otpbank

OTP Internet Banking

Hardware Token

Guide for use by Legal Entities clients

Content

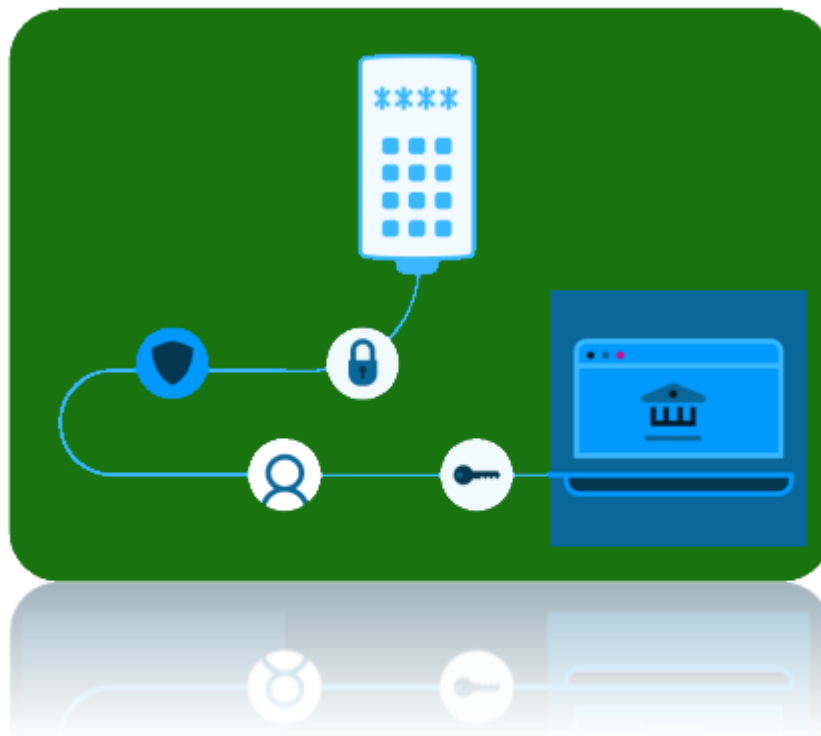# 1. Introduction

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:

Figure 1

Figure 2

NOTE: *The available number buttons (0-9) will be used to make the selection.*

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

Figure 3

Figure 4

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

Figure 5   Figure 6

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:

Figure 8

3. Activating the Token by logging in

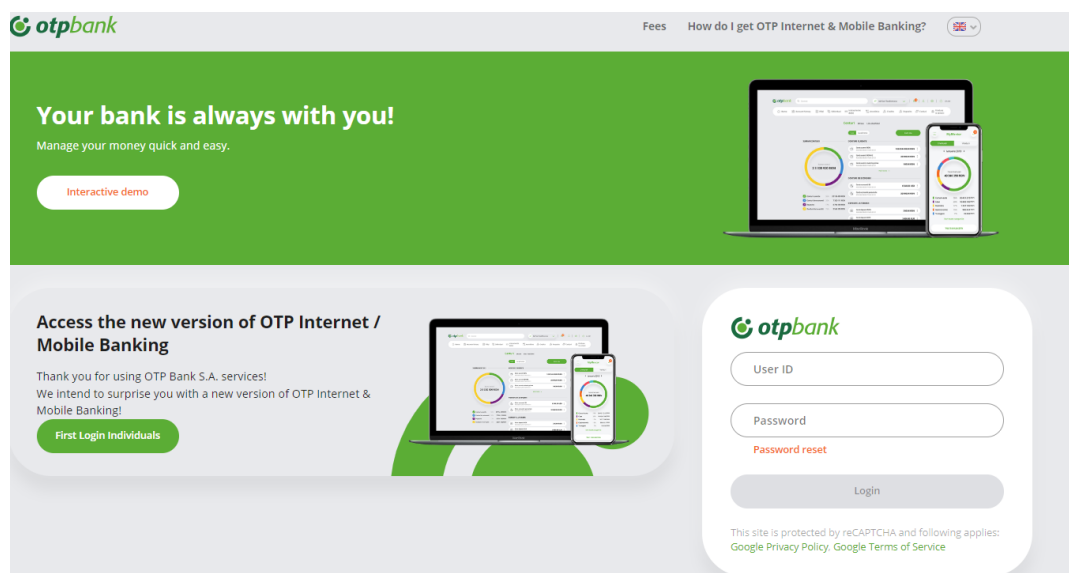6. When entering the login data (user ID and password), type the "Access" button (Fig.9):

Figure 9

![otpbank logo]

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):
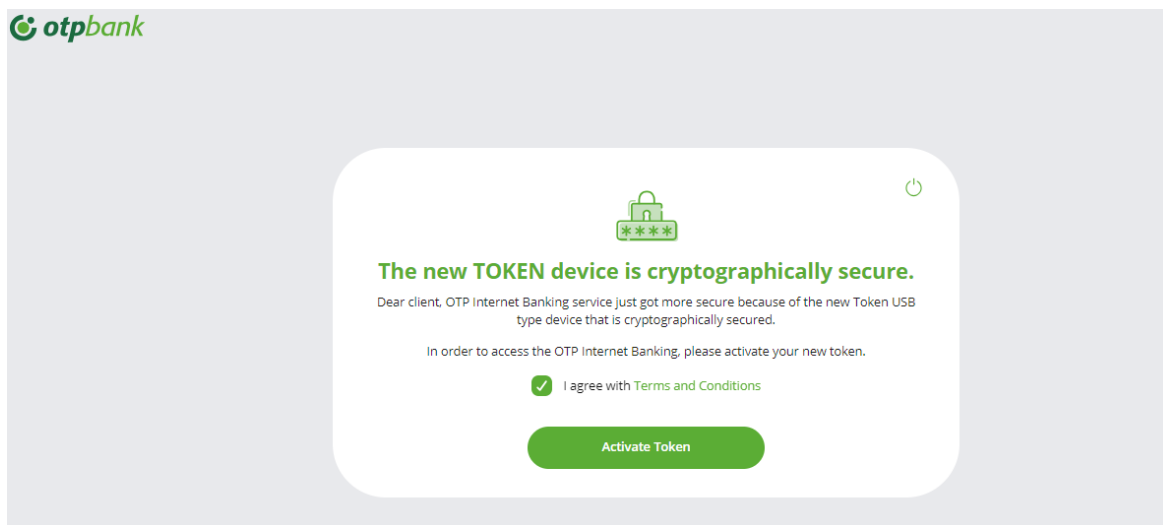

Figure 10

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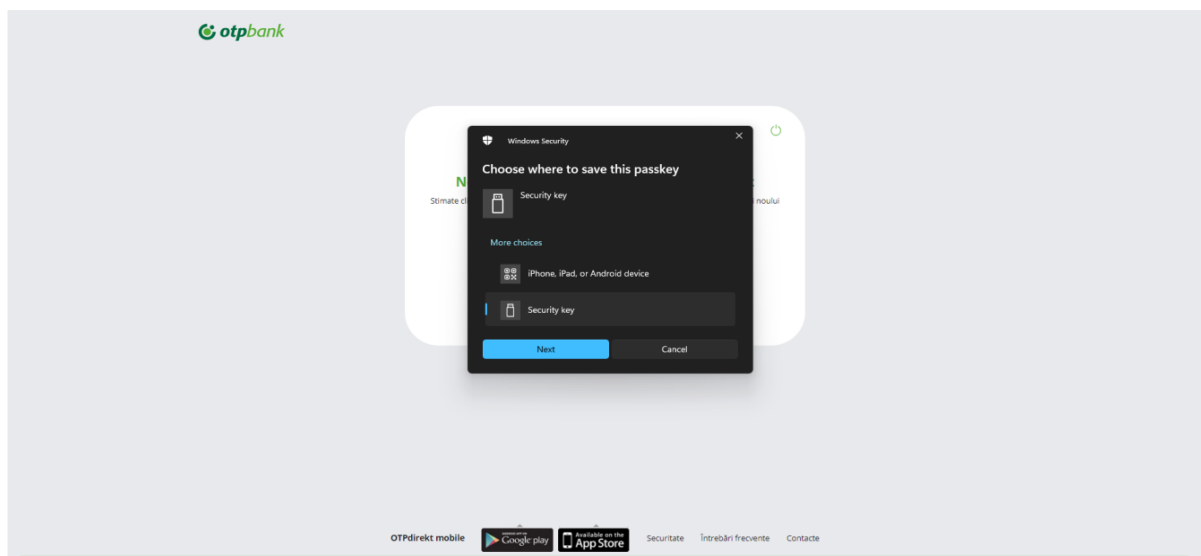

Figure 11

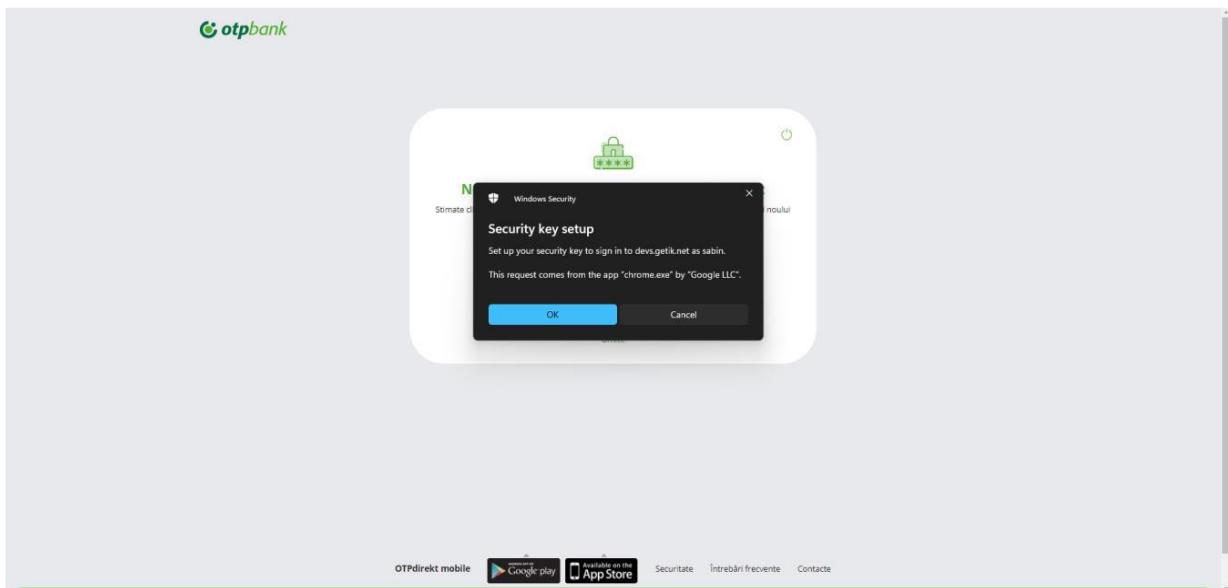9. In the next screen, type "OK" (Fig.12):
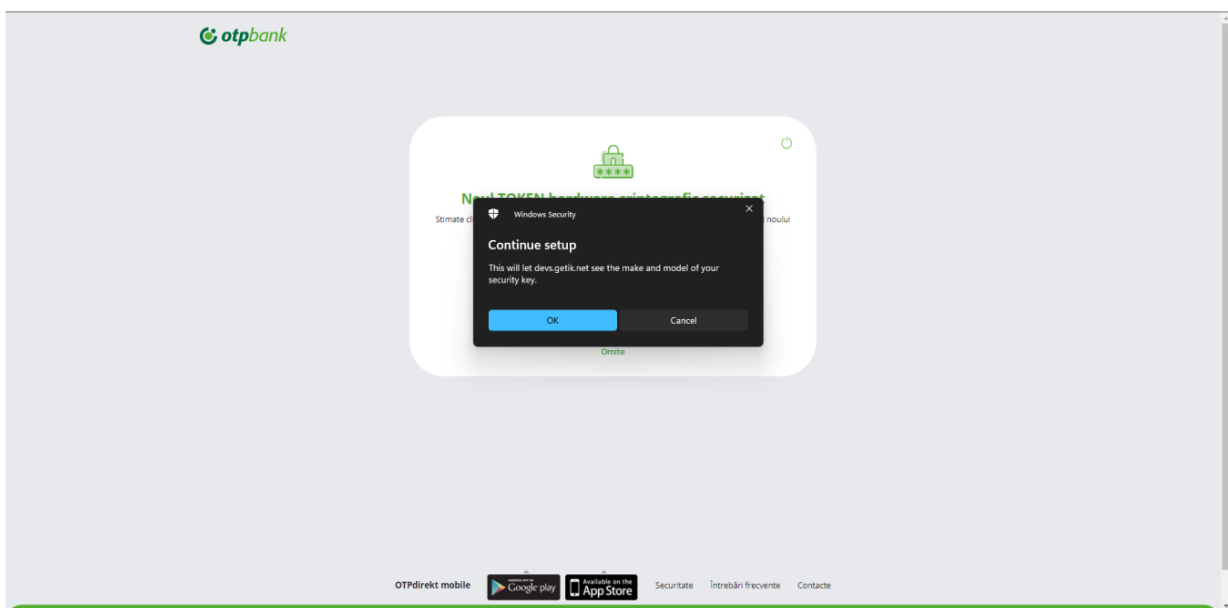

Figure 12

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

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.

Figure 14

Figure 15

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):
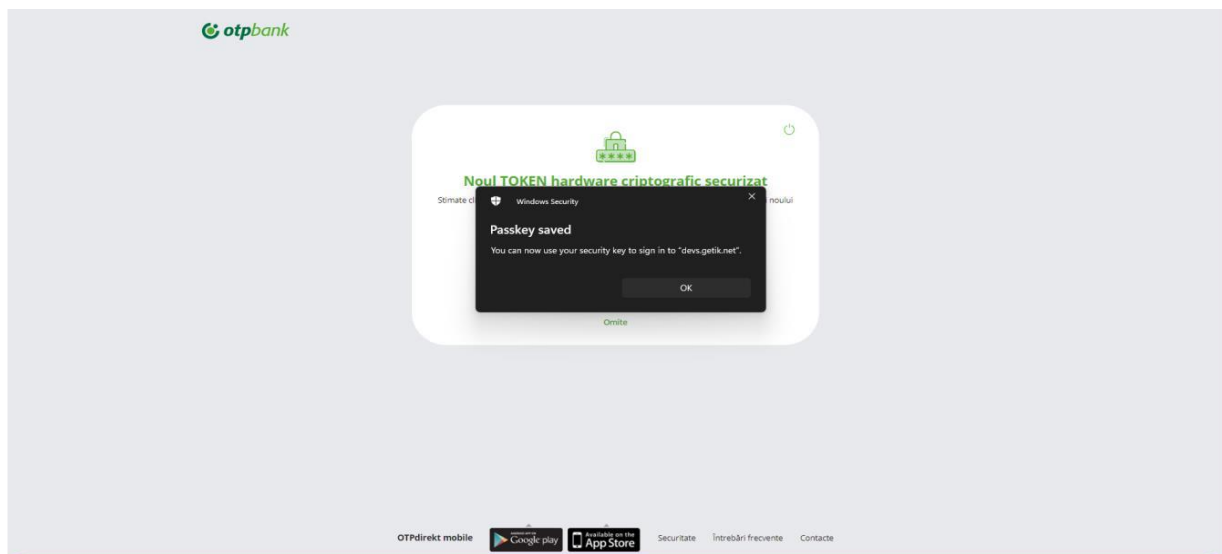

Figure 18

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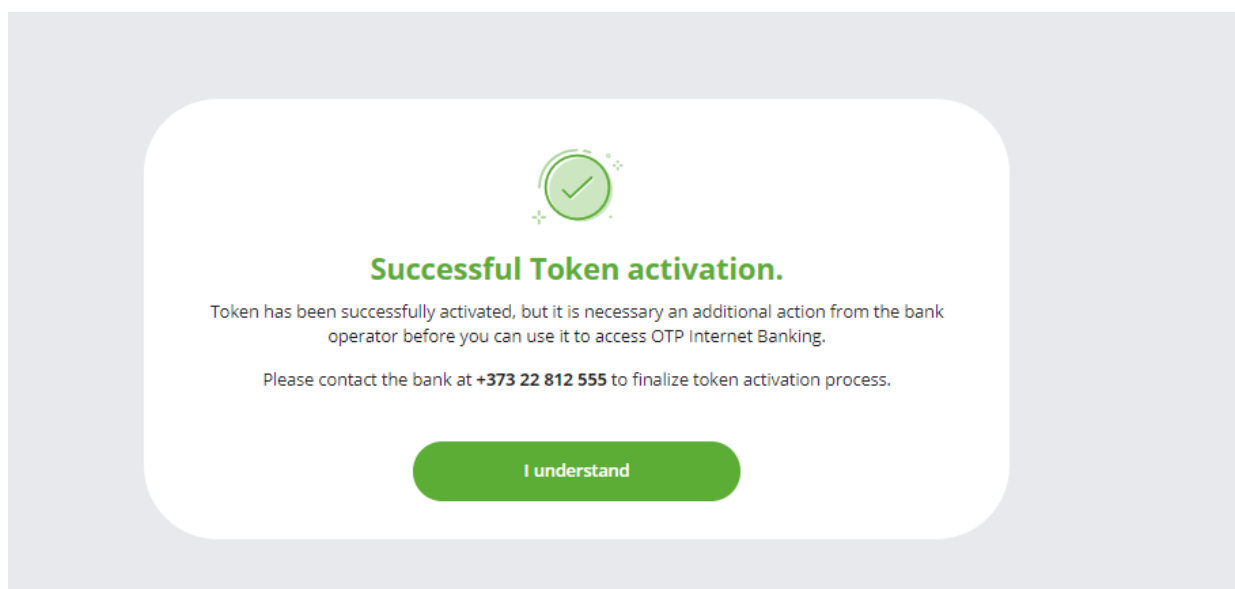

Figure 19

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 → "Hardware token configuration" (Fig. 20):
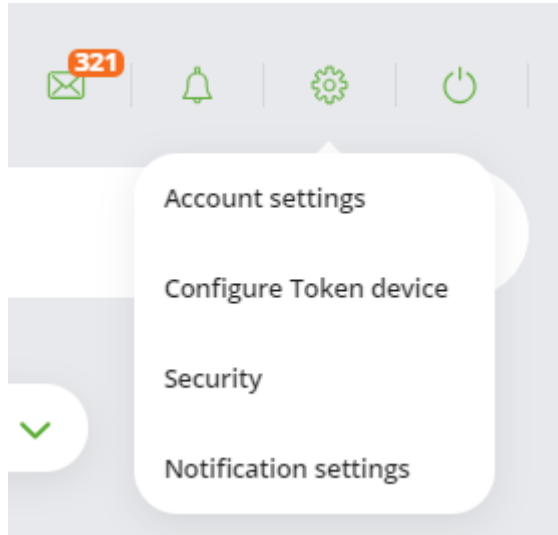

Figure 20

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):
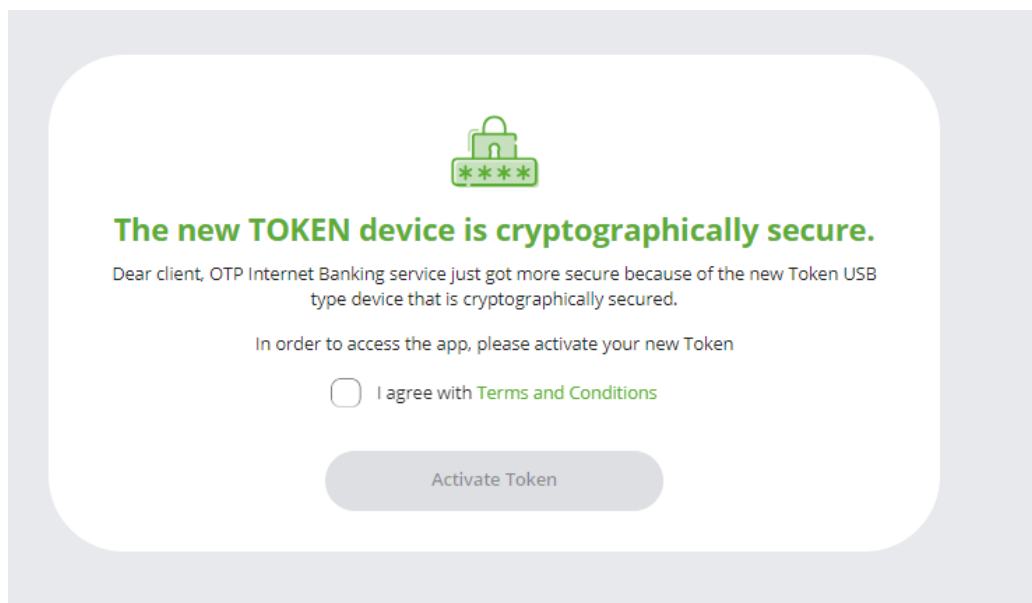

Figure 21

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):
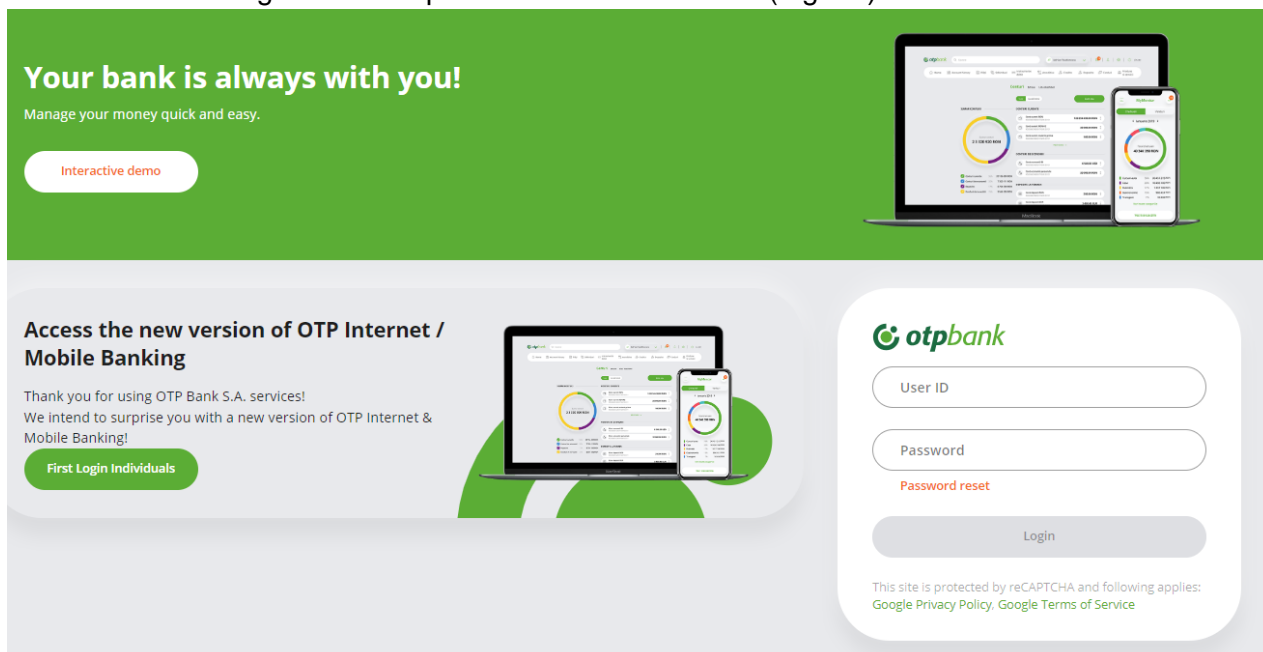

Figure 22

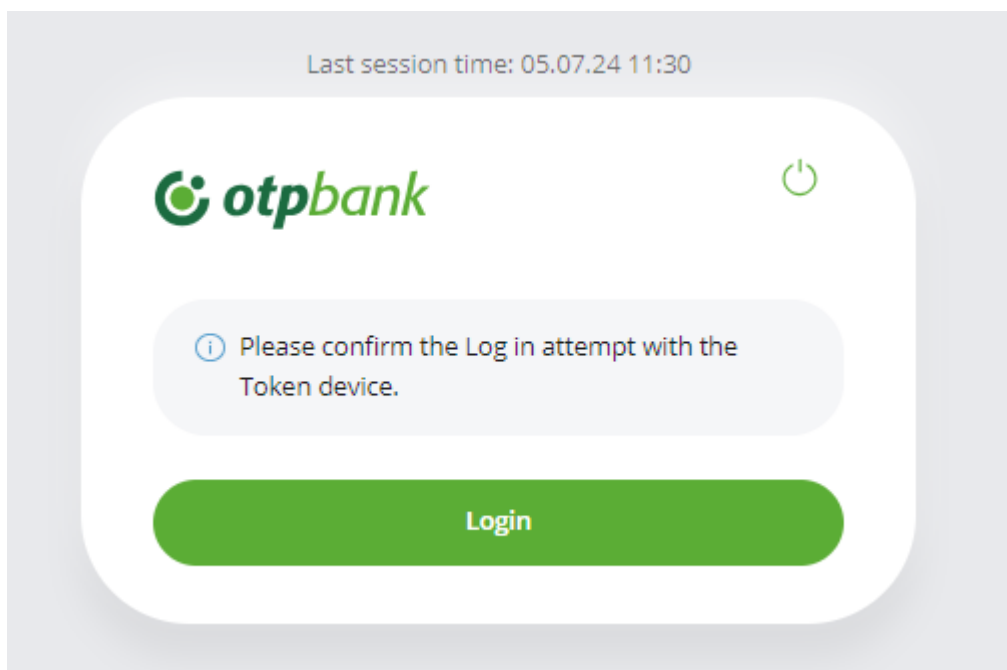18. In the next screen press "Login" (Fig.23):

Figure 23

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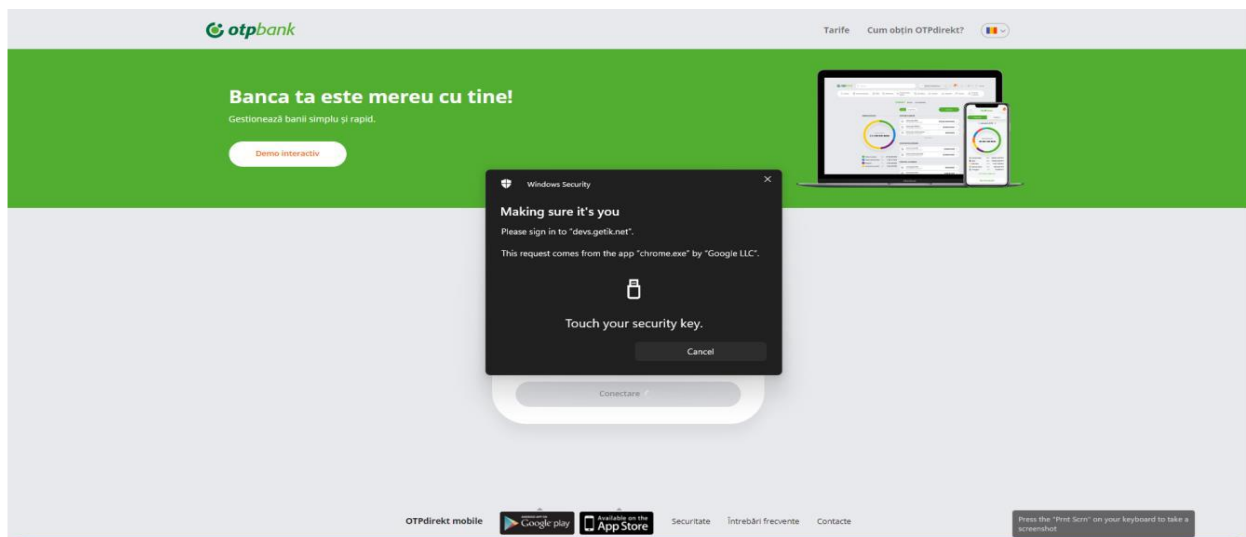

Figure 24

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.

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.

Figure 28

Figure 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"
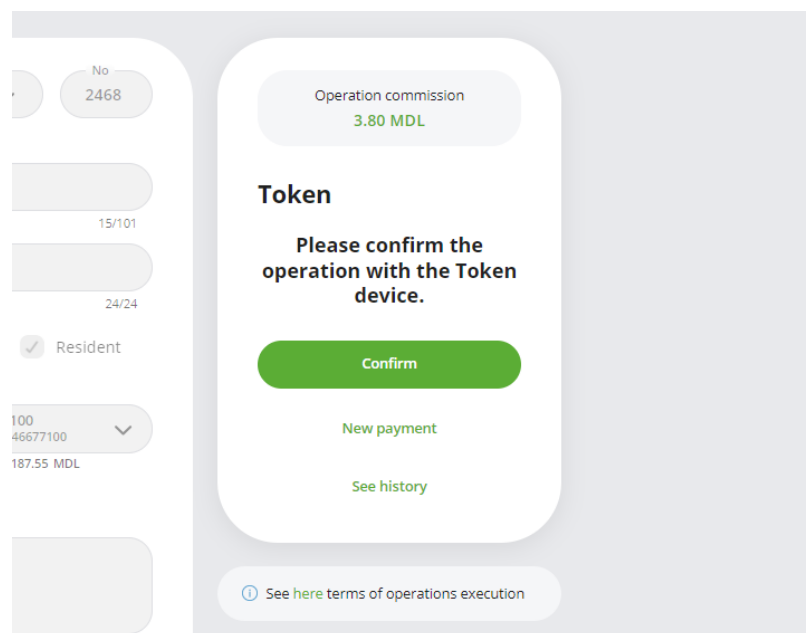

Figure 30

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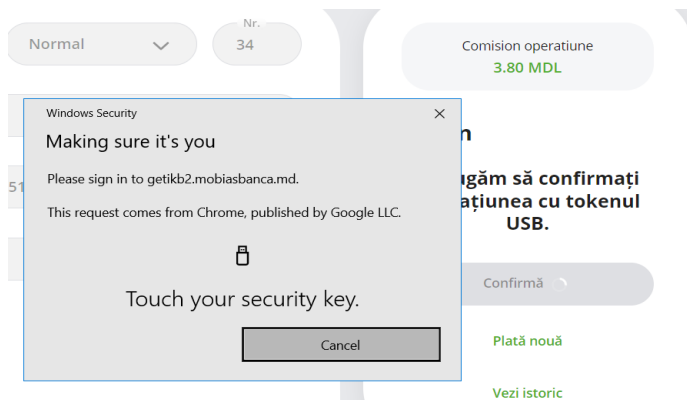

Figure 31

Figure 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.

Figure 33

Figure 34

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.

Figure 35

Figure 36

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):

Figure 37

27. Step 2→ option of changing the PIN code (Fig. 38):

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):

Figure 39

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

Figure 40

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

Figure 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: business.support@otpbank.md
- OTP Internet / Mobile Banking secure messaging service