

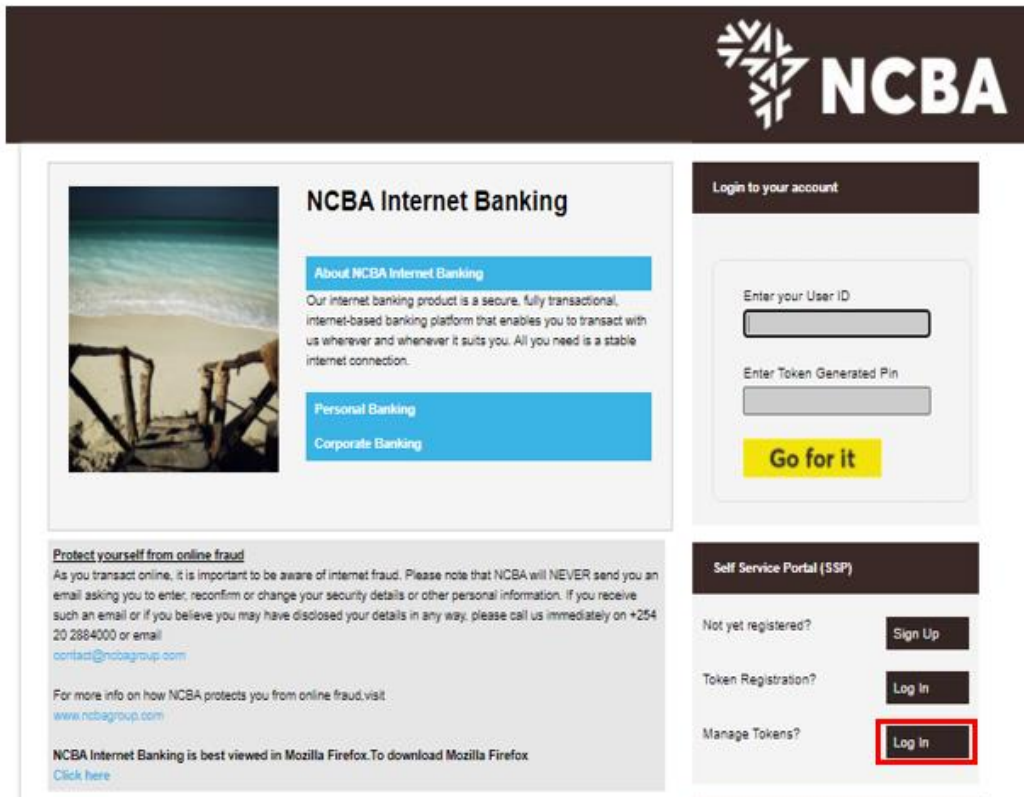


## How to Manage your Tokens

This functionality allows you to;

- a) Update your Self Service Portal security questions and answers
- b) Unlock your tokens
- c) Automatically re-synchronize your tokens
- d) Delete Tokens

**Step 1:** Select manage tokens from the Self Service Portal (SSP) below or click [here](#) .



**NCBA Internet Banking**

**About NCBA Internet Banking**

Our internet banking product is a secure, fully transactional, internet-based banking platform that enables you to transact with us wherever and whenever it suits you. All you need is a stable internet connection.

**Personal Banking**

**Corporate Banking**

**Protect yourself from online fraud**

As you transact online, it is important to be aware of internet fraud. Please note that NCBA will NEVER send you an email asking you to enter, reconfirm or change your security details or other personal information. If you receive such an email or if you believe you may have disclosed your details in any way, please call us immediately on +254 20 2884000 or email [contact@ncbagroup.com](mailto:contact@ncbagroup.com)

For more info on how NCBA protects you from online fraud, visit [www.ncbagroup.com](http://www.ncbagroup.com)

NCBA Internet Banking is best viewed in Mozilla Firefox. To download Mozilla Firefox [Click here](#)

**Login to your account**

Enter your User ID

Enter Token Generated Pin

**Go for it**

**Self Service Portal (SSP)**

Not yet registered? **Sign Up**

Token Registration? **Log In**

Manage Tokens? **Log In**

**Step2:** Enter your internet banking *User ID* and Go For It



### Self Service Portal Login

You can update your credentials and manage you tokens online...  
Text to be defined...

User ID

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

**Go for it**

**Step3:** Enter a *One Time Password* either generated from an existing HID Approve token or request for SMS/Email password. For SMS password, you will be required to answer atleast 2 security questions.



### Self Service Portal Login

Use a registered token to generate a One Time Password or you can request a One Time Password by SMS.

One Time Password

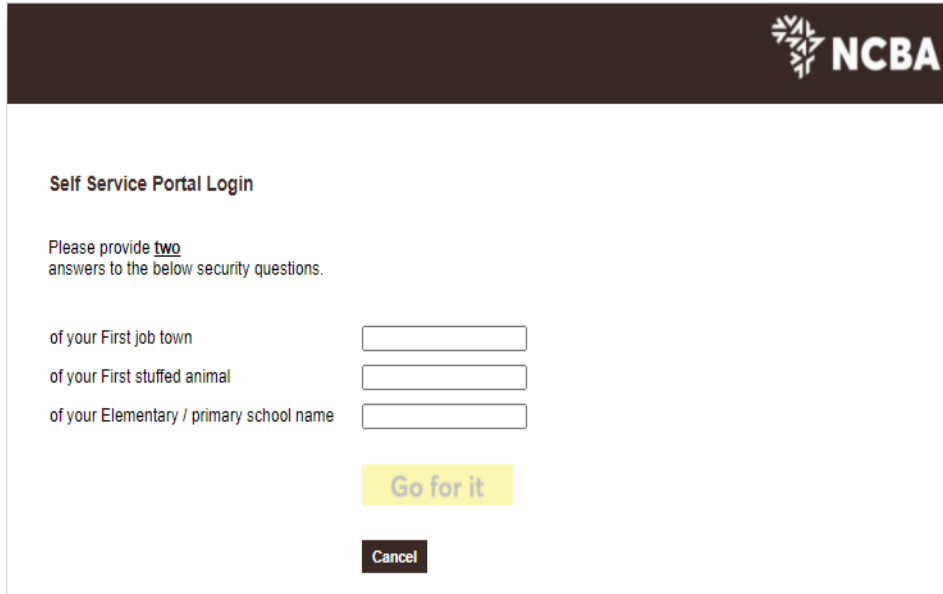
Use a registered token or [click to send by SMS or an E-mail](#)

**Go for it**

If you request a One Time Password by SMS or E-mail you will also have to answer two security questions in the next step.

**Cancel**

**Step4:** Answer 2 security questions already set when you registered your token



**Self Service Portal Login**

Please provide **two** answers to the below security questions.

of your First job town

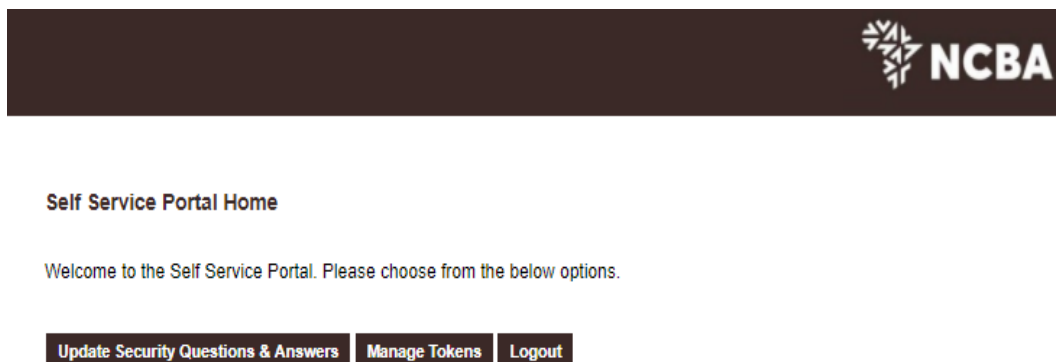
of your First stuffed animal

of your Elementary / primary school name

**Go for it**

**Cancel**

**Step5:** Select *Update Security Questions* button to update your security questions OR *Manage Tokens* button to 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**

**To update Security questions**

Select three preferred questions , input correct answers and Go For It

### Update Security Questions & Answers

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](#)

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

### To Manage Tokens

Under Manage tokens you will be able to activate, unlock, synchronize or delete your tokens

To *Activate* a new HID Approve Token, click on Activate

### 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](#)

To *Delete an Approve Token*, input the corresponding Friendly Name and Submit  
To *Delete a Hard & Soft Token*, Input the serial number and Submit

 **NCBA**

**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

To delete, an existing Approve Token

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

Enter the device OTP

You have 0 Soft Tokens : []

You have a total of 2 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

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