



**NCBA TOKEN
MANAGEMENT PROCESS**

Contents

1. HID APPROVE SOFT TOKEN REGISTRATION PROCESS.....	3
a) First Time HID Approve Soft Token Registration.....	3
b) Registration Of An Additional HID Approve Token.....	9
c) Registration of Multiple Profiles on one Approve Token	15
d) User Activation on NCBA Connect	21

1. HID APPROVE SOFT TOKEN REGISTRATION PROCESS

a) First Time HID Approve Soft Token Registration

Steps

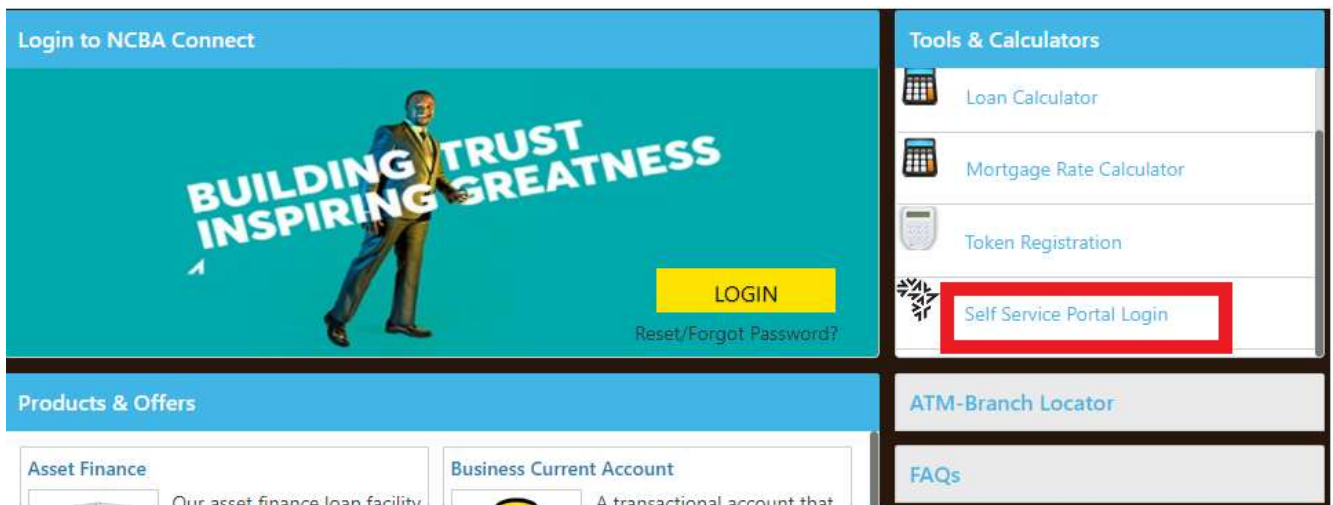
Visit APP store or google store to download a HID Approve Soft Token.



You can also download a PC token on your personal computer using this link <http://ncbagroup.com/personal-banking/personal-banking/internet-banking-solutions/> available on the website.

Register your token

Once you download a soft token, select *Token Registration* tab on the SSP portal on the website or follow <https://portal.ncbagroup.com/SelfServicePortal/enrol-view-name>



The screenshot shows the NCBA Connect website interface. At the top left, there is a 'Login to NCBA Connect' header. Below it is a large banner with the text 'BUILDING TRUST INSPIRING GREATNESS' and a 'LOGIN' button. To the right of the banner is a 'Tools & Calculators' menu with options: 'Loan Calculator', 'Mortgage Rate Calculator', 'Token Registration', and 'Self Service Portal Login' (which is highlighted with a red box). Below the banner is a 'Products & Offers' section with 'Asset Finance' and 'Business Current Account' options. At the bottom right, there are 'ATM-Branch Locator' and 'FAQs' links.

Step 1: 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

Step 2: Enter a One-Time-Password (OTP) that is sent to your registered mobile number or email address and Go For it. In case you do not receive the OTP, click *Resend* or call the bank for further assistance.

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



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 3: Register Token

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

Step 4: To activate the token, you have two options available:

- Scan QR Code
- Use of Invite code

They appear as below.

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 : JNN662663

Invite Code : 447FVUAGDM

Service URL : approve.ncbagroup.com/FTRESS

Go for it

Option 1: Scan QR Code

For the HID Approve (Soft token) tap on the mobile device screen to be able to scan the QR code on your registration screen using the just downloaded HID Approve APP from the online stores. Once QR code is scanned successfully, Go For It.



Option 2: Use of Invite Code

On the HID approve token, select “Enter invite manually” as indicated below.

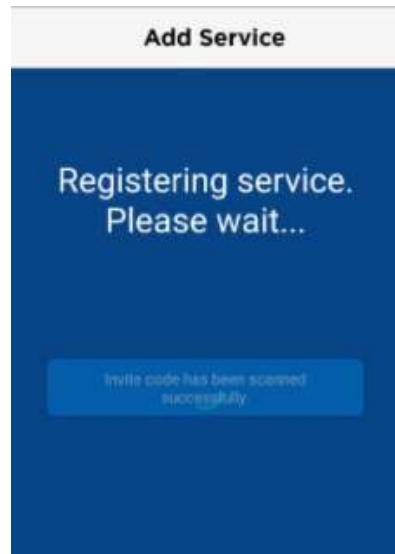


On the next screen input the USER ID, Invite code and the service URL as they appear on the SSP portal.

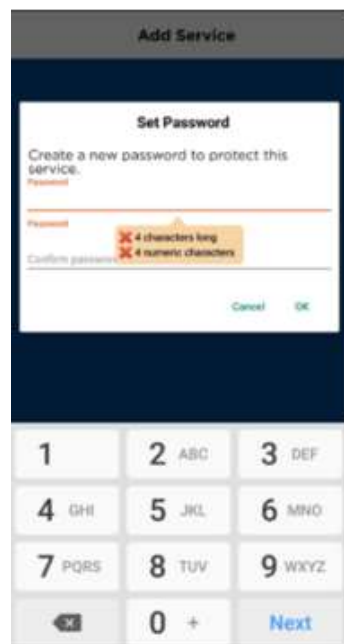
Click *validate* to complete the process.



Below screen will be displayed on your Approve Token once the QR Code is successfully scanned OR the manual invite code process is successfully complete.



Step 5: The next screen on the HID Approve token will prompt you to set a *Password*. Please note that this Password is 4 digits long. Set a password and click OK.



Step 6: Generate a security code(One Time Password) from your HID Approve Token and input it below to authenticate the token.



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:

Go for it

Cancel

Step 7: On the SSP portal, select and answer 3 of your preferred security questions and Go For IT. Note that you shall use these questions for your 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:

Enter answer:

Confirm answer:

Select question:

Enter answer:

Confirm answer:

Select question:

Enter answer:

Confirm answer:

Go for it

Cancel

Congratulations! 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 any session, the One Time Pin (OTP) will display for only 60 seconds.

b) Registration Of An Additional HID Approve Token

A user 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 and select *Token Registration* tab on the SSP portal on the NCBA website.

Step 2: Enter your internet banking User ID



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 atleast 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 8: To activate the token, you have two options available:

- Scan QR Code
- Use of Invite code

They appear as below.

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 : JNN662663

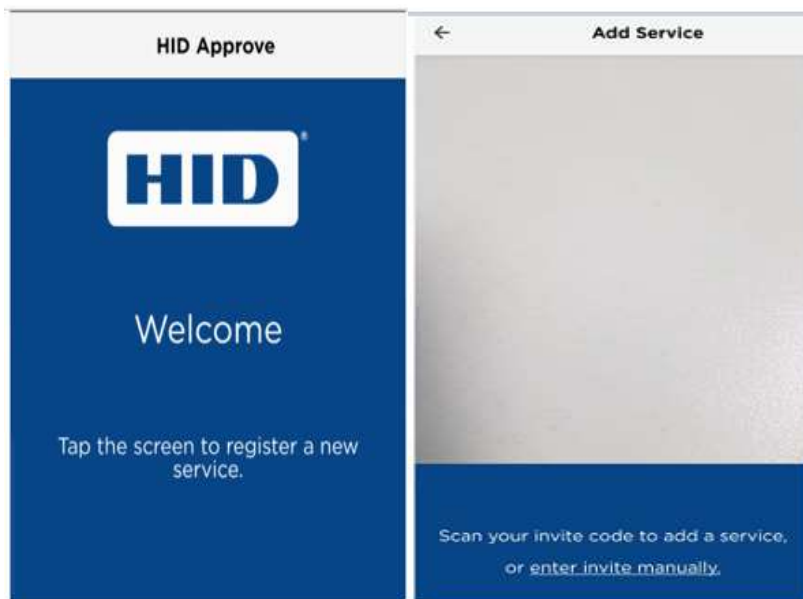
Invite Code : 447FVUAGDM

Service URL : approve.ncbagroup.com/FTRESS

Go for it

Option 1: Scan QR Code

For the HID Approve (Soft token) tap on the mobile device screen to be able to scan the QR code on your registration screen using the just downloaded HID Approve APP from the online stores. Once QR code is scanned successfully, Go For It.



Option 2: Use of Invite Code

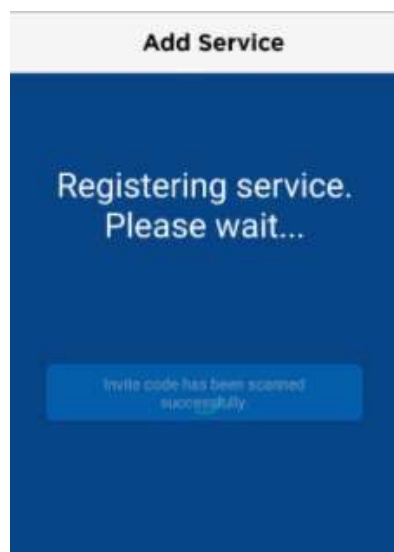
On the HID approve token, select "Enter invite manually" as indicated below.



On the next screen input the USER ID, Invite code and the service URL as they appear on the SSP portal.

Click *validate* to complete the process.

Below screen will be displayed on your Approve Token once the QR Code is successfully scanned OR the manual invite code process is successfully complete.



Step 7: 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 8: Set a password on the Approve token.

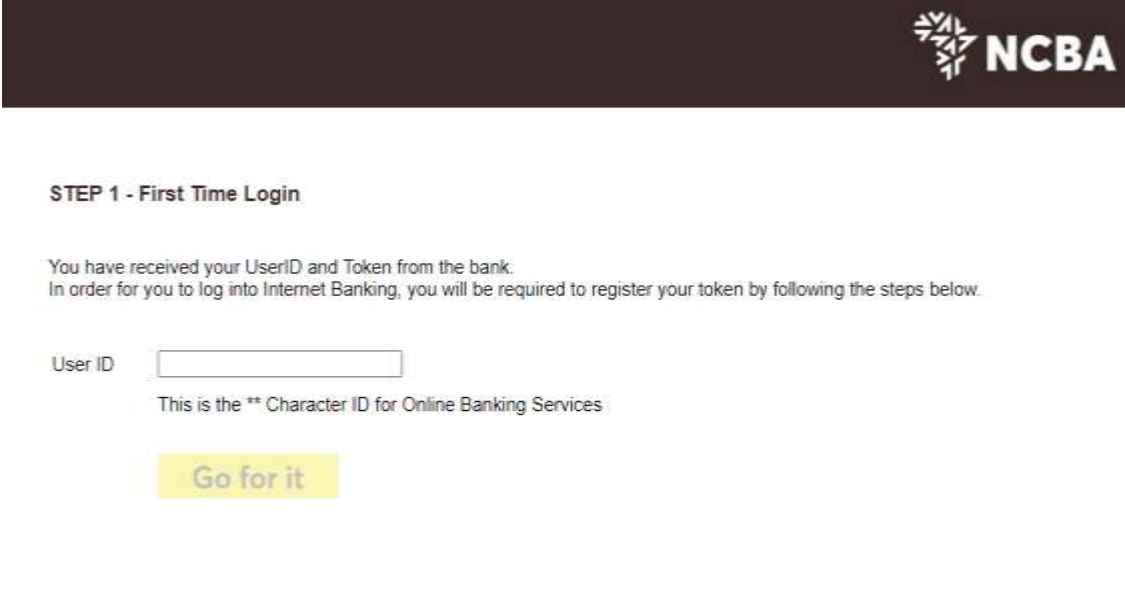
The token is now successfully activated. Using the One Time Password (OTP) generated by the token, you can proceed to log into your internet banking profile. Please note that for each login session, the OTP will display for only 60 seconds.

c) 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.

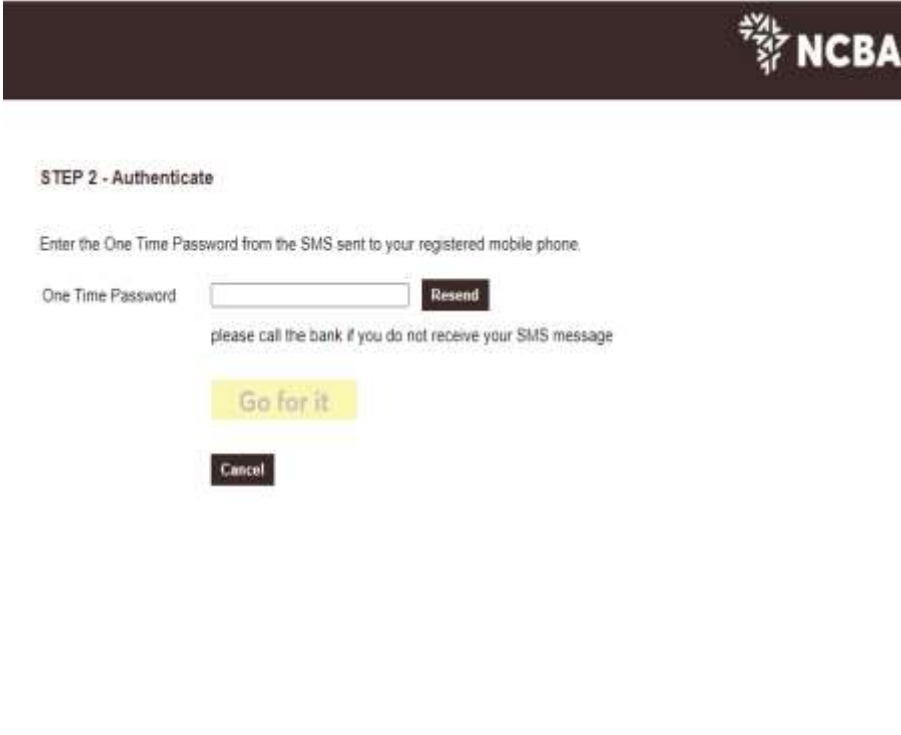
On the Self Service Portal, select *Token Registration*

Step1: Enter your online banking *User ID* and Go For IT



The screenshot shows the NCBA logo at the top right. Below it, the heading "STEP 1 - First Time Login" is displayed. The text reads: "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." There is a text input field for "User ID" with a placeholder "This is the ** Character ID for Online Banking Services". Below the input field is a yellow button labeled "Go for it".

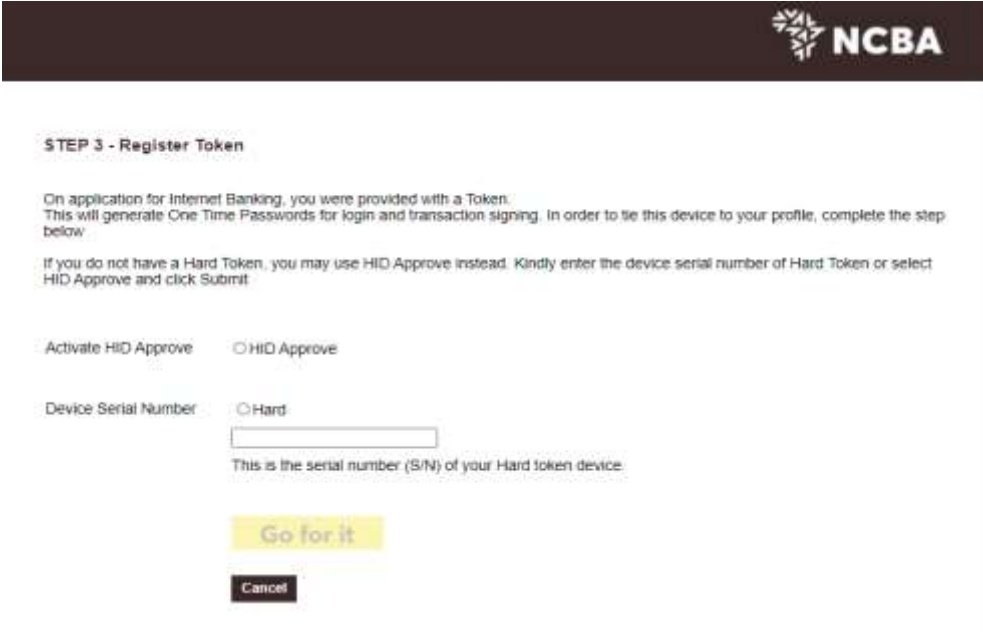
Step2: Enter the *OneTime Password (OTP)* that is sent to your registered mobile number or email address. In case you do not receive the OTP, click *resend* or call the bank for further assistance.



The screenshot shows the NCBA logo at the top right. Below it, the heading "STEP 2 - Authenticate" is displayed. The text reads: "Enter the One Time Password from the SMS sent to your registered mobile phone." There is a text input field for "One Time Password" with a "Resend" button to its right. Below the input field, it says "please call the bank if you do not receive your SMS message". There are two buttons at the bottom: a yellow "Go for it" button and a black "Cancel" button.

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 (SiN) of your Hard token device.

Go for it

Cancel

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



Step 9: To activate the additional token, you have two options available:

- Scan QR Code
- Use of Invite code

They appear as below.

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 : JNN662663

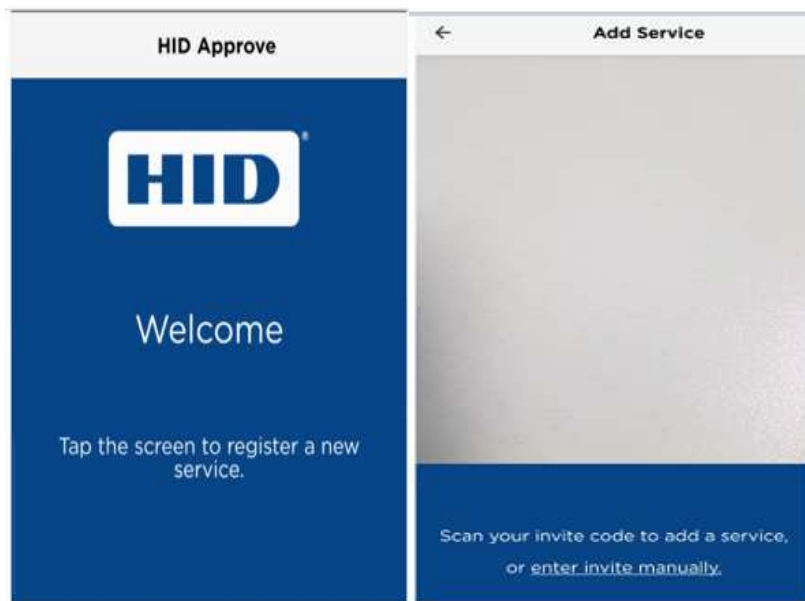
Invite Code : 447FVUAGDM

Service URL : approve.ncbagroup.com/FTRESS

Go for it

Option 1: Scan QR Code

For the HID Approve (Soft token) tap on the mobile device screen to be able to scan the QR code on your registration screen using the just downloaded HID Approve APP from the online stores. Once QR code is scanned successfully, Go For It.

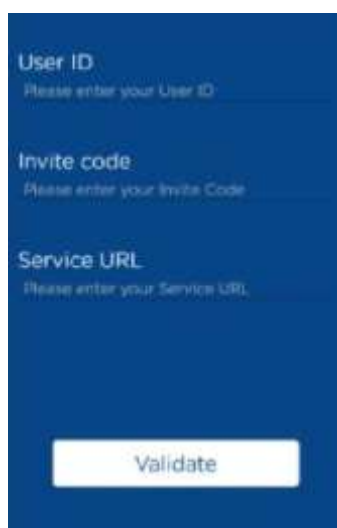


Option 2: Use of Invite Code

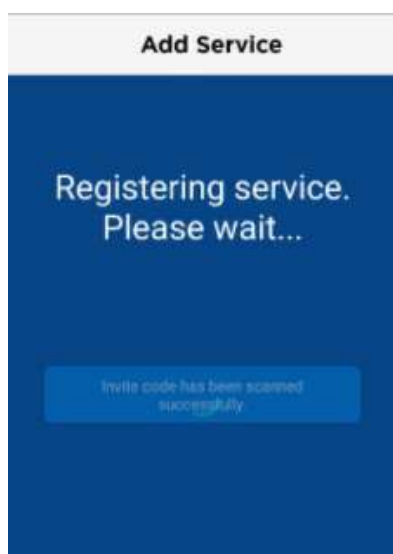
On the HID approve token, select "Enter invite manually" as indicated below.



On the next screen input the USER ID, Invite code and the service URL as they appear on the SSP portal.
Click *validate* to complete the process.



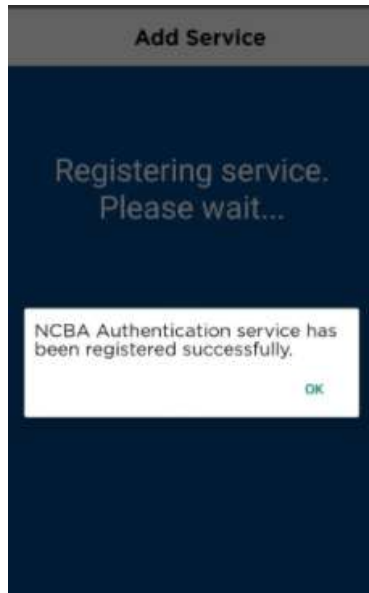
Below screen will be displayed on your Approve Token once the QR Code is successfully scanned OR the manual invite code process is successfully complete.



Step5: The next screen on the HID Approve token will prompt you to set a *Password*. Please note that this Password is 4 digits

Step6: Set a password and click OK

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




Step7: 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.



Step8: 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: ▼
Enter answer:
Confirm answer:

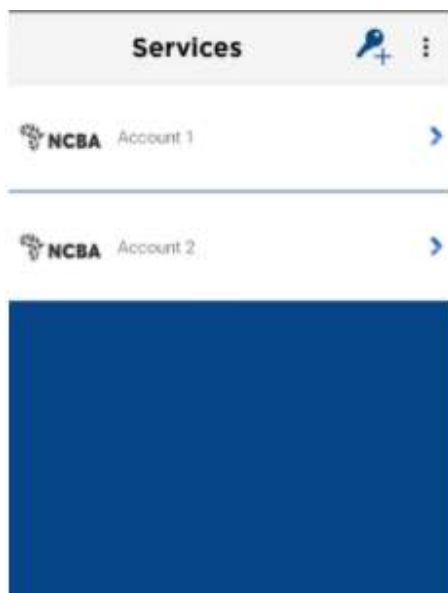
Select question: ▼
Enter answer:
Confirm answer:

Select question: ▼
Enter answer:
Confirm answer:

Go for it

Cancel

- Step9:** You can now view the multiple profiles registered on your Approve Token .
- Step10:** To login you will select the profile you intend to use and input the password set for that profile. Proceed and login to your NCBA internet banking channel.



d) User Activation on NCBA Connect

Step1: Login to your NCBA internet banking channel (<https://cbaconnect.cbagroup.com/rw/home.jsp#>) with the User ID and Password sent to your email and token generated from HID Approve.



Step2: Accept terms and conditions and proceed to complete the 5 steps.



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.