



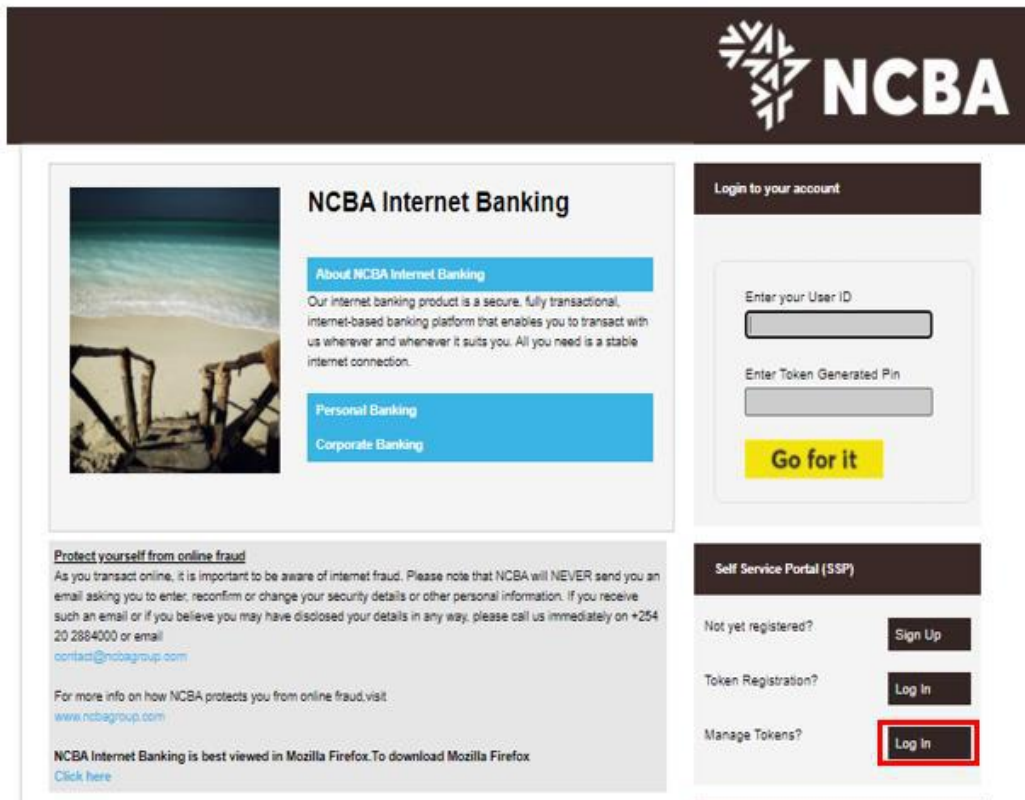
**NCBA TOKEN  
MANAGEMENT PROCESS**

## 2. MANAGE TOKENS

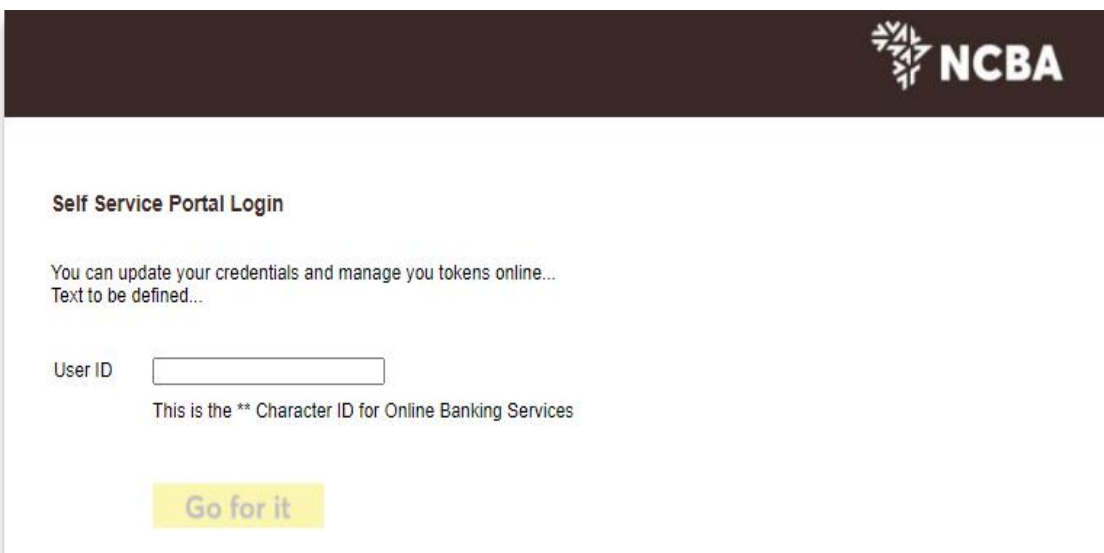
This functionality allows you to;

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

**Step1:** Select manage tokens from the SSP portal Or follow the following link <https://portal.ncbagroup.com/SelfServicePortal/home-view-name>



**Step2:** Enter your internet banking *User ID* and 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

### 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

To delete, an existing Approve Token

To *Delete an Approve Token*, input the corresponding Friendly Name and Submit

To *Delete a Hard & Soft Token*, Input the serial number and Submit



### 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 1 Hard Tokens : [0921311788]

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 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

[Submit](#)

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