Soft Token
Installation & Activation
User guide
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How to register the token?

1. Select Tokens tab from the tool bar menu of your online banking

2. Choose 3 questions from the pre-defined list and create a personalized question and answer them, then press NEXT

VERY IMPORTANT: the security questions that will be displayed every time you access the tokens tab.
3. Once the questions are set, you will be asked 2 of them randomly for validation in order to continue the activation process.
How to activate the soft token?

1. Select Request Soft Token

2. Confirm the request for activation

3. Token download steps and activation tips will be displayed and must be read carefully

Press "Yes" if you already downloaded
4. Choose the type of Soft Token you want to download, then click Next

Option 2
This is to activate the Soft Token on your Mobile by scanning the QR code. If your phone does not support QR code scanning, the application itself has built in QR code scanning to facilitate this option for you.
Desktop PC soft Token

Prior proceeding with the activation steps on the Online Banking screen, you need to start with the following:

1. Download the token application from the URL: https://www.entrust.com/mobile/info/download.php
2. Select Windows Desktop

3. Setup wizard will be displayed, press Next to continue
4. Accept the terms of the license agreement then press Next

5. Select the following option as per the below display and press Next
6. Select the location of the installation files and press Next:

7. Installation will run and when it’s done, press Finish

8. Go back to the online banking and select Desktop PC soft Token – Automatic Fields Filling
9. Select **Activate Soft Token**

10. The application will be opened, displaying a pop-up screen as shown below, press **Allow**, fill the fields marked only then press **Activate**.

11. Create a 4 digits PIN for the token and re-confirm it
12. Go back to the online banking screen and press **Next**, the below screen will be displayed confirming the activation of the token.

![Your Token is Activated](image)

Press **OK**
Mobile soft Token – via QR code

Prior proceeding with the activation steps on the Online Banking screen, you need to start with the following:

1. Search for Entrust application on your mobile device store
2. Download the soft token application on mobile device and press install

3. Go back to the Online Banking page and Select Mobile Soft Token – Via QR code
4. Scan the Q code using the token application through your phone camera

5. Insert the password displayed (right below the QR code) on the online banking on your token application
Consolidated screen for steps 4 & 5:

6. Choose a name for your token and press **Activate**
7. Create a 4 digits PIN for the token and re-confirm it

8. A message will be displayed confirming the success of the activation
Your Token is Activated

Press OK
Mobile or Desktop soft token – manual fields filling

Note: token installation on PC or Mobile will be the same till the activation part, shown below:

1. Select Mobile or desktop soft token – manual fields filling and press Next

2. Data will be displayed on the online banking screen as per the below
3. Copy the data from the online banking screen and paste it in the respected fields on the token screen as below:

   a) **PC application**

   ![Image of PC application]

   - Choose a name for your Soft Token
   - Press Next after Filling the required Data manually

Your token is now activated and ready to be used for online transaction

![Image of Credit Agricole token activation]

- Your Token is Activated
- Press OK
b) **Mobile application:**

Your token is now activated and ready to be used for online transaction