

OTP Internet Banking

Hardware Token Guide for use by Legal Entities clients

& otpbank

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1. Introduction

Advantages of using Hardware Token:

- Secure access to your OTP Internet Banking accounts with simplicity and convenience
- > Easy to use, log in and authorize payments based on a single set PIN code
- Simple Token activation via browser
- Visual confirmation of transactions: initiate transactions in OTP Internet Banking and continue the process using the Token, confirm each step that appears on the device screen according to the principle "What you see is what you sign".





2. Hardware Token Setup

1. The first step is to connect the hardware token via USB cable to a computer. Immediately, the message from Fig.1 and then Fig.2 will appear on the Token screen, where it will be necessary to select the communication language:





2. After selecting the desired language, the Token will ask for the configuration of a 4-digit PIN code (Fig.3. and Fig.4):





3. After the PIN has been entered, it must also be confirmed (Fig.5 and Fig.6):



Figure 5



4. After the PIN confirmation step (previous step), the Token is fully configured and ready for use (Fig.7):



Figure 7



5. The following message (Fig.8) suggests that the Token is waiting for a login request, payment authorization or other operations:

| а | new req | uest |
|------------|---------|------|
| | | |
| | | |
| i n | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| С | 0 | ОК |
| | | |

3. Activating the Token by logging in

6. When entering the login data (user ID and password), type the "Access" button (Fig.9):



Figure 9



7. The message with the request to activate the new Token appears. It is necessary to check "I agree with the Terms and Conditions" and then type "Activate Token" (Fig.10):



8. In the screen that appears, type "Next" (Fig.11):

| 🤡 otpbank | |
|------------------|--|
| N Sömste d | Windows Security X Choose where to save this passkey Inouluit Security key Inouluit More choices Image: Antroid device Image: The Security key Image: Antroid device Image: The Security key Image: Antroid device Meet Cancel |
| OTPdirekt mobile | Consider play Arean white Securitate Intrection frequence Contacte |

Figure 11



9. In the next screen, type "OK" (Fig.12):

| © otp bank | |
|-------------------|--|
| Stimute | Windows Security Inculai Security key setup Inculai |
| | Set up your security key to sign in to devis getK.net a sabin. This request comes from the app "chrome.exe" by "Google LLC". OK Cancel |
| | |
| OTPdirekt mobile | Consideration and Securitate Intreban Prevente Contacte |

Figure 12

10. And type "OK" (Fig.13):

| 🕲 otpbank | |
|-----------|--|
| | Windows security Strate of Image: Strate of Continue security key. Image: Strate of Continue Security key. |
| 019 | direkt mobile |

Figure 13



11. On the screen that appears, connect to the Token. To go from one step to another, use the "OK" key (Fig.14 and Fig.15), then indicate the PIN (Fig.16). The message in Fig.17 will appear automatically.

| otpir | nternetb | anking |
|-------|----------|--------|
| | | |
| | | |
| 1 | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| ГСТ | 0 | ОК |









Figure 16



Figure 17



12. After going through the steps on the Token, the screen that needs to be confirmed by the "OK" button appears on the computer (Fig.18):

| © otp bank | |
|-------------------|---|
| | <u>م</u> |
| l Struate | Image: Security Image: Security Image: Security Image: Security Passkey saved |
| | You can now use your security key to sign in to "does getiliknet". OK Omite |
| | |
| | |
| OTPdirekt mabil | Congle play AppStore Securate Introduct frequence Contacte |

Figure 18

13. Afterwards, a congratulatory message will appear with the mandatory request to contact the bank to complete remote Token activation (Fig.19):

| Successful Token activation. | |
|---|--|
| Token has been successfully activated, but it is necessary an additional action from the bank operator before you can use it to access OTP Internet Banking. | |
| Please contact the bank at +373 22 812 555 to finalize token activation process. | |
| l understand | |

Figure 19



4. Activating Hardware Token from Settings

14. Activating the new Token is also possible from OTP Internet Banking by accessing the "Settings" menu on the Main Page \rightarrow "Hardware token configuration" (Fig. 20):

| <mark>321</mark> ⊠ | Д 🍪 U |
|-----------------------|------------------------|
| | Account settings |
| | Configure Token device |
| | Security |
| \sim | Notification settings |
| | |

Figure 20

15. The message with the request to activate the new Token appears. It is necessary to check "I agree with the Terms and Conditions" and then type "Activate Token" (Fig.21):

| **** | |
|--|--|
| The new TOKEN device is cryptographically secure. | |
| Dear client, OTP Internet Banking service just got more secure because of the new Token USB type device that is cryptographically secured. | |
| In order to access the app, please activate your new Token | |
| I agree with Terms and Conditions | |
| Activate Token | |
| | |
| | |

Figure 21

16. Afterwards it will be necessary to follow the steps described from Figures 10 to 19.



5. Log in flow in OTP Internet Banking with Hardware Token

17. Indicate the login data and press the "Access" button (Fig. 22):

| Your bank is always with you! Manage your money quick and easy. Interactive demo | |
|---|---|
| Access the new version of OTP Internet / Mobile Banking Thank you for using OTP Bank S.A. services! We intend to surprise you with a new version of OTP Internet & Mobile Banking! First Login Individuals | Correction of Service |

Figure 22

18. In the next screen press "Login" (Fig.23):

| Ċ | |
|---|--|
| | |
| | |
| | |

Figure 23



19. By selecting the new Token (FIDO2), the image that requires you to connect to the Token appears (Fig.24):

| & otp bank | Tarife Cum obțin OTPdirekt? 🛛 🚺 |
|---|--|
| Banca ta este mereu cu tir Gestionează baril simplu și rapid. Deno interactiv | e! Note: Source for the age "chrome are" by "Googie LLC". Buse sign in to "devaged kart". This request comes from the age "chrome are" by "Googie LLC". Cancel Constant (|
| OTPdirekt mobile | Consider play Consider play Consider play Consider play Consider play Consider Consider |

Figure 24

20. To move from one step to another in the Token, use the "OK" key placed in the lower right corner (Fig.25, Fig.26, Fig.27), after entering the correct PIN code you will be immediately logged into your OTP Internet Banking account.

| Log in to service: otpinternetbanking | Enter PIN | Operation has been confirmed |
|--|-----------|---------------------------------|
| 1 2 3 | 1 2 3 | |
| 4 5 6 | 4 5 6 | 4 5 6 |
| 7 8 9 | 7 8 9 | 7 8 9 |
| СПОЛОК | C O OK | |
| Figure 25 | Figure 26 | Figure 27 |



6. Authorizing a payment with Hardware Token

21. When connecting the Wultra Token with the USB cable, the message in Fig.28 appears. Then it automatically changes to the text in Fig.29.



22. After confirming the payment, access the "Continue" button. The message will appear on the right side of the screen (Fig.30) and press "Confirm"



Figure 30



23. On the web page, the image that confirms the connection with the token appears (Fig. 31). In the token type "OK" (Fig.32):



24. The information about the Beneficiary's IBAN appears in the token (Fig.33). Type "OK" where the amount information appears (Fig.34). Type "OK" again.

| 1D15M | 18AN: 102251 | 565458 | 10 | 00.00 N | IDL |
|-------|-----------------|--------|----|---------|-----|
| | | | | | |
| 17 | 2 | 3 | | 2 | 3 |
| 4 | 5 | 6 | 4 | 5 | 6 |
| 7 | 8 | 9 | 7 | 8 | 9 |
| C | | TOK] | C | 0 | ок |
| | | | | | |





25. In the next step, the PIN code will be requested (Fig.35). After entering the PIN, the following message will appear (Fig.36), means that the operations was successfully authorised.

| Enter PIN: | Operation has been confirmed |
|-------------------------|---------------------------------|
| | |
| | |
| | 1 2 3 |
| 4 5 6 | 4 5 6 |
| 7 8 9 | 7. 8 9. |
| СТОТОК | СОСОКО |
| | |
| | |
| Figure 35 | Figure 36 |
| OTP Bank Confidential | - |



7. Hardware Token configuration menu overview

26. The Token Wultra menu contains 5 actions. The first is the → menu language (Romanian, Russian, English) (Fig. 37):

| 1 | 1 - Language | | |
|---|--------------|----|--|
| | | | |
| | 2 | 3 | |
| 4 | 5 | 6 | |
| 7 | 8 | 9 | |
| С | 0 | OK | |



27. Step $2 \rightarrow$ option of changing the PIN code (Fig. 38):

| 2 - | 2 – Change PIN | | |
|--------|----------------|-------|--|
| | | | |
| (keep | lleran | han i | |
| 1 | 2 | 3 | |
| 4 | 5 | 6 | |
| 7 | 8 | 9 | |
| li mon | 1 Decora | OK | |

Figure 38



28. Step 3→ allows to visualize the data about the user who activated the token, only after entering the PIN code (Fig. 39):

| 3 — D | elete se | ervice |
|-------|----------|--------|
| | | |
| | 2 | 3 |
| 4 | 5 | 6 |
| 7 | 8 | 9 |
| ГСП | 0 | ОК |

Figure 39

29. Step 4 \rightarrow the Token version (serial number) appears on the screen (Fig. 40):



Figure 40





30. Step 5 \rightarrow allows to reset the Token by changing the PIN code (Fig. 41):

Helpdesk

In case of uncertain situations related to the process of signing payments with the Hardware Tokens, please ask for Business.Support team for support.

We are at your disposal:

- Tel: +373 (22) 812-555
- Email: <u>business.support@otpbank.md</u>
- OTP Internet / Mobile Banking secure messaging service