



SOFT TOKEN FAQ

1. What is a soft Token?

A Soft token is an application, resident on your mobile phone and/or PC used to authenticate access to the bank's Internet Banking Services and to authorize transactions.

2. Features/Benefits

A soft token generates a random One-Time-PIN (OTP) which ensures access to your account and payments approval is fully authenticated.

3. How can I access a Soft Token?

You will be able to download the token (ActivID – Branded HID) from APP store (play store, Apple store, Windows app store, Blackberry world, windows PC store)

4. What should I do after downloading the ActivID Token?

A. Ex-CBA Customers or New to Bank Customers (include new to channel)

Access our self-service portal <https://portal.cbagroup.com/SelfServicePortal/enrol-view-name> to register and activate your token.

B. Ex-NIC

Go to the App store (Android, Windows, Blackberry, and Apple)

Android



Blackberry World



Windows



Apple





Install the HID application (search by ACTIVID) and a 16 Digit Serial number is shared.



Share the Serial number with NCbankcustomercare@ncbagroup.com or call 0800388132 for guidance and or assistance. The Customer care officer will assist with the registration to have your PIN created.

You can also walk into any of our branches for registration at the service desk and create a PIN to have your token fully registered.

Upon successful token registration and activation, proceed to login onto internet banking platform using the credentials sent to you on e-mail. The mobile Soft Token can run on Apple, Android & Blackberry mobile devices whereas the PC token runs on Windows platforms.

5. Can I have more than one Soft Token?

For **EX-CBA**, Yes you can have a maximum of 3 soft tokens linked to your profile. Please refer to the device compatibility on the table below;

For **EX-NC** customers only one is installed on the same device at any given time

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Device Compatibility Apple (iOS)	
Minimum Operating System Support	OS 4 up to latest version.
Platforms Support	Up to iPod Touch 5th Generation Up to iPhone 5 Up to iPad 4, iPad Mini
Android	
Minimum Operating System Support	OS 2.1 up to 4.1



Platforms Support	Smart Phone-sized screens Tablets-sized screens.
Blackberry	
Minimum Operating System Support	Blackberry OS 5 and above.
Personal Computer	
Operating System Support	Windows XP Professional Windows Vista Microsoft Windows 7 (x86 and x64 versions) Microsoft Windows Server® 2003 Microsoft Windows Server 2008 Microsoft Windows Server 2008 R2 (x86 and x64)