EFT  
Account: 634  
Currency: KES  
Transfer mode: FT  
Processing date: 11 AUG 2020  
Payment value date: 11 AUG 2020  
Clearing date:  
Upload reference: NIC.EFT batch format.csv  
Tot Value Uploaded: 450  
Debit reference:  
Credit reference:  
Status: Ready  
Total amt: 450  
Items in: 3  
Items in Error: 0  
Tot Commission Amount:

**Go for it**

Click on the Bulk ID of the payment to send it for authorization

Confirm that all the details are okay and click on Go for it, to submit for authorization

Bulk File Upload | View Upload Details | Batch Enquiry | **View Payment Awaiting Authorisation** | View Processed Bulk Master Record

Bulk Payment Id	Description	Value Uploaded	Payment Date	Total Amount	Status	Authorizer	Record Status
<a href="#">BKM022493090</a>	EFT	66.00	11 AUG 2020	66.00	READY		Awaiting Authorization
<a href="#">BKM022469785</a>	RTGS	81.00	11 AUG 2020	81.00	READY		Awaiting Authorization

The file can now be viewed under View Payments Awaiting Authorization





# Initiating Bulk Payments (Inputer)

## 2.3) Bulk File Authorization

Go to Bulk Payments>> Authorize bulk payments >>Select Payments >>Click on bulk payment id of specific batch to approve>>Confirm details are okay then select the approve button, and confirm.

Home Page | My Products | Transfer Money | Cheque Services | Card Services | Alerts | Bulk payments | Messages | Customer Service | Contacts

**Authorise Bulk Payments** | Reject Bulk Item | Reject Bulk Master | Batch Enquiry | View Processed Bulk Master Record

View Upload Details | Payments

Select Payments to view the files awaiting

Bulk Payment Id	Description	Value Uploaded	Payment Date	Total Amount	Status	Authorizer	Record Status
BKM2022498090	EFT	66.00	11 AUG 2020	66.00	READY		Awaiting Authorization
BKM2022498091	RTGS	81.00	11 AUG 2020	81.00	READY		Awaiting Authorization

Click on the play button to view the records

Bulk Item : BKM2022498090

Item	Reference	Beneficiary Name	Account	Sort Code	Currency	Amount	Payment Date	Status
19236734613966000	December 2014 Net Pay	Maina W	7111190019	07000	KES	10.00	11 AUG 2020	READY
19236734613966500	December 2014 Net Pay	Maina W	7111190019	07000	KES	12.00	11 AUG 2020	READY
19236734613966601	December 2014 Net Pay	Maina W	7111190019	07000	KES	10.00	11 AUG 2020	READY

Bulk Payment Id	Description	Value Uploaded	Payment Date	Total Amount	Status	Authorizer	Record Status
BKM2022498090	EFT	66.00	11 AUG 2020	66.00	READY		Awaiting Authorization
BKM2022498091	RTGS	81.00	11 AUG 2020	81.00	READY		Awaiting Authorization

Click on the bulk ID to approve the file

**FT Bulk Master**

Description: RTGS  
Bulk type: RTGS  
Account: 7110120036  
Currency: KES  
Transfer mode: FT  
Processing date: 11 AUG 2020  
Payment value date: 11 AUG 2020  
Upload reference: RTGS FORMAT - YYYY.csv  
Tot Value Uploaded: 81  
Status: Ready  
Total amt: 81  
Items in: 4

Confirm all the details are okay and submit



# Initiating Bulk Payments (Inputer)

## 2.4) View processed bulk master records

Displays all batches that have been approved.



The navigation menu includes: Home Page, My Products, Transfer Money, Cheque Services, Card Services, Alerts, Bulk Payments (highlighted in yellow), Customer Service, and Contacts. Below the menu, there are links for Bulk File Upload, View Upload Details, Batch Enquiry, View Payment Awaiting Authorisation, and View Processed Bulk Master Record (highlighted with a red border).

Bulk Payment Id	Description	Account	Amount	Value Date	Authorizer	Status	
<a href="#">BKM2022411081</a>	RTGS	7110		20200811	PROCESSED NGE	PROCESSED	
<a href="#">BKM2022412713</a>	EFT FILE	7110		20200811	PROCESSED NGE	PROCESSED	
<a href="#">BKM2022430993</a>	MMTS	7110		20200811	PROCESSED NGE	PROCESSED	



# Initiating Bulk Payments (Inputer)

## 2.5) Proof of payment download

Click on the search glass icon adjacent to the batch to query individual items and get details of the payments including the unique transaction reference for debit advice download.

[Bulk File Upload](#) | [View Upload Details](#) | [Batch Enquiry](#) | [View Payment Awaiting Authorisation](#) | [View Processed Bulk Master Record](#)

[Download PDF](#)

Results 1 - 10 of 10

### FT Bulk Item

Bank Branch Code	11031
Account No	01
Beneficiary Name	Maina W
Value Date	11 AUG 2020
Credit Currency	KES
Credit Amount	10.00
Reference	December 2014 Net Pay
Upload	UPLOAD
Status	PROCESSED
FT Reference	<requests><request>FT20224Y419W

Bulk Payment Id	Description	Account	Amount	Value Date	Authorizer	Status
<a href="#">BKM2022411081</a>	RTGS	711		20200811	PROCESSED NG	PROCESSED
<a href="#">BKM2022412713</a>	EFT FILE	711		20200811	PROCESSED NG	PROCESSED
<a href="#">BKM2022430993</a>	MMS	711		20200811	PROCESSED NG	PROCESSED

Click on here to view records in the file

[Save as CSV](#) Results 1 - 7 of 8

### Bulk Item : BKM2022412713

Item	Reference	Beneficiary Name	Account	Sort Code	Currency	Amount	Payment Date	Status
19236282986454500	December 2014 Net Pay	Maina W	01100	11031	KES	10.00	11 AUG 2020	PROCESSED
19236282986454600	December 2014 Net Pay	Maina W	01100	68000	KES	10.00	11 AUG 2020	PROCESSED
19236282986454602	December 2014 Net Pay	Maina W	711111	07000	KES	51.00	11 AUG 2020	PROCESSED



# HID Approve( Soft Token)



# What is an HID Approve Token?

- HID Approve is a multi-factor authentication solution from HID Global that delivers a simple and secure way for log in, transaction validation and authentication using Push notification.
- HID Approve enables generation of one-time secure codes for strong authentication for offline use.
- Secure activation by scanning a QR code.

## Current CBA soft token

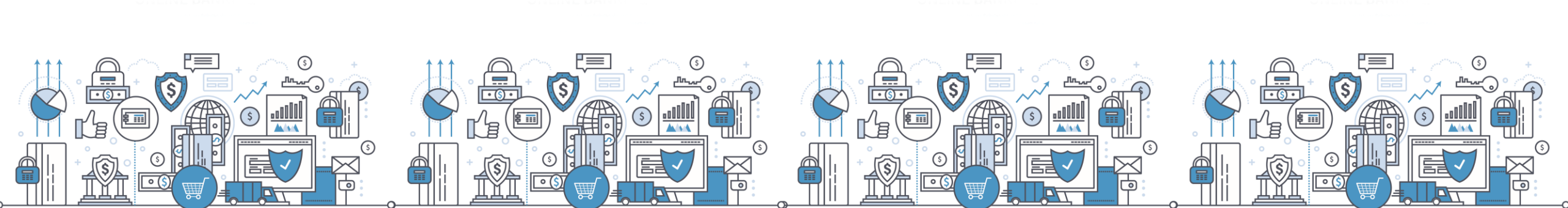


## New HID approve



# What is a QR Code?

- A QR Code is a machine-readable optical label that contains information about the item to which it is attached.
- A QR code consists of black squares arranged in a square grid on a white background and often contains data for a tracker that points to a website or application.

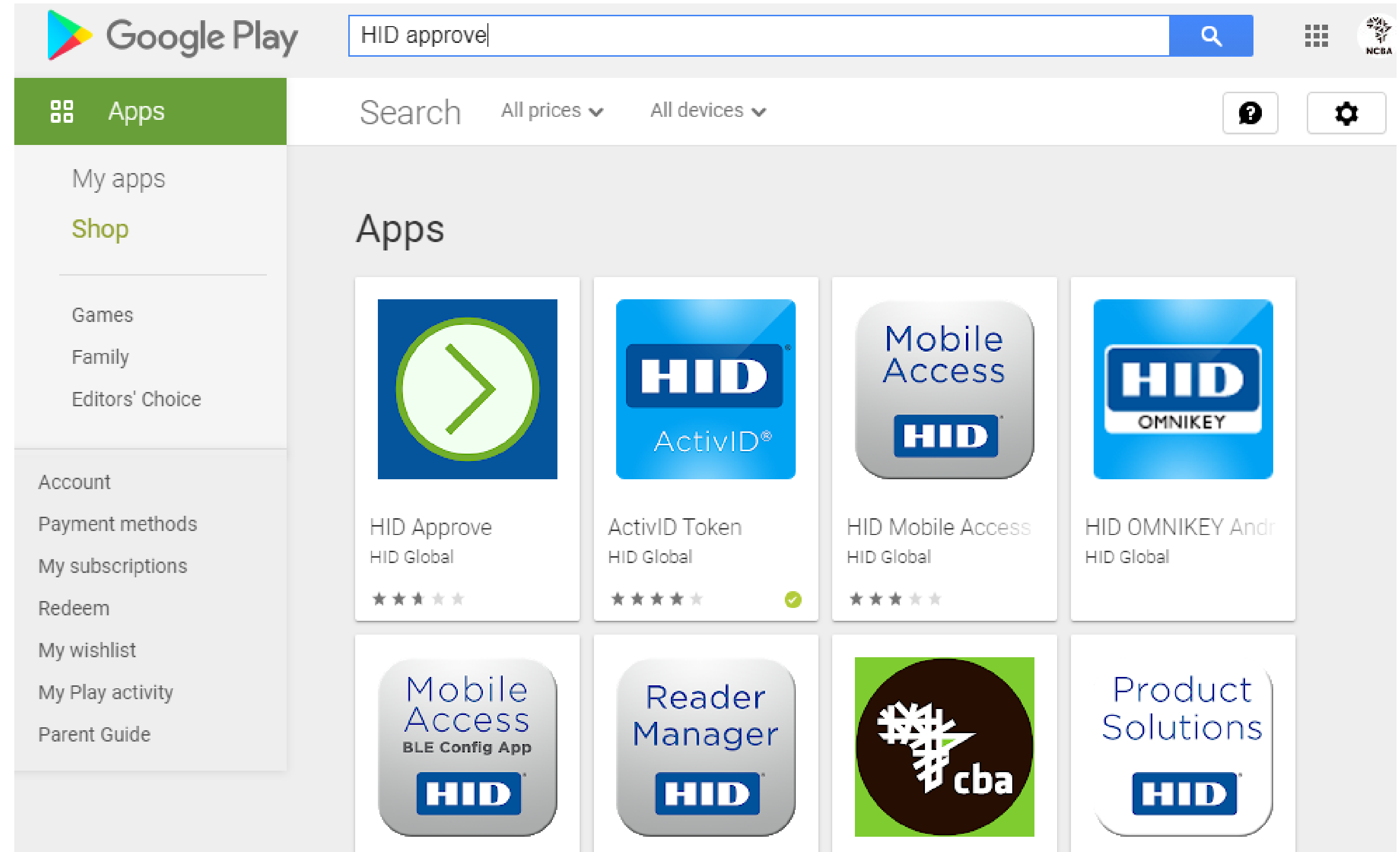


# HID Approve Registration Process



# HID Approve Download

- HID Approve available on Google Play store or App store





# Step 1: Login to the SSP Portal

The SSP Portal is available on the Internet Banking page.

Click on Token Registration

The screenshot shows the NCBA Internet Banking portal. At the top right is the NCBA logo. The main content area is divided into two columns. The left column features a banner for 'NCBA Internet Banking' with a beach image, a blue box for 'About NCBA Internet Banking' describing the secure, fully transactional platform, and two more blue boxes for 'Personal Banking' and 'Corporate Banking'. Below this is a security warning section titled 'Protect yourself from online fraud' with contact information. The right column is titled 'Login to your account' and contains two input fields: 'Enter your User ID' and 'Enter Token Generated Pin', followed by a yellow 'Go for it' button. Below the login section is a dark grey box labeled 'Self Service Portal (SSP)' which is highlighted with a red border. Underneath are three links: 'Not yet registered?' with a 'Sign Up' button, 'Token Registration?' with a 'Log In' button (also highlighted with a red border), and 'Manage Tokens?' with a 'Log In' button.



# Step 2: Enter Your User ID



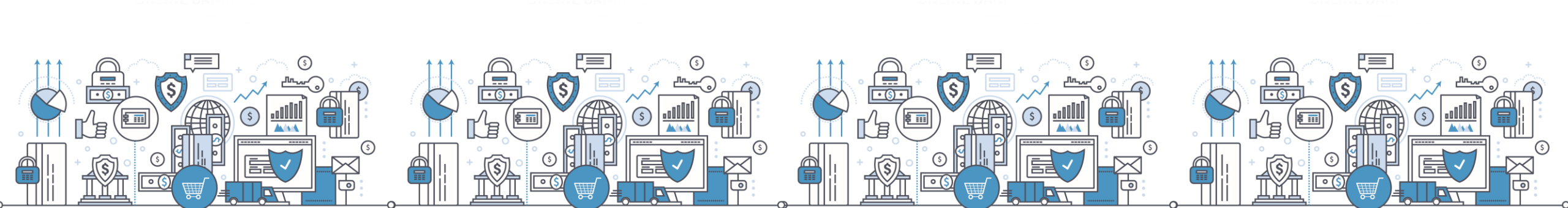
## STEP 1 - First Time Login

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 3: One Time Password

Enter a One-Time-Password (OTP) that is sent to your registered mobile number or email address and click 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 4: Register an Approve 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

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

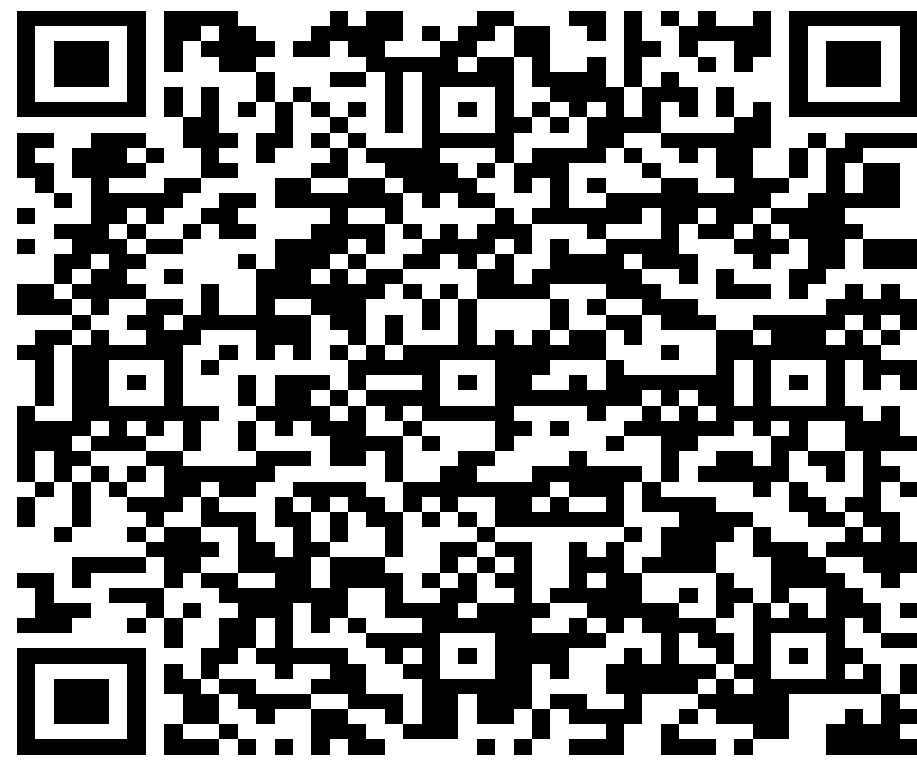
Submit

[Cancel](#)



# Step 5: SSP QR Code/ Manual Invite Code

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](https://approve.ncbagroup.com/FTRESS)

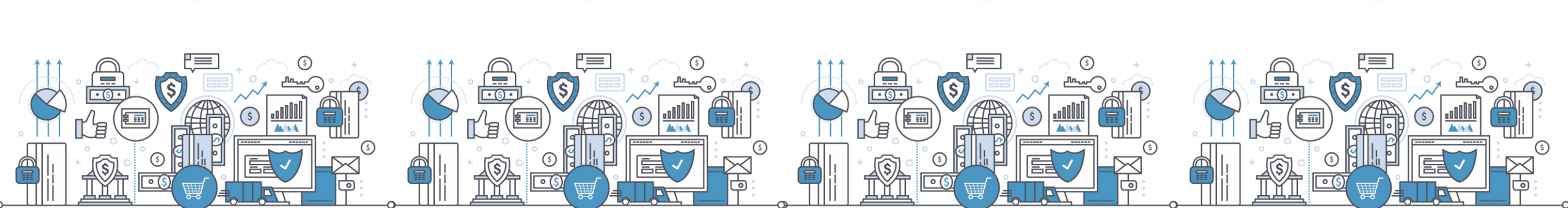
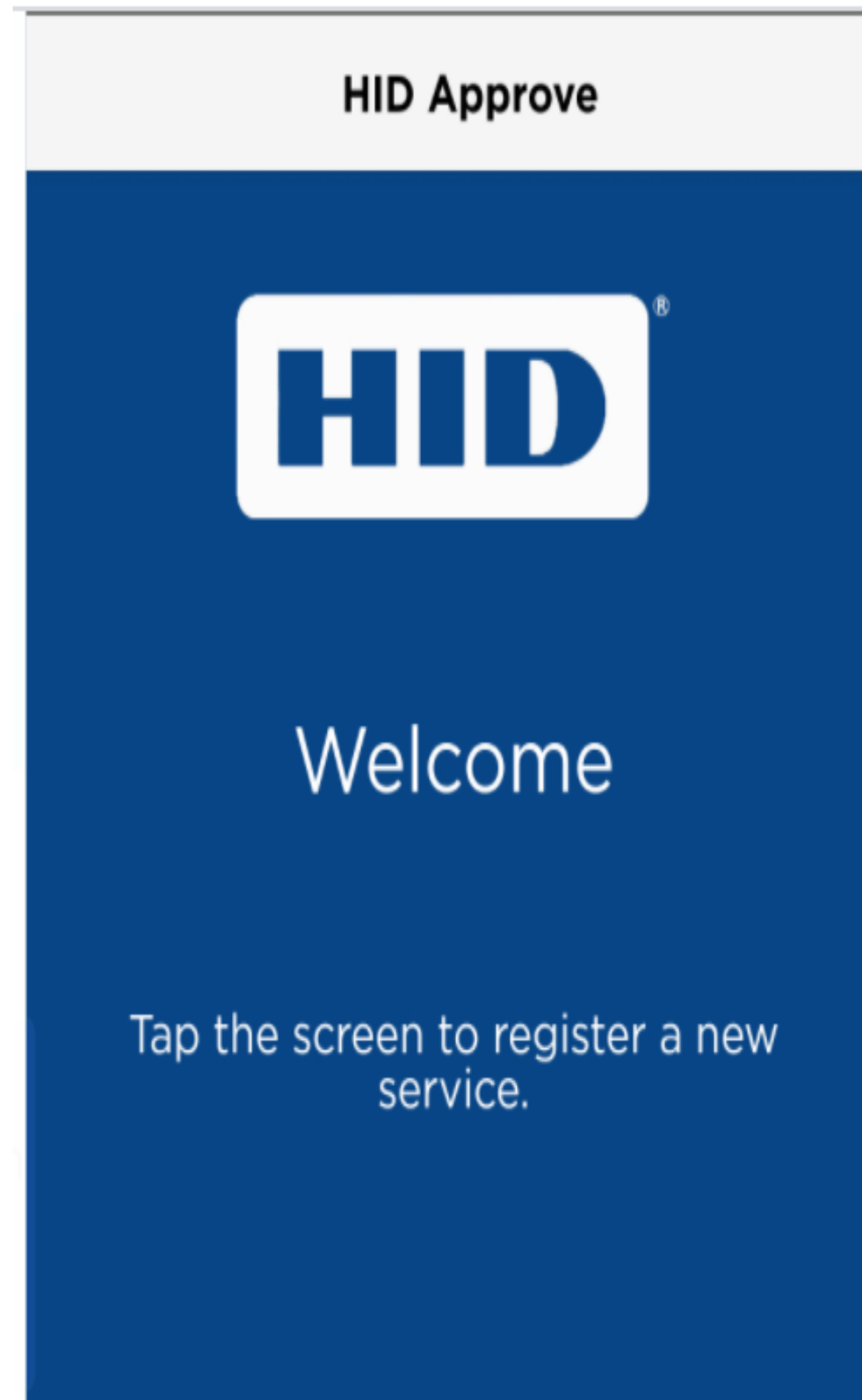
Complete



# Step 5: SSP QR Code/ Manual Invite Code

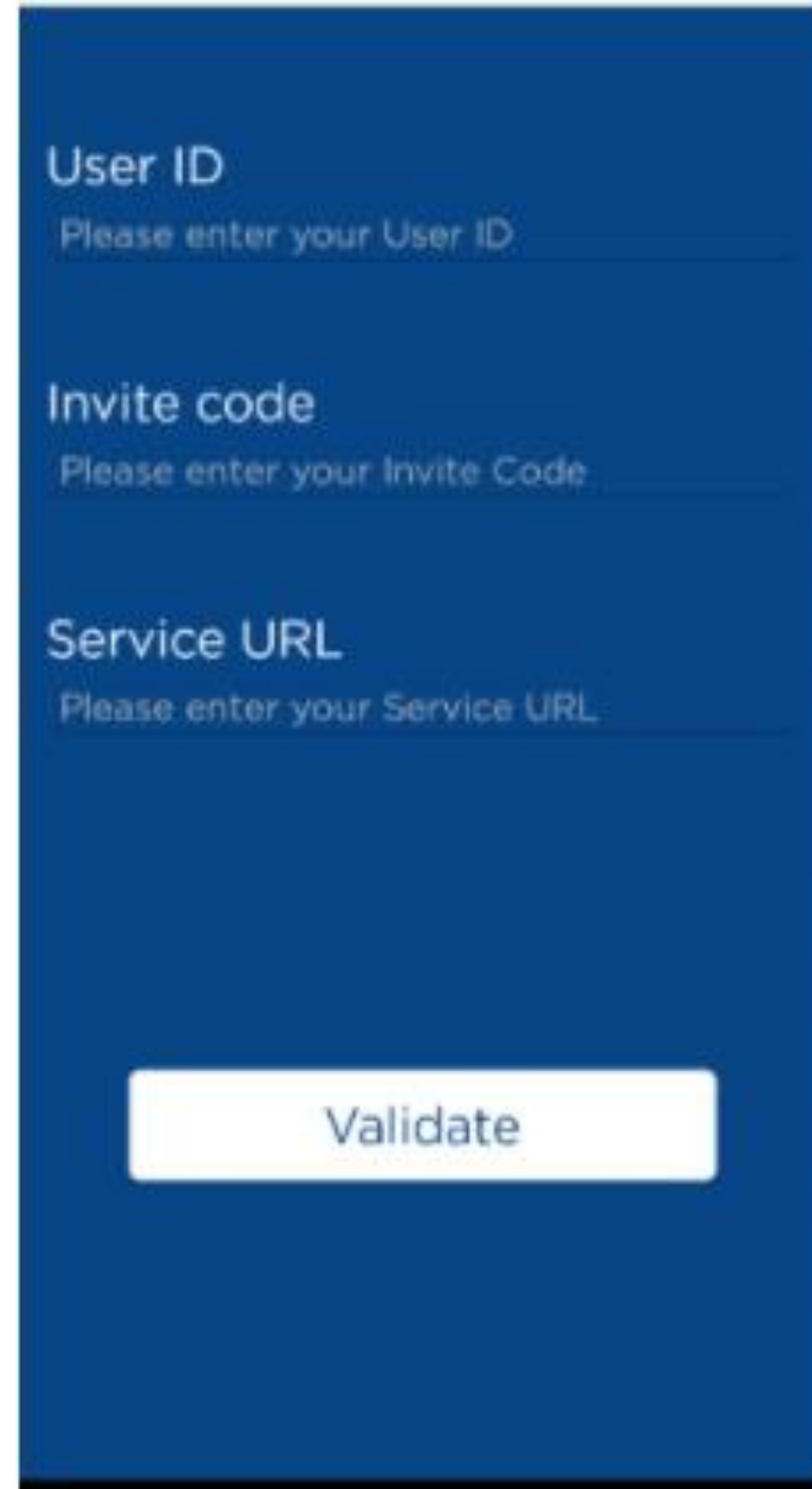
Go back to phone on the HID Approve token, tap on the mobile device screen to be able to scan the QR code.

You can also input the invite Code Manually



# Step 5: SSP QR Code/ Manual Invite Code

Successful HID Approve app registration

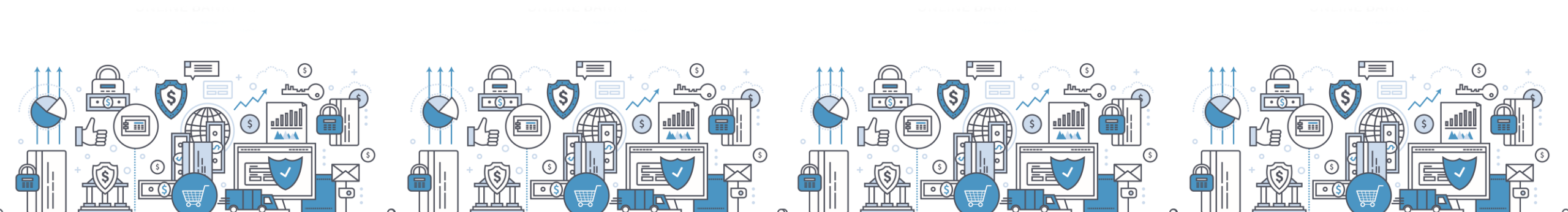


User ID  
Please enter your User ID

Invite code  
Please enter your Invite Code

Service URL  
Please enter your Service URL

Validate



# Step 5: SSP QR Code/ Manual Invite Code

After the QR code is successfully captured,  
Set a pin for the Token

**Add Service**

**Set Password**

Create a new password to protect this service.

Password

Confirm password

Cancel OK

1 2 ABC 3 DEF  
4 GHI 5 JKL 6 MNO  
7 PQRS 8 TUV 9 WXYZ  
0 + Next

**Add Service**

**Set Password**

Create a new password to protect this service.

Password

Confirm password

4 characters long  
4 numeric characters

Cancel OK

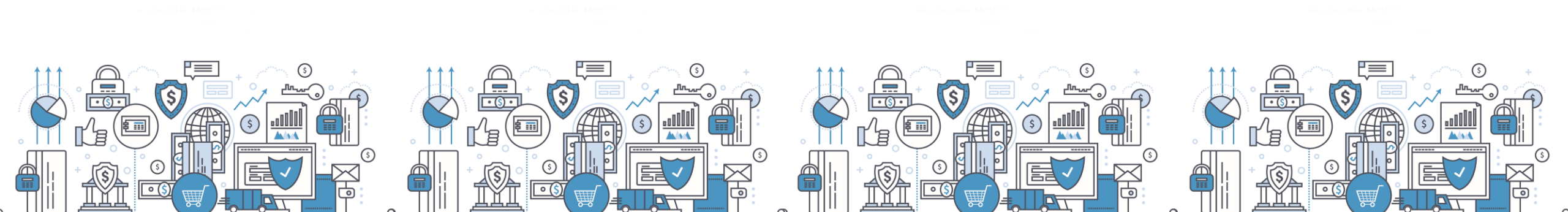
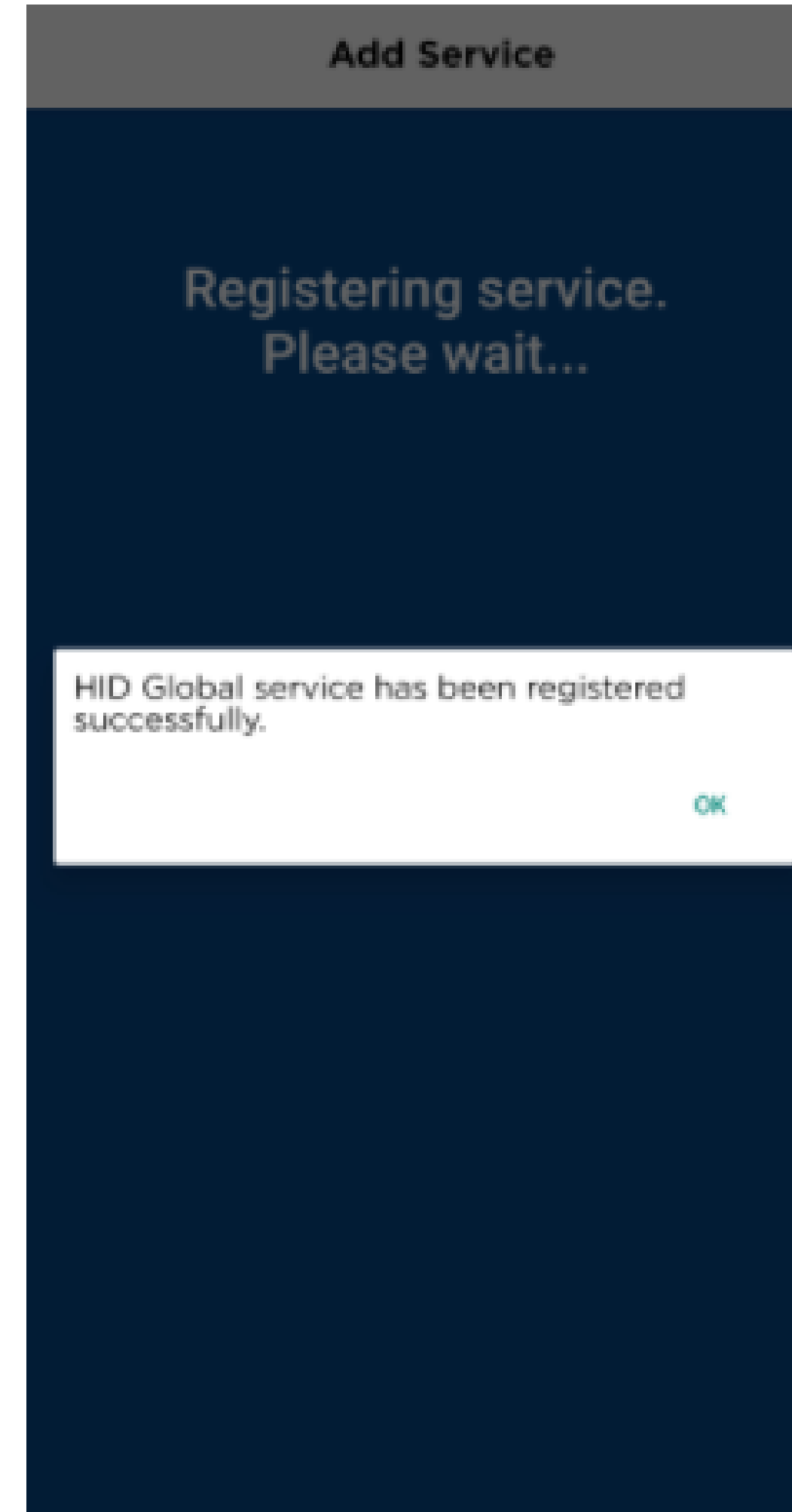
1 2 ABC 3 DEF  
4 GHI 5 JKL 6 MNO  
7 PQRS 8 TUV 9 WXYZ  
0 + Next





# Step 5: SSP QR Code/ Manual Invite Code

Successful HID Approve app registration





# Step 7. Set Security Questions



## 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

[Cancel](#)



# Step 8. SSP Home page - Select Manage Tokens



## Self Service Portal Home

Welcome to the Self Service Portal. Please choose from the below options.

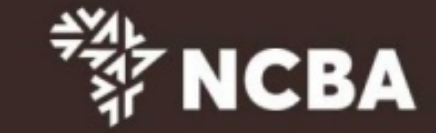
[Update Security Questions & Answers](#)

[Manage Tokens](#)

[Logout](#)



# Step 8. SSP Home page - Select Manage Tokens



## Manage Tokens - Dashboard

### Token Management

You have 1 Approve Tokens with friendly name(s): [TECNO CAMON 12 Pro]

You can activate a new or additional Approve Token, click here

[Activate](#)

To delete, an existing Approve Token

[Submit](#)

If your device is locked, please enter the device unlock challenge below to generate an unlock code for your device so that you can reset your PIN

If your device has become out of sync, please enter a One Time Password below to automatically re-synchronize your device.

You have 0 Hard Tokens : []

Enter the device serial number

Enter the device unlock challenge

[Submit](#)

Enter the device OTP

[Submit](#)

You have 0 Soft Tokens : []

You have a total of 1 devices out of a maximum of 3. You can remove a device if you no longer wish to use it. Enter the Hard Token or Soft Token serial number below to remove it.

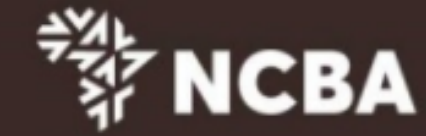
Enter the serial number of a token

[Submit](#)

[Home](#) [Logout](#)



# Step 8. SSP Home page - Select Manage Tokens



## Token Management

You have 1 Approve Tokens with friendly name(s) [Galaxy S8+]

You can activate a new or additional Approve Token, click here

Activate

To delete, an existing Approve Token [Galaxy S8+]

Submit

If your device is locked, please enter the device unlock challenge below to generate an unlock code for your device so that you can reset your PIN

If your device has become out of sync, please enter a One Time Password below to automatically re-synchronize your device.

You have 0 Hard Tokens : []

Enter the device serial number

Enter the device unlock challenge

Submit

Enter the device OTP

Submit

You have 0 Soft Tokens : []

You have a total of 1 devices out of a maximum of 3. You can remove a device if you no longer wish to use it. Enter the Hard Token or Soft Token serial number below to remove it.

Enter the serial number of a token

Submit

[Home](#) [Logout](#)

Remove Approve token



# Step 8. SSP Home page - Select Manage Tokens



HID Approve registration - Existing user  
Under Manage Token, select Activate  
on dashboard

## Token Management

You have 0 Approve Tokens with friendly name(s): []

You can activate a new or additional Approve Token, click here

**Activate**

To delete, an existing Approve Token

**Submit**

If your device is locked, please enter the device unlock challenge below to generate an unlock code for your device so that you can reset your PIN

If your device has become out of sync, please enter a One Time Password below to automatically re-synchronize your device.

You have 1 Hard Tokens : [0921311788]

Enter the device serial number

Enter the device unlock challenge

**Submit**

Enter the device OTP

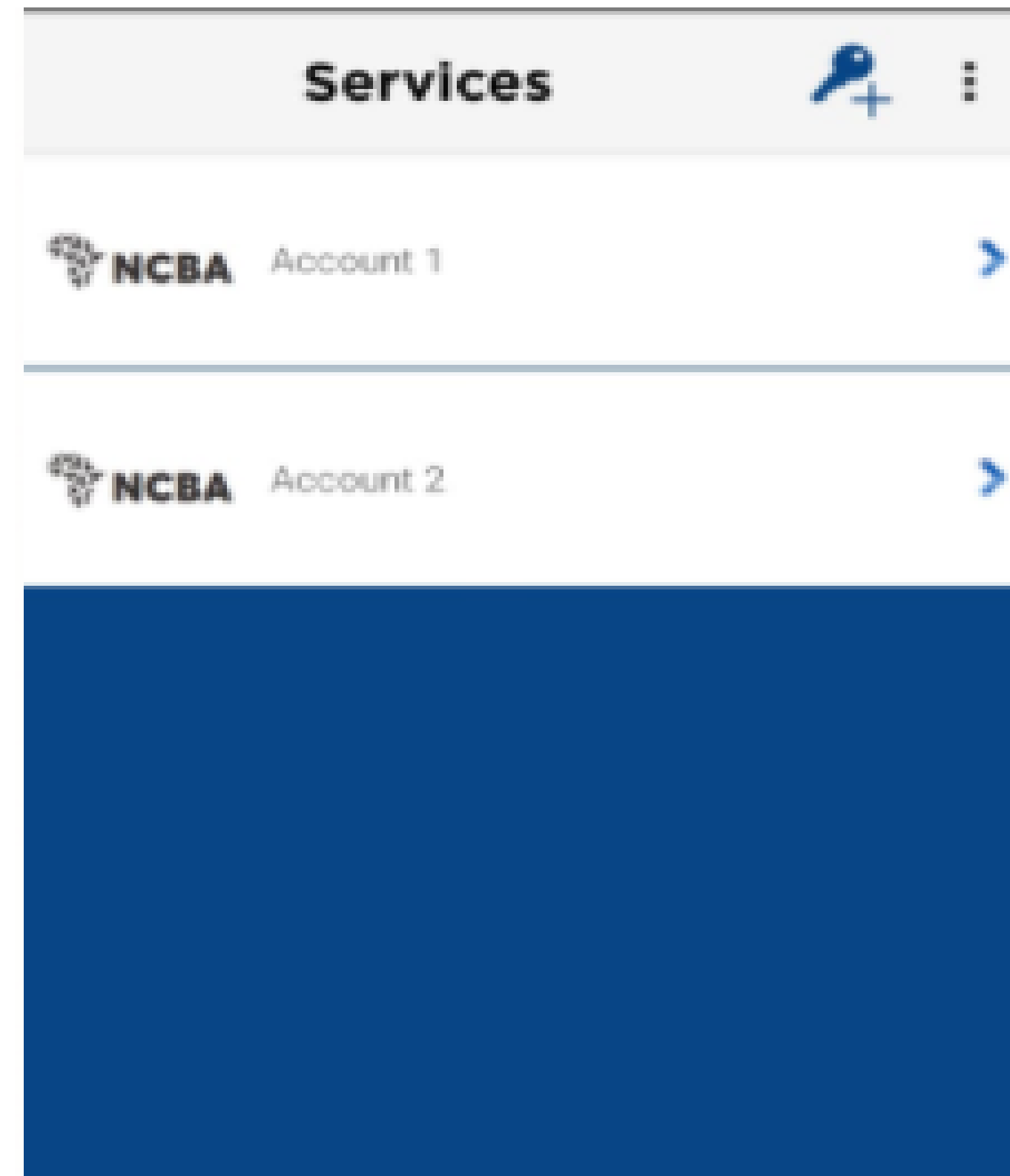
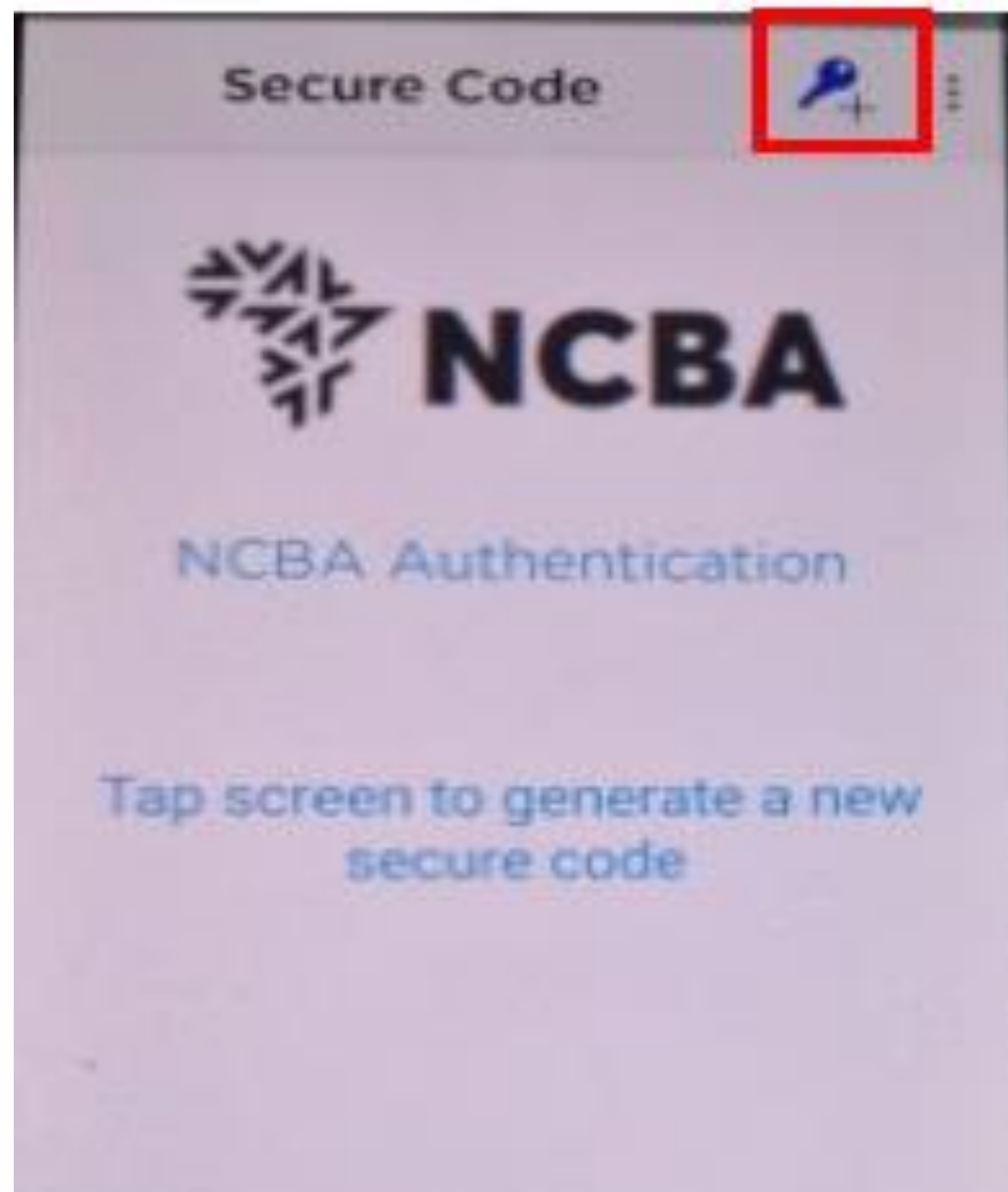
**Submit**



# HID Approve Multi-Profile Access

A user with multiple internet banking usernames is able to register the profiles on one Approve Token.

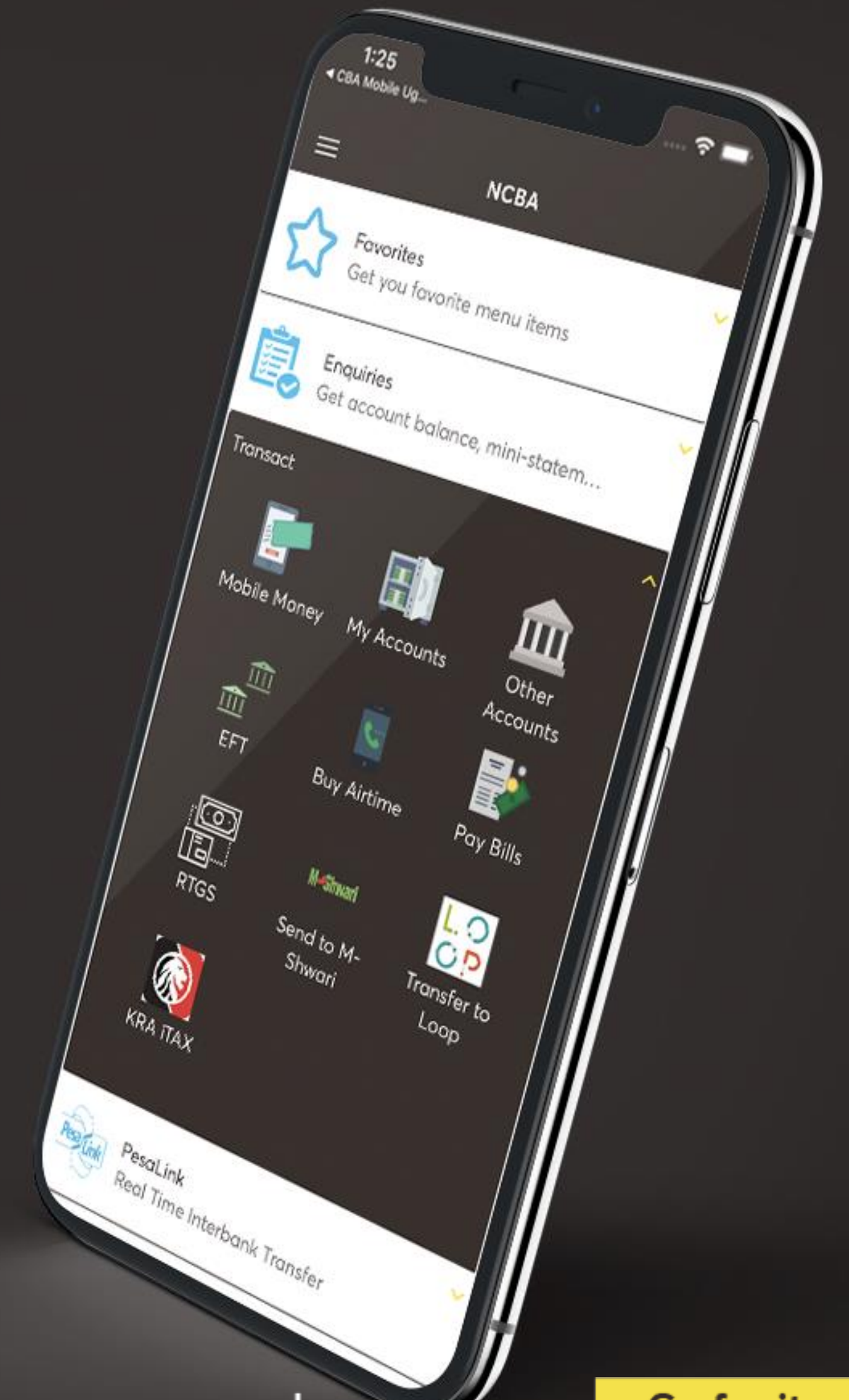
On your Approve Token click on the highlighted add button to launch smart phone camera.





# THANK YOU

For any inquiries please email us via  
[cashmanagement@ncbagroup.com](mailto:cashmanagement@ncbagroup.com)



[www.ncbagroup.com](http://www.ncbagroup.com)

Go for it