



## **HID APPROVE SOFT TOKEN REGISTRATION PROCESS**

**Registration of an additional  
token and multiple profiles  
on one token**

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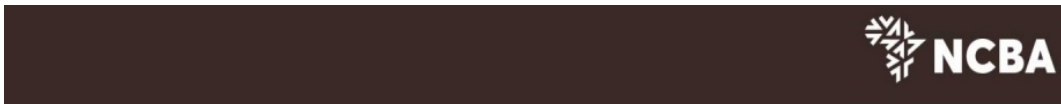
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## a) Registration of an additional HID Approve Token

You can have a maximum of three (3) tokens registered on one profile. An additional token can be downloaded on another device e.g. mobile phone.

**Step 1:** Download the HID Approve Token from the Google Playstore or Apple Store and select *Token Registration* tab on the Self Service Portal (SSP) on the NCBA website. Click [here](#) .

**Step 2:** Enter your internet banking 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:** Enter a *One Time Password* either generated from your existing active Approve token or request for a *One Time Password* to be sent via SMS or on Email as highlighted below. For SMS/Email password, you will be required to answer at least 2 security questions.

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



### 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**

### Step 4: Select and answer two of your security questions



### Self Service Portal Login

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

of your First stuffed animal

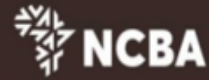
of your First job town

of your Elementary / primary school name

**Go for it**

**Cancel**

### Step 5: Click on *Manage Tokens* as below.



### Self Service Portal Home

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

[Update Security Questions & Answers](#) [Manage Tokens](#) [Logout](#)

**Step 6:** To register an additional HID Approve soft token, select *Token Management* and click *Activate*.



### 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.

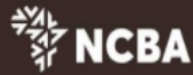
You have 1 Hard Tokens : [0921311788]

Enter the device serial number

Enter the device unlock challenge  [Submit](#)

Enter the device OTP  [Submit](#)

**Step 7:** Use the HID Approve mobile APP to scan the below QR Code. Once successfully scanned, Go For It.



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



**Go for it**

**Step 8:** The token is successfully activated and can be viewed under *Token Management* on your Self Service Portal.



#### 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**

**Step 9:** Set a password on the Approve token.


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 each login session, the OTP will display for only 60 seconds.

## b) Registration of Multiple Profiles on one Approve Token

A user with multiple internet banking profiles is able to register the profiles on one HID Approve Soft Token. This includes accessing both your NCBA Connect and NCBA Internet Banking profiles.

On the Self Service Portal, select *Token Registration*

**Step1:** 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](#)

**Step2:** Enter the *OneTime Password (OTP)* that is sent to your registered mobile number or email address. In case you do not receive the OTP, click *resend* or call the bank for further assistance.



**STEP 2 - Authenticate**

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

One Time Password  [Resend](#)

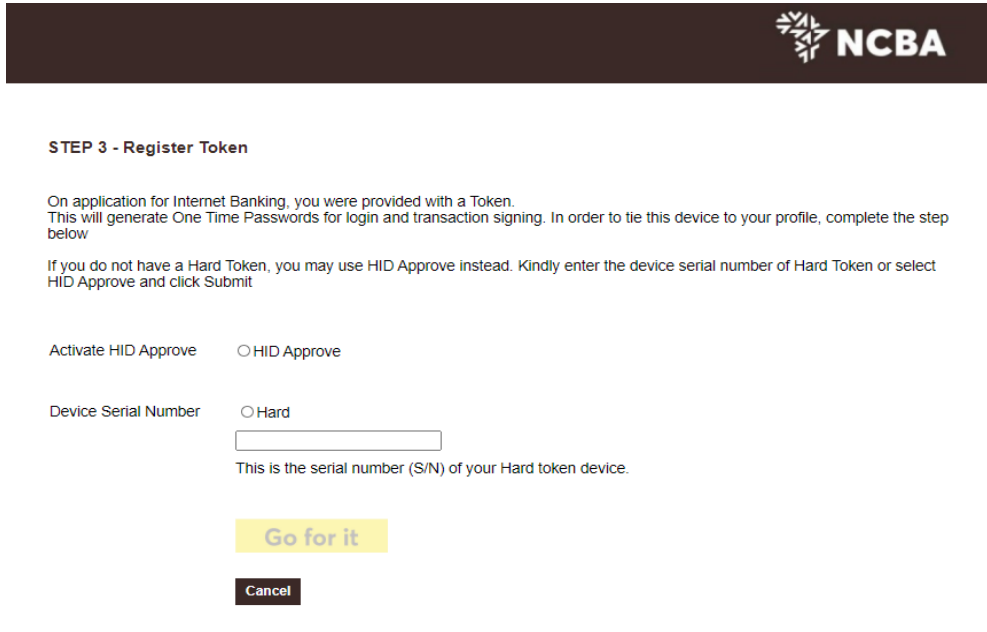
please call the bank if you do not receive your SMS message

[Go for it](#)

[Cancel](#)

**Step3:** Register 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**

**Step4:** On your Approve Token click on the highlighted *add button*



**Step5:** The screen below to scan QR code will be displayed.



Proceed to Scan the QR code displayed on the Self Service Portal and Go For It.



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

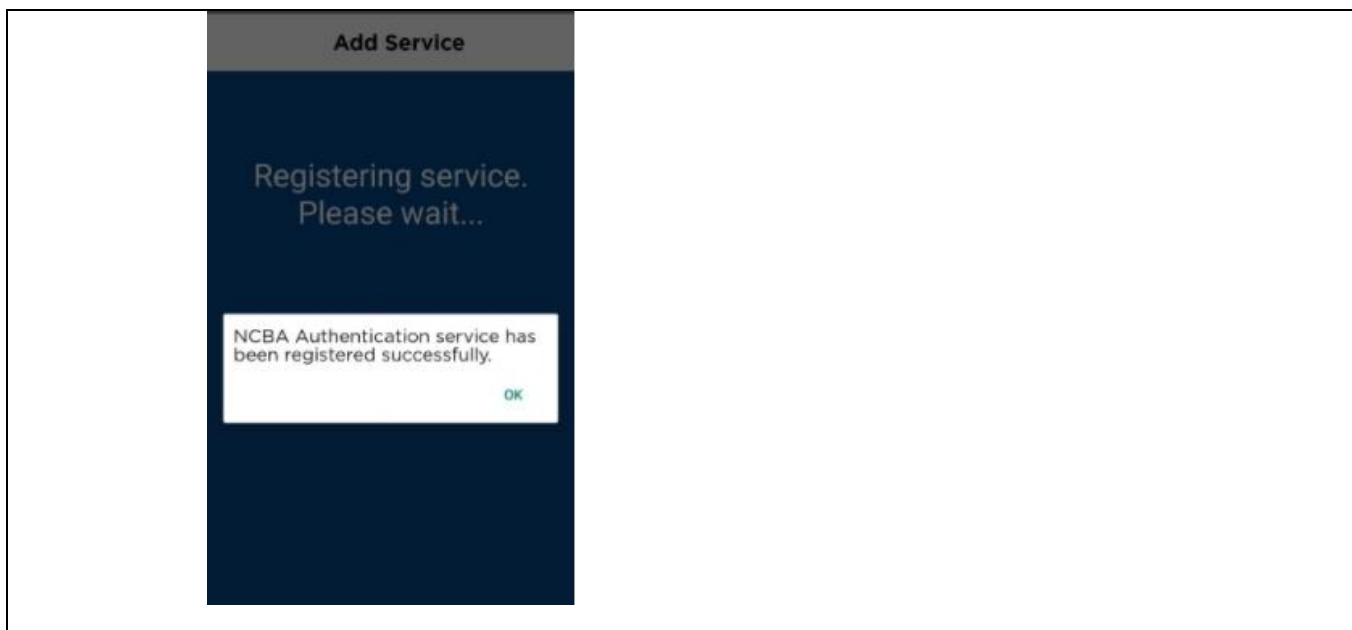


**Go for it**

**Step6:** The next screen on the HID Approve token will prompt you to set a *Password*. Please note that this Password is 4 digits

**Step7:** Set a password and click OK


Please note that you can set the same password as the one set on your other user profile



**Step8:** On the Approve Token, you will be prompted to *Rename* this new profile. Proceed and rename to your preferred friendly the name and click OK.



**Step9:** On the Self Service Portal, proceed and *set security questions* on your profile. 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: First job town ▼  
 Enter answer:   
 Confirm answer:

Select question: First stuffed animal ▼  
 Enter answer:   
 Confirm answer:

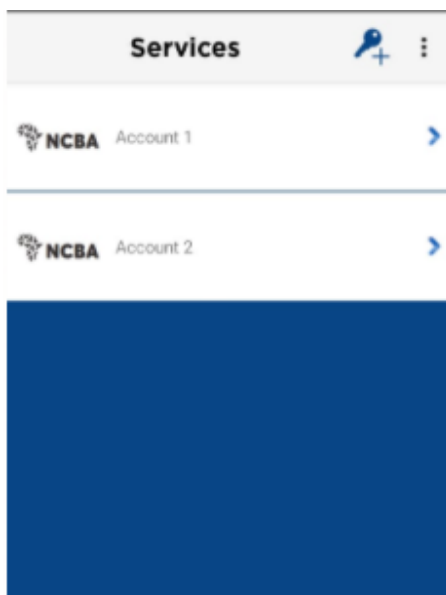
Select question: Elementary / primary school name ▼  
 Enter answer:   
 Confirm answer:

Go for it

Cancel

**Step10:** You can now view the multiple profiles registered on your Approve Token .

**Step11:** To login you will select the profile you intend to use and input the password set for that perofile. Proceed and login to your NCBA internet banking channel.



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

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Thank you for Banking with us.