

October 2024

OCBC OneToken for OCBC Velocity

User Guide

Help & Support

Click here for OCBC OneToken General FAQs

Email bbcsc@ocbc.com

Call (603) 8317 5200 or (603) 8314 9090 from Monday to Friday, 9am to 6pm (excluding public holidays)

Note:

- ¹ The usage of OCBC Velocity and OCBC Malaysia Business Mobile Banking is subject to OCBC's <u>Transaction</u> <u>Banking</u> as well as <u>Accounts and Services</u> terms and conditions.
- ² Please refer to our <u>Security Tips and Notices</u> for tips and advisory on safeguarding your business internet and mobile banking usage.

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OCBC OneToken for OCBC Velocity User Guide – Chinese Version

华侨银行 OneToken 为 OCBC Velocity 中文用户指南

Click here on the icon below to view OCBC Velocity User Guide - Chinese Version

点击下面的图标以查看《OneToken 为 OCBC Velocity 用户指南》



Note: If you have trouble accessing the links above, please download this user guide first.

注:如果您在使用以上的链接时遇到问题,请先下载此用户指南。

1.0 What is OCBC OneToken?

OCBC OneToken is a digital token installed on your phone. It replaces the need for a hardware token for all online banking activities, making your online banking experience simpler and more secure.

OCBC OneToken is embedded in OCBC Malaysia Business Mobile Banking app, and hence you need to have an iOS or Android compatible smart phone/ device to download the app from App Store or Google Play Store.

You can use OCBC OneToken to login and approve transactions on Business Internet Banking or OCBC Malaysia Business Mobile Banking app at any time.

Internet Banking

Convenient login

You will receive a push notification on your mobile when you log in to OCBC Velocity on the web browser **Mobile Banking**



Convenient authorisation

OCBC OneToken will make the whole process more convenient for performing authorisations

This guide provides you with a quick start on OCBC OneToken activation and subsequent use for login and approving transaction.

Should you have issue with activating OCBC OneToken, refer to <u>Section 8</u> to find more troubleshooting tips.

2.0 Getting started on OCBC Velocity

Before you log in, make sure you have the following ready:

1. Download the OCBC Malaysia Business Mobile Banking app from App Store or Google Play Store.



2. Welcome email notification or password mailer that the bank has sent to you containing your initial login credentials.

N noreply@notify.ocbc.com To: Rescalt	
Dear J05ETH UIM WALSDOM	
We are pleased to provide you with access to our business internet and mobile bank	king service - OCBC Velocity.
If the γ holes at these trees to get started:	
$\label{eq:start} Start (2) Connected the VOCRC Mediansis Rustness Mobile Sending" copilities the App store Start (2) Lamedring app. With a promplet, shows a twindication on the two services Start (2) and the service Start (2) and the service Start (2) and the service (2) and the serv$	or Google Floy ni Fotherapic (Fand set woar passwort)
Here are your login details:	
Organisation ID: Kallel MIV2 User ID: Kallel MIV2	
Liser's Welcome Email	
PRIVATE & CONFIDENTIAL (TO BE OPENED BY ADDRESSEE ORAY)	Renevan Iros askas
	PODIALE INF POLICIES, NURDENA, SIMALALAM MALTIDA NO. WP 9004
V underlowered, please relation to	
P.O. Box 10197, 50011 Kuala Lumpur Malaysia.	
GTB	

Password Mailer

3.0 New User Activation - for user with Welcome Email notification or Password Mailer

You can perform your first-time login via OCBC Malaysia Business Mobile Banking app to activate your OCBC OneToken. Please ensure that you complete all the steps till you reach the end at the Confirmation screen.

3.1 New User Activation – via Mobile (for Security Software Token user only)

Launch the OCBC Malaysia Business Mobile Banking app.



For new users with Password Mailer, tap on Login



For new users with User's Welcome Email, tap on More and Set up password

- 1. Login to OCBC Velocity from the mobile banking app
 - a) For new users with User's Welcome Email of OCBC Velocity:

Click on **More -> Set up password** from the menu. Enter your Organisation ID and User ID found in the email then click Next

•		
No SIM 🗢	10:16 AM	20% 🦲 🗲
< Back	New Users	
Please enter t provided in th	the Organisation ID and I ne email we sent you.	Jser ID
GTBMY		
SOFTAUTH	42	
	Next	

b) For new users with Password Mailer of OCBC Velocity:

Enter your **Organisation ID, User ID** and **Password** found in the password mailer then click **Login**



2. A **One-Time-Password** will be sent to your phone, enter the password received into the below field and click on **Submit**



3. The Activate OCBC OneToken screen will be displayed.

For security reasons, upon your first login to OCBC Velocity, you will need to activate your OCBC OneToken.



- i. Click on Activate Now
- ii. You will receive an encrypted pdf containing the activation code sent to your registered email address for your OCBC OneToken activation

Here is the activation code for OCBC OneToken



We have received a request to activate OCBC OneToken on your mobile device.

Follow these steps to retrieve your activation code

 $1, \texttt{Refer for the OOBG Business appion your makile device for the password shown in the "verify activation owde" acreen.$

2. Open the password presented document in this envill. Enterthic password normate of the retrieve your activation code.

 \mathfrak{d}_{1} inter the \mathfrak{d} digitar divation code on your mobile device to proceed.

Does ODDC on taken is more within your within you will be easily to be provided within the back of and approve transactions using your most is device.

if yield warmy questions arreading place calls at 1300-98 2000 (zr. 1800 8317 - 2001) arreaves an African Sami April, Manday & Luday, excluding pack and y a

We look to write to serving you again.

Yours sincerely Implementation & Cheol Services Tonsent for Harding DCSC Bank (Malaysia) Berhad



iii. Enter the code on screen to the pdf file to unlock the file



iv. Once the pdf file is unlocked, you will see your security code. Key in the security code and click submit



- v. Key-in your **desired 6-digit OneToken PIN** (you need to remember this PIN for subsequent use)
- vi. Click Next



- vii. For convenience, you may want to synchronise your fingerprint or Face ID (available on compatible fingerprint/ Face ID recognition mobile device) with OneToken PIN so that you do not forget this PIN. **Tick** on the tick box **to sync OneToken PIN to OneTouch / OneLook**
- viii. Click Yes. You will be prompted to place your finger/ scan your face to continue

ix. Your OneToken PIN is now created



4. To set your password

All **new users** are required to set your password for subsequent login.

Follow the instructions in the Set your password screen:

- i. Enter a New Password (take note of the Password rules)
- ii. To confirm, re-enter your New Password in the Enter password again field and click Submit



5. Confirmation screen

Note: OCBC OneToken will be activated in **12 hours**; you will receive a notification in your mobile once your OCBC OneToken is activated



6. OCBC OneToken activated

After **12** hours, you will be notified of OCBC OneToken activation status in your mobile. Tap on **OneToken** icon from the menu to access the OCBC OneToken.

Notification for OneToken activated



OneToken activated



3.2 New User Activation – via Web (for Security Hardware Token user only) URL for OCBC Velocity is <u>https://velocity.ocbc.com</u>

			Select your country
		¥	Malaysía
			Organisation ID
Mailer	For new users with Password N	L	
			User ID
		Forgot / Unlock	Password
		Forgot / Unlock	Password

- 1. Login to OCBC Velocity from a web browser
 - a) For new users with User's Welcome Email of OCBC Velocity:
 - i. Click on Set your password (for new users) hyperlink.
 - ii. Enter your Organisation ID and User ID found in the email and click Submit.
 - iii. A **One-Time-Password** will be sent to your phone, enter the password received into the below field and click on **Submit**.

Enter your OCBC Velo	city IDs	×	Enter a One-Time Passwo	ord ×
If you do not have a hardwa using your OCBC Business N If you have not registered yo complete and submit this <u>fo</u> records with us before conti	re token, please activate OCB Mobile Banking app. our mobile number with us, p rm to any of our branches to inuing.	C OneToken Ilease update your	We have sent a One-Time Passw It is valid for 3 minutes. <u>Reques</u> it within 2 minutes. Please enter it in the box below	vord (OTP) to (+XXXXXXX76). t another OTP if you do not receive r.
Your organisation ID	Your user ID		One-Time Password	Sample of SMS OTP Conter
	× Cancel	Submit		OP1342 as a One-Time Password(OTP) to log in to OCEC Velocity for the first time. This OTP expires at 10:59,11 Jan 2021a.

- b) For new users with Password Mailer of OCBC Velocity:
 - i. Enter your **Organisation ID**, **User ID** and **Password** as indicated in the **Password Mailer** in the **Login** box.
 - ii. Click Login
- 2. Activate your token screen will be displayed

For security reason, upon your first login to OCBC Velocity, you will need to activate your Security Hardware Token.

Confidential

Activate your token	×
Step 1	
Enter the serial number at the back of the device	
Step 2 Press the op button to generate a One- Time Password	OTP 0 DEL 0
Step 3 Enter the 6-digit One-Time Password	
Activate Now	Эосвс

- a) To activate your Security Token:
 - i. Enter the 10-digit **Security Token Serial No.** which is found at the back of your Security Token in the relevant field. Do not enter hyphens.
 - ii. Press the red OTP button on the Security Token. A **6-digit One-Time-Password** will be generated.
 - iii. Enter the **One-Time-Password** in the relevant field.
 - iv. Click Activate Now.
 - v. A message confirming the successful activation of your Security Token will appear. Click OK.
- b) After this, the Security Token will be uniquely registered to you and must be used for all subsequent logins.

Note:

- a) **New users with Password Mailer** will need to **change the given password** for subsequent use. Follow the following instructions for **Change password screen**:
 - i. Enter your Old Password (as indicated in the Password Mailer)
 - ii. Enter a New Password (take note of the Password rules)
 - iii. To confirm, re-enter your New Password in the Enter new password again field and click Submit

Confidential

Change password ×	
Old Password	Password rules:
New Password	 ✓ Case Sensitive ✓ 8 to 12 characters ✓ Contain at least 2 letters & 2 numerals
Password should be 8-12 characters long and is case sensitive	 ✓ Each characters can only be used twice
Enter new password again	 ✓ Must not be identical to organisation ID ✓ First 2 characters cannot
× Cancel Submit >	be the same as user ID

- b) New users with User's Welcome Email will need to set your password for subsequent use. Follow the following instructions for Set your password screen:
 - i. Enter a New Password (take note of the Password rules)
 - ii. To confirm, re-enter your New Password in the Enter password again field and click Submit

New password Enter password again	Password Rules: Case sensitive \$ to 12 characters Contains at least 2 letters and 2 numerals Each character can only be used
	Wice - Must not be identical to organisation ID - First 2 characters cannot be the same as user ID

4.0 Existing User Activation (with Security Hardware Token)

4.1 Existing User Activation – via Mobile

Launch the OCBC Malaysia Business Mobile Banking app.



- Login to OCBC Velocity from mobile banking app For existing users of OCBC Velocity
 - i. Tap on Login, and on the next screen enter your current **Organisation ID**, **User ID** and **Password** as prompted
 - ii. Click Login.
- 2. For 2-factor authentication, you will be prompted for an One-Time-Password (OTP). You can use your existing **Security Hardware Token**
 - b. Security Token OTP
 - i. Press the red OTP button located on the front of the Security Token
 - Enter the 6-digit OTP that is displayed on your Security Token into the relevant field
 - iii. Click Submit
- 3. The Activate OCBC OneToken screen will be displayed.



- i. Click on Activate now
- ii. You will receive an encrypted pdf containing the activation code sent to your registered email address for your OCBC OneToken activation

N notifications@ocbc.com To Joseph in Wal Stor ActivationCode.pdf 2 KB			
We have received a request to activate OCBC OneToken on your mobile device.			
Follow these steps to retrieve your activation code			
1. Sefer to the CCBC Business app on your mobile device for the persword shown in file "Verify activation and	e" aareen.		
2. Open the password processed desument in this enall. Ensenting password normate all to retrieve your activ	ation (ode.		
a, Enterthe C digital strategy code on your movile device to proceed,			
. Once $\mathrm{GDHOC}_{\mathrm{P}}$ is been encouverfully accounted, you will be called a log in to business online backup and approximately the set of t	e firaireacha na	азық үлегілер	i le crestor.
if you have negatives around a $ \eta_{\rm e} $ have a data 1300 ± 0.7910 (or 1803 307 ± 2.01 have seen a - ψ from	nSam April, M	etan lay ta Luda	y.cochidarg.parate in udi y
We look to write to sensing you again.			
Yours Sincerely Roplementation & Clean Services Transaction (Kodaysia) Berhad OCBC Bank (Molaysia) Berhad			
Aradismetrik jausendi protestete Aradismetrik jausendi protestete			

Here is the activation code for OCBC OneToken

iii. Enter the code on screen to the pdf file to unlock the file



iv. Once the pdf file is unlocked, you will see your security code. Key in the security code and click submit

Back Activation Code	× Encrypted PDF 🕼 🖞
A 6-digit activation code has been sent to vin••••n®@+-c.com.	Activation code for OCBC OneToken
Step 2: Unlock the encrypted PDF To retrieve the code, open the	mKdv-778320
document in the email and	<u> </u>
enter 502405. Step 3: Enter code from your email below:	Make som trat the first fourtex by a provi match the one shown on your orbits pusivess motifier up to be got, then emerate sinklight shown access in your soc.
Request another code	Do not an tan the occas anywhere wite, or analy the occas with another person.
Not the right email? Update your contact details inne.	

- v. Key-in your **desired 6-digit OneToken PIN** (you need to remember this PIN for subsequent use)
- vi. Click Next



- vii. For convenience, you may want to synchronise your fingerprint or Face ID (available on compatible fingerprint/ Face ID recognition mobile device) with OneToken PIN so that you do not forget this PIN. **Tick** on the tick box **to sync OneToken PIN to OneTouch / OneLook**
- viii. Click Yes. You will be prompted to place your finger/ scan your face to continue
- ix. Your OneToken PIN is now created



- x. At the next screen, you will be prompted for acknowledgement of OCBC OneToken activation.
- xi. Click Yes, I am



4. Confirmation screen

Note: OCBC OneToken will be activated in **12 hours**; you will receive a notification in your mobile once your OCBC OneToken is activated



5. OCBC OneToken activated

After **12 hours**, you will be notified of OCBC OneToken activation status in your mobile. Tap on **OneToken** icon from the menu to access the OCBC OneToken.

COCCRUSTANCES In ago Your OCBC OneToken has been activated. Use it to log in and make transactions via OCBC Velocity and our Mobile Banking app.

Notification for OneToken activated

OneToken activated



Note – For Existing Users

 Security Hardware Token will be deactivated once OneToken is activated. Meanwhile, you can continue to use your Security Hardware Token while waiting for your OCBC OneToken to be activated.

4.2 Existing User Activation – via Web

URL for OCBC Velocity is https://velocity.ocbc.com

Proceed to the login page as usual.

OCBC Veloc	ity	
Select your country Malaysia	~	
Organisation ID		
		For existing user logi
User ID		
Password	Forgot / Unlock	
	Login	

Confidential

- 1. Login to OCBC Velocity from a web browser
 - i. Enter your current Organisation ID, User ID, and Password in the Login box
 - ii. Click Login
- 2. For 2-factor authentication, you will be prompted for an One-Time-Password (OTP) using your existing **Security Hardware Token**
 - i. Press the red OTP button located on the front of the Security Hardware Token
 - ii. Enter the 6-digit OTP that is displayed on your Security Token into the relevant field
 - iii. Click Submit

Secured Access		×
Step 1		
Press the op button to generate a One- Time Password Step 2	DEL	
Enter the 6-digit One-Time Password	•••••• මocbc	Image: Definition of the second sec
Submit		

 You will be prompted to activate OCBC OneToken from our OCBC Malaysia Business Mobile Banking app. To proceed with OCBC OneToken activation, you may refer to step-by-step guide in <u>section 4.1</u> for guidance.

OneTok that yo via OCE	ken is a digital security token within the OCBC Malaysia Business Mo u install on your phone. You will need OneToken to log in to and ma BC Velocity and our Business Mobile Banking app.	obile Banking ap ike transactions
1. Go to app on	App Store or Google Play to download the OCBC Malaysia Busines your mobile phone (+XXXXXX7076).	s Mobile Banking
2. Logir OneTok	n to the OCBC Malaysia Business Mobile Banking app to activate yo ken.	ur OCBC
	Your hardware token will be deactivated once your OneToken is activ However, please keep the hardware token in case you need it later.	ated.
How to	activate OneToken?	

5.0 Subsequent Login

5.1 Subsequent Login – via Mobile

Launch your OCBC Malaysia Business Mobile Banking app



- 1. Login to OCBC Velocity from the mobile banking app
 - i. Tap on Login, and on the next screen enter your current **Organisation ID**, **User ID**, and **Password** as prompted
 - ii. Click Login
 - iii. Use OCBC **OneTouch/ OneLook** (if previously synced) OR enter the **6-digit OneToken PIN** that you have created when activating OCBC OneToken
 - iv. Click Submit.
 - v. The mobile overview screen will be displayed



5.2 Subsequent Login – via Web

URL for OCBC Velocity is https://velocity.ocbc.com

Proceed to the login page as usual.

Select your country	
Malaysia	~
Organisation ID	
User ID	
Password	Forgot / Unloa
	Login

- 1. Login to OCBC Velocity from a web browser
 - i. Enter your current Organisation ID, User ID, and Password in the Login box
 - ii. Click Login.
- For 2-factor authentication, you will be prompted for OCBC OneToken
 If you have mobile data or WIFI connectivity, follow the steps in option (a).

 For user without mobile data connectivity (e.g. you are travelling overseas), follow the steps in
 option (b).

a. With mobile data or WIFI connectivity

i. A **login notification** will be triggered to your mobile device with the activated OCBC OneToken.

Notification on Web screen

Effective 13 January 2	021 the cut off tig
Log in using OCBC OneToken	×
A notification has been sent to your mobile (+XXXXXXX1013). Please tap on it to log in.	Internet in the second
Your mobile data must be switched on to receive this notification.	
Resend notification	

Mobile: Login notification received

View from mobile home screen / notification centre

View from mobile banking app notification inbox



- ii. Click on the **login notification** from your notification centre OR mobile banking app notification inbox
- iii. Use OCBC **OneTouch/ OneLook** (if previously synced) OR enter the **6-digit OneToken PIN** that you have created when activating OCBC OneToken
- iv. Click Submit.



- v. Return to your desktop / device, you will be prompted with a successful login message
- vi. The OCBC Velocity Homepage will be displayed

Notification message in Mobile



Successful Login message in Web



b. Without mobile data connectivity

- i. Click on Resend notification hyperlink
- ii. Click on Click here to generate an OTP

Fffertive 13 Januar	v 2021 the cut off tig	Log in using OCBC OneToken	>
Log in using OCBC OneToken A notification has been sent to your mobile (+XXXXXX1013). Please tap on it to log in. Your mobile data must be switched on to receive this notification. Resend notification		A notification has been sent to your mobile (+XXXXXX1013). Please tap on it to log in. Your mobile data must be switched on to receive this notification. Resend notification If you still do not receive any notification, <u>click here</u> an <u>OTP</u>	e to generate

×

iii. You will be prompted to Generate One-Time Password (OTP) to login

Generate One-Time Password (OTP)	to log in X
Step 1	
Launch the OCBC Malaysia Business Mobile Banking app on your mobile phone (+XXXXXXX1013). Select OneToken from the menu on the right .	
Step 2	
Select For account login , then enter your OneToken PIN to generate an OTP.	
Step 3	
Enter OTP here	Logo CP texts in the second composition text and the second composition 123456 3 mm
Submit	Lost / changed your mobile phone?

- iv. Launch the **mobile banking app** from your mobile device that is activated with OCBC OneToken.
- v. Click on the OneToken icon from the menu





- vi. Click on For account login
- vii. If you have previously activated more than one OCBC OneToken for different User IDs in the same mobile device, select the User ID that you require to login at the **Select user** screen. Otherwise, proceed to next step.



- viii. Use OCBC **OneTouch/ OneLook** (if previously synced) OR enter the **6-digit OneToken PIN** that you have created when activating OCBC OneToken
- ix. Click Submit.
- x. A 6-digit login One-Time Password (OTP) will be shown on the mobile screen.



- xii. Return to your desktop / device, key-in the **6-digit login OTP** shown on your mobile **in the field under Step 3 Enter OTP here**
- xiii. Click Submit
- xiv. The OCBC Velocity Homepage will be displayed

Mobile: Login OTP

Web: Generate manual OTP screen

No SIM 6:44 PM @ 395 C K Back Login OTP Cancel	Generate One-Time Password (OTP) to log in Step 1	×
Use this One-Time Password (OTP) to log in.	Launch the OCBC Malaysia Business Mobile Banking app on your mobile phone (+XXXXXX1013). Select OneToken from the menu on the right.	<u>.</u>
③ 3 mins	Step 2	
	Select For account login , then enter your OneToken PIN to generate an OTP.	
Approve a Done	Step 3 Enter OTP here Use Step Step Step Step Step Step Step Ste	123446 Anno 123446 Anno 123446 Anno
	Submit Lost / changed your mobile	<u>phone?</u>

6.0 Approving a transaction

6.1 Approving a transaction - via Web

1. Login to OCBC Velocity as an Authoriser

- i. Select Transactions from the top menu tabs
- ii. Select Pending Transaction



- iii. Select the transactions that you wish to authorise. You can select multiple items by checking the checkbox next to the transactions you wish to authorise.
- iv. Click Approve/ Approve Selected

Tas	sk List						Viewing	Transactions 💌
2 ite	em(s) in the batch Transa	ction Type All			Filter E	Pending Aut	horisation	Advanced Search
	Transaction Type Your Reference No.	Value Date 🌲	Payer / Payee Name 🔺	Amount 🌲	Country 🖨	Account Alias Account No.	Status 🜲	Action
	Internal Transfer - Own Account WQEQWE	23 Jul 2019	PRICING TEST	2,323.00 MYR	MY	PRIDING 1 8011402976-MYR	Pending Authorisation	REJE (T APPROVE
	OCBC reference no.: MYIT	190723453135	Source: Manual			Next Signatory: S	UPER	
	GIRO Payment MYGP190723989481	23 Jul 2019	TEST 123	1,233.00 MYR	MY	PRICING TEST 8011402968-MYR	Pending Authorisation	REJECT APPROVE
	OCBC reference no.: MYGP190723989481		Source: Manual			Next Signatory: S	UPER	
>	Reject Selected	 Approve 	Selected					

 You will be prompted a security challenge screen to Generate One-Time Password (OTP) to approve transactions

Generate a One-Time Password (OTP) t	o approve request(s) \times
Step 1	
Launch the OCBC Malaysia Business Mobile Banking app on your mobile phone (+XXXXXX1013). Select OneToken from the menu on the right.	On The Control
Step 2	
Select To approve request and enter your OneToken PIN. Then, enter this code to generate an OTP. Code: 467813	
Step 3	
Enter OTP here	Annue of the second sec
Submit >	

- i. Launch the **mobile banking app** from your mobile device that is activated with OCBC OneToken.
- ii. Click on the **OneToken** icon from the menu





- iii. Click on To approve request
- iv. If you have previously activated more than one OCBC OneToken for different User IDs in the same mobile device, select the User ID that you require to login at the Select user screen. Otherwise, proceed to next step.



- v. Use OCBC **OneTouch/ OneLook** (if previously synced) OR enter the **6-digit OneToken PIN** that you have created when activating OCBC OneToken
- vi. Click Next
- vii. The security Code screen will appear



- viii. Enter the code shown from desktop in the Mobile code screen
- ix. Click Generate OTP

Web: OneToken Security Challenge Screen

Mobile: Enter Code screen



- x. An Authorisation OTP will be generated
- xi. Enter the Authorisation OTP shown from your mobile in the field under Step 3 Enter OTP here
- xii. Click Submit

Mobile: Authorisation OTP screen

Web: OneToken Security Challenge Screen



3. A message indicating that your transaction has been authorised successfully will be displayed.

Transfer to a bank loo	cally		
ente i ejinent			
Success! You have approved this tran	nsaction		
OCBC reference no. MYGP190214984472	Created on 14 Feb 2019, 7:01 PM		
From		То	
Your Account 9011405809 - MYR SOFTTOK Value Date 14 Feb 2019	KENSEG2 Amount 123.00 MYR	Beneficiary Bank AL-RAJHI BK N INVEST COR(M) BD Beneficiary Account No. 123123111	

6.2 Approving a transaction - via Mobile

- 1. Login to the mobile banking app as an Authoriser
 - i. Click on Items To Approve from the top tool bar.

		[< Ba	ack	Approve	
E Ov	erview Logour	t 🔥	72	Items T	ō Approve	
Your last login was	on 21 Jul 2019, 00:40:00					
72 Items To App	rrove >		0	Multiple MYKW1 KWSP Con Value Date	e Payment 190722145928 htribution Payment : 09 Aug 2019	MYR 13,397.00

- ii. Select the transactions that you wish to authorise. You can select multiple items by checking the checkbox next to the transaction you wish to authorise.
- iii. Click Approve

No SIM 🗢	2:47	РМ	ارون 🕄 😸 🕑
< Back	Appro	ove	
ZAKAT CONTRIBUTIO	N PAYMENT		
Value Date 04 Jun 2018	В		
Employer Zakat 33333	No.		
Contribution Mo Jun 2018	onth		
Your Reference 2333233	No.		
2 item(s)			
TAN 870302030493			Amount - MYR 700 [∞]
QUAN 860403020394			Amount - MYR 345.00
🗙 Reje	ect	√ A	pprove

- 2. You will be prompted for OneToken PIN
 - i. Use OCBC **OneTouch/ OneLook** (if previously synced) OR enter the **6-digit OneToken PIN** that you have created when activating OCBC OneToken
 - ii. Click Next







- iii. Enter the security Code shown on top of the screen into the textbox
- iv. Click Submit
- v. A message indicating that your transaction has been authorised successfully will be displayed





7.0 Lost/ Changed your mobile phone or Reinstalled app?

Note: If you have restored your lost device data/ storage from a cloud storage to the new device, please delete the transferred OCBC Malaysia Business Mobile Banking app and reinstall it before following the below steps to ensure the older data does not interfere with the new OCBC OneToken activation.

7.1 via Mobile

Launch the OCBC Malaysia Business Mobile Banking app.



- 1. Login to OCBC Velocity from mobile banking app with your new device
 - i. Tap on Login, and on the next screen enter your current Organisation ID, User ID, and Password as prompted
 - ii. Click Login.

2a. If you have lost/ change your mobile phone or reinstalled the app (on Android OS 10 onwards), you will see the following notification sent to your old device displayed.

- i. Click on the Lost / changed your mobile phone? hyperlink.
- ii. You will be prompted to reactivate your OCBC OneToken, click on **Proceed**. Continue with step iii & the rest below.



2b. If you have recently reinstalled the app (on iOS or Android OS 9 & below), you will see the following message pop-up

i. Click on "Reactivate". Continue with step iii & the rest below.



iii. The Re-activate OneToken screen will appear next, click Next



iv. You will receive an encrypted pdf containing the activation code sent to your registered email address for your OCBC OneToken activation

N notifications@ocbc.com To Jusqui Lin Wa Star			
ActivationCode.pdf 2 KB			
Dear Sir/Madam			
We have received a request to activate OCBC OneToken on your mobile devi	ce.		
Follow these steps to retrieve your activation code	V and a contraction scale for a contract		
The set of	activation conclusion		
 Open the password presetted desument in this envil. Enterthe password nom stability 	to retrieve your activation and	ic.	
a) interfre i digitactivator code or your mobile devec to proceed, there are a line and the second of the second devector of the secon		1	
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	8		
This docume	nt is password protected.		
Plase en	Jar the password below.		
	5.6.10		

Here is the activation code for OCBC OneToken

Confidential

v. Enter the code on screen to the pdf file to unlock the file



vi. Once the pdf file is unlocked, you will see your security code. Key in the security code and click **"Submit"**



- vii. Key-in your desired **6-digit OneToken PIN** (you need to remember this PIN for subsequent use)
- viii. Click Next

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Notes 🗢	4:21 PM	\$ 100% #
< Back Ad	ctivate OneTo	ken
Create your	6-digit OneTo	oken PIN
This PIN is linker you can use to le You can change	d to your OCBC On og in and make tran this PIN anytime.	eToken that sactions.
Enter 6-digit PIN		
•••••		
Re-enter 6-digit	PIN	
•••••		
	Next	

- ix. For convenience, you may want to synchronise your fingerprint or Face ID (available on compatible fingerprint/ Face ID recognition mobile device) with OneToken PIN so that you do not forget this PIN. **Tick** on the tick box **to sync OneToken PIN to OneTouch / OneLook**
- x. Click Yes. You will be prompted to place your finger/ scan your face to continue
- xi. Your OneToken PIN is now created

- xii. At the next screen, you will be prompted for acknowledgement of OCBC OneToken activation.
- xiii. Click Yes, I am

3. Confirmation screen

Note: OCBC OneToken will be activated in **12 hours**; you will receive a notification in your mobile once your OCBC OneToken is activated.

4. OCBC OneToken activated

After **12 hours**, you will be notified of OCBC OneToken activation status in your mobile. Tap on **OneToken** icon from the menu to access the OCBC OneToken.

Notification for OneToken activated

OneToken activated

7.2 via Web

URL for OCBC Velocity is https://velocity.ocbc.com

Proceed to the login page as usual.

A Secured Site	ity	
Select your country		
Malaysia	~	
Organisation ID		For existing user logi
User ID		
Password	Forgot / Unlock	
	Login	
Set	your password (for new users)	

- 1. Login to OCBC Velocity from a web browser
 - i. Enter your current Organisation ID, User ID and Password in the Login box
 - ii. Click Login.
- 2. For 2-factor authentication, you will be prompted for OCBC OneToken
 - i. Click on Resend notification hyperlink
 - ii. Click on Click here to generate an OTP

- iii. You will be prompted to Generate One-Time Password (OTP) screen
- iv. Click on Lost / changed your mobile phone? hyperlink

Generate One-Time Password (OTP)	to log in X
Step 1	
Launch the OCBC Malaysia Business Mobile Banking app on your mobile phone (+XXXXXXX1013). Select OneToken from the menu on the right .	
Step 2	
Select For account login , then enter your OneToken PIN to generate an OTP.	
Step 3	
Enter OTP here	Logo 009 the holds have seen 019 123456 3 som
Submit	Lost / changed your mobile phone?

v. You will be prompted to re-activate OCBC OneToken from our OCBC Malaysia Business Mobile Banking app. You may refer to step-by-step guide in <u>section 7.1</u> for guidance.

8.0 Problem Activating OCBC OneToken?

8.1 Compatibility, Permission & Notification

Each mobile device manufacturer has its own settings, and/or that you may have change some of the default settings that could interfere with OCBC OneToken activation and subsequent use.

OCBC Malaysia Business Mobile Banking app is available on **Apple iPhone with iOS 14 or later and Android devices with OS 9 or later** to use OCBC OneToken.

It is recommended that you check the OS version of your mobile device and allow the app permission access to your mobile.

Learn how to turn on notification.

8.1.1 Compatibility OS Checking

1. For iOS devices:

Go to Setting > General > About > Software Version

〈 General	About	
Name		Test >
Software Version		12.3.1
Model Name		iPhone Xs

2. For Android devices:

Go to Setting > System > About Phone > Software Information > Android Version

8.1.2 Permission & Notification Checking

1. For iOS devices:

To check notification and permission (*if permission is* not <u>allowed</u> upon initial launch app)

Go to Setting > [search for our app] > Notification

- i. Ensure **Allow Notifications** is <u>turn on</u>
- Ensure at least 1 of the Alerts option is <u>checked</u> (Lock Screen, Notification Centre, Banners)

Notification	s Business	
Allow Notifica	ations	
Anon Houne		
ALERTS		
9:41		
Lock Screen	Notification Centre	Banners
	\checkmark	
Banner Style		Temporary >
Sounds		
Badges		

2. For Android devices:

To check notification and permission (if permission is not <u>allowed</u> upon initial launch app)

Go to Setting > Apps & notification > App Info > [search for our app] > App Permissions

0	🔞 🎋 🕍 🕺 74% 💼 2:06
← App info	
Business	
Installed	
DISABLE	FORCE STOP
UNINSTALL	
App notifications	
Permissions Phone and Storage	
Storage 32.33 MB used in internal storage	

i. Ensure Phone & Storage permission are granted

8.2 Commonly Encountered Issues

8.2.1 Redirected to "Oops! Please install or update your Mobile Banking app"

Check that you have downloaded/ installed the latest OCBC Malaysia Business Mobile Banking app. This is how it looks like.

If you are still redirected to this page even after installing the mobile banking app, follow these <u>steps</u> for troubleshooting.

8.2.2 Error message "Sorry, we are experiencing technical difficulty at the moment"

Please follow these <u>steps</u> if you are unable to activate OCBC OneToken with this error message on your Android phones.

8.2.3 Error message "Oops! OCBC Business Mobile Banking app and OneToken is not compatible with your mobile device"

If you received this alert, your device may be installed with a 3rd party remote access app and/or you are using a rooted or jail broken device that is deem a security risk and could potentially compromised the security of your device and our mobile app.

Please delete such 3rd party remote access app and reinstall the OCBC Business Mobile Banking app. After reinstalling, the message should disappear and you may proceed to reactivate OCBC OneToken, by following the steps under <u>Section 7 "Lost/ Changed your</u> <u>mobile phone or Reinstalled app"</u>