

June 2025

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

Mobile Banking



Convenient authorisation

You will receive a push notification on your mobile when you log in to OCBC Velocity on the web browser 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 Section 8 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, Google Play Store, or Huawei AppGallery (applicable for Huawei devices in all countries except China).



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

Activate your digital token for OCBC business internet banking (OCBC Velocity)	
OCBC Bank <noreply@notify.ocbc.com> To TESTNAME</noreply@notify.ocbc.com>	9
A guide to OCBC Velocity for first-time users	
LOGIN CREDENTIALS	
Here are your assigned login details:	
Organisation ID: TEST User ID: TEST	

User's Welcome Email

OR



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)

[.¹]

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More

Launch the OCBC Malaysia Business Mobile Banking app.





0

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



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





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



A	
This document is password protected. Please are the password below.	

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

9:41 .nl ♥ ■ 4 < Back Activation Code	× Encrypted PDF	@- Ů
Step 1: Check your email A 6-digit activation code has been sent to vinn®o-r_c.com. Step 2: Unlock the Corrective the code, open the password-protected document in the email and enter 502405. Step 3: Enter code from your email below: mKdv - Request another code	Activation code for OCBC On MKdv-778320	eToken
Not the right email? Update your contact details inco.		
Submit		

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

Notes 🗢	4:21 PM	\$ 100% 🖿
< Back A	Activate OneTo	oken
Create you	ır 6-digit OneT	oken PIN
This PIN is link you can use to You can chang	ed to your OCBC Or log in and make tra te this PIN anytime.	neToken that nsactions.
Enter 6-digit P	IN	
•••••		
Re-enter 6-dig	it PIN	
•••••		
	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 password screen:

- i. Enter a New Password (take note of the Password rules)
- ii. To confirm, re-enter your New Password in the **Re-enter password** 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 Malaysia	<u> </u>	
Organisation ID		
User ID		For new users with Password Mailer
Password	Forgot / Unlock	
	Login	

- 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	ocity IDs	^	Enter a One-Time Passwo	ord ^
If you do not have a hardwa using your OCBC Business M If you have not registered y complete and submit this <u>fo</u> records with us before cont	are token, please activate OCE Mobile Banking app. our mobile number with us, p arm to any of our branches to inuing.	3C OneToken please pupdate 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 (+X0000007076). t another OTP if you do not receive
Your organisation ID	Your user ID		One-Time Password	Sample of SMS OTP Conter
				RM0.00 OCBC Velocity: Use 091342 as a One-Time Password(OTP) to log in to

- 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.



- 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

change password ×	Password Pules
Old Password	rassiona kales.
New Password	 Case sensitive 8 to 12 characters Contains at least 1 upper case letter, 1 lower case letter and 1 numeral
Password should be 8-12 characters long and is case sensitive	 Each character can only be used twice
Enter new password again	 Must not be identical to organisation ID
	 First 2 characters cannot be the same as user ID
× Cancel Submit >	

- 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**

Set your password	
New password	Password Rules:
	 Case sensitive 8 to 12 characters Contains at least 1 upper case
Enter password again	letter, 1 lower case letter and 1 numeral • Each character can only be used
	 twice Must not be identical to organisation ID
	 First 2 characters cannot be the same as user ID
	Y Cancel Submit

4.0 Existing User Activation (with Security Hardware Token)

4.1 Existing User Activation – via Mobile

Launch the OCBC Malaysia Business Mobile Banking app.



- 1. 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

- a. 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. (Go to Step 3)



b. Alternatively, if your hardware token is lost or defective, you can press the "**Lost/Faulty token**" hyperlink below, then **Activate OneToken** on the Activate OneToken screen.

11:27 ♥ IBD < One-Time Password	11:27 < Back Activ	🗢 🕬 vate OneToken
Press the button and enter the 6-digit One-Time Password	Replace lost/ with OCBC O Instead of reques activate and use c online banking ac Once set up, it wil Once set up, it wil	faulty Hardware Token neToken ting a hardware token, you can OCBC OneToken for all your tivities. II take up to 12 hours before activated, Your hardware
Lost/auty Token Submit	token will be dear activated. You ma What is OCBC On	tivated once your OneToken is y dispose it safely then. eToken?
c P *		
	Activ	ate OneToken

3. The Activate OCBC OneToken confirmation 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



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



- 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.

2	OCBC Busines Your OCBC Or Use it to log in OCBC Velocity Business Mobi	ss ieToken has beer and make trans. and our OCBC I le app	15m ago n activated. actions via Malaysia	

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.

A Secured Site OCBC Velocit	y	
Select your country Malaysia	~	
Organisation ID		For existing user login
User ID		
Password	Forgot / Unlock	
	Login	
Set your	r 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 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	4	×
Step 1		r - 2
Press the op button to generate a One- Time Password		
Step 2		Intel in forcing
		00000 1 2 3 5 0 0 0 0
Submit		1.1
		· · ·

 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.



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. 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 / Unio
	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

Log in using OCBC OneToken	X i
A notification has been sent to your mobile (+XXXXXXX1013). Please tap on it to log in. Your mobile data must be switched on to	The Carbon Part
receive this notification.	i i

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. You will be requested to authorise the login request. Upon prompted with screen below, tap on **Authorise**.



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

<page-header><page-header><complex-block>

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



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	Lege OF Lead to the second of the 123456 2 have 12 ha
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 Authorise 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 accounts set up with OneToken** 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. 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

11:42 8	Generate One-Time Password (OTP) to log in	×
Your One-Time Password (OTP) Enter this OTP on the device used to make this request. Do not share this with anyone.	Launch the OCBC Malaysia Business Mobile Banking app on your mobile phone (+XXXXXX1013). Select OneToken from the menu on the right.	
1 7 4 0 2 8 OTP expires in 00:03	Step 2 Select For account login, then enter your OneToken PIN to generate an OTP.	
Got it	Enter OTP here	ni in Maria

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

Accounts	Transactions FX & Treasury	Financial Management Trade Financ	e Tools Administration
Portfolio Snapshot Last updated	Make a transfer to An OCBC account	Upload file	ltems to approve
	A bank overseas	Demand draft	Û
	Payroll	Stop cheque payment	
Total Assets - MYR	Management payroll		
	Transaction status Pending transactions	Direct Debit Authorisation Manage Future Dated and Recurring Transfer	

- 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

sk List						Viewing	Transactions
20 item(s) in the batch	Transaction Type	ALL		✓ Filte	r By All	~	Advance Search
Transaction Type Your Reference No.	♦ Value Date ♦	Payer / Payee Name 💲	Amount 🗘	Country\$	Account Alias Account No.	Status 🗘	Action
Demand Draft	21 May 2025	test	1,000.00 SGD	MY	OCBC BANK -	Pending Authorisation	REJE E APPROV
Cashier's Order	21 May 2025	test	10,000.00 MYR	MY	OCBC BANK -	Pending Authorisation	REJECT APPROV
🔀 Reject Selected	✓ Approve Selected						

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

Step 1	_
Launch the OCBC Malaysia Business Mobile Banking app on your mobile phone (+XXXXXX1013). Select OneToken from the menu on the right.	
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	Alexandref of P
0.4millio	

- 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 Authorise 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 accounts set up with OneToken screen. Otherwise, proceed to next step.

11:42 🖪 🔐 🗤 🖬 40	3 (33)		11:42 🖥	🚛 il 4G 👫
Use OneToken			C Use OneToke	
Authorise login Authorise logins after you provide your login credentials.	>		Authorise login Authorise logins after you provid	e your 💙
Authorise request Authorise requests created by an online banking Maker.			Select accounts set up OneToken	with
Verify first login or transaction Verify the first login/transaction request made after (relactivation OpeToken	>		Org & User ID TEST TES***1)
make after projectivating other orders.			Org & User ID TEST2 TES***2)
			3	
		_	S	
SOCIC All fights Reserved				
	_			-

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

•				•						
11:42 🖪		4G (ED)		11:42 🖪				11:42 🖪		•11 4G 💷
<		_		<				<		
								•		
Enter One You must use y authorise a logi	Token PIN our 6-digit OneToke or transaction.	en PIN to		Enter One You must use y authorise a log	Token PIN rour 6-digit OneTok in or transaction.	en PIN to		Enter code Enter the 6-dig made the requ	e sent to othe it code shown on th est.	er device ae device that
I forj	h ID for "Busin r finger on the Hom now to continue	ess" e button		I forgot my One	eToken PIN					
1	Cancer		OR							
		Done				Done				Done
1	2 ^BC	3 DEF		1	2 ^**	3	_	1	2 ^**	3 DEF
4 0HI	5 JKL	6 MNO		4 ©HI	5	6		<u>4</u> оні	5	6 MN0
7 Pors	8	9 wxvz		7 PQRS	8	9 wxyz		7 Pors	8	9 ****z
	0	\otimes			0	\otimes			0	\otimes
										-0.

vii. Enter the **code** shown from desktop **in the Mobile code screen**

Generate a One-Time Password (OTP) to approve request(s) × Step 1 11:42 🖪 .III 4G 840 Launch the OCBC Malaysia Business Mobile Banking app on your mobile phone (+XXXXXX1013). Select OneToken from the menu on the right. < 0. Enter code sent to other device Step 2 Select To approve request and enter your OneToken PIN. Then, enter this code to generate an OTP. Code: 467813 D Step 3 1 2 ^** 3 DEF Enter OTP here 4 5 6 MN0 123456 9 8 7 PORS 0 $\langle X \rangle$ Submit >

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

Mobile: Authorisation OTP screen

Web: OneToken Security Challenge Screen

-	Generate a One-Time Password (OTP) to a	pprove request(s) \times
<	Step 1	
Your One-Time Password (OTP) Enter this OTP on the device used to make this	Launch the OCBC Malaysia Business Mobile Banking app on your mobile phone (+XXXXXX1013). Select OneToken from the menu on the right.	
request. Do not share this with anyone.	Step 2	
	Select To approve request and enter your OneToken PIN.	
	Then, enter this code to generate an OTP. Code: 467813	Generals (17
	Step 3	
Got It	Enter OTP here	Annanci (Pr British Brahment) 123456 Jian Jian 2
	Submit >	

Web: OneToken Security Challenge Screen

Mobile: Enter Code screen

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

Statu	tory Payment										
0	Request submitted!										
	You have approved a ZAKAT Tri Please check the status in Tran OCBC Reference no. MYZK25022 Created on 23 May 2025 03:08 Pl	ansaction. isaction Status. 7700387 M									
Your Ac	count										
Zal	kat Contribution Payment	g X				•1			9	X	
Stat	e ala Lumpur	Contribution February 202	Month ar	nd Year	Em	ployer Za	akat No.	Your Refere	nce No.		
Valu 23 I	e Date May 2025										

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	
	72	Items	s To Approve	
Last login: 09 Sep 2024, 03:31:25	KL KL			
Item(s) to Approve	\bigcirc	Multip MYKV KWSP (Value Da	ble Payment V190722145928 Contribution Payment ate: 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



- 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 Submit







- 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.



- 1a. 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. (Go to Step 2a)







1b. Or, you can tap on **Need help?**. Select **Change device**, and on the next screen enter your current **Organisation ID**, **User ID**, and **Password** as prompted, then 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

	iC Bank <noreply@notify.c< th=""><th>ocbc.com></th><th></th></noreply@notify.c<>	ocbc.com>	
Dear Sir/Madam		s your mabile device	
ollow these steps t	retrieve your activation code	you mobile device.	-21
	A		п
	This document is passwer Please enter the passw	ord protected. ord below.	

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)

Notes 🗢	4:21 PM	\$ 100% 🔳
< Back Ac	tivate OneTo	ken
Create your	6-digit OneTo	oken PIN
This PIN is linked you can use to lo You can change t	to your OCBC On g in and make tran his PIN anytime.	eToken that sactions.
Enter 6-digit PIN		

Re-enter 6-digit F	PIN	
•••••		
	Next	

viii. Click 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



OCBC Business 15m ago. Your OCBC OneToken has been activated. Use it to log in and make transactions via OCBC Velocity and our OCBC Malaysia Business Mobile app....





7.2 via Web

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

Proceed to the login page as usual.

Select your country		
Malaysia	¥	
Organisation ID		For existing user logi
User ID		
Password	Forgot / Unlock	
	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.
- 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

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. <u>Resend notification</u>		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 to</u> an OTP	o generate

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



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.

Lost / change	ed your mobile phone?
I) Launch the OCBC Banking app on you	Malaysia Business Mobile Ir new mobile phone.
2) Log in using your password. We will g	Organisation ID, User ID and uide you through the process.
	ок

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

< Software information	
One UI version	
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	
ALERTS		
9:41 Lock Screen	Notification Centre	Banners
	>	Ø
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

App info Business Installed DISABLE FORCE STOP UNINSTALL App notifications Permissions Phone and Storage	0		🔞 🏗 🕍 🕺 74% 💼 2:06
Business Installed DISABLE FORCE STOP UNINSTALL App notifications Permissions Phone and Storage	÷	App info	
Installed DISABLE FORCE STOP UNINSTALL App notifications Permissions Phone and Storage	6	Business	
DISABLE FORCE STOP UNINSTALL Image: Contacts App notifications Image: Contacts Permissions Image: Contacts Phone Image: Contacts Image: Contacts Image: Contacts Image: Contacts	a caneta	Installed	
UNINSTALL App notifications Permissions Phone and Storage Storage		DISABLE	FORCE STOP
App notifications Permissions Phone and Storage Storage		UNINSTA	u
Permissions Phone and Storage Storage	_	App notifications	
		Permissions Phone and Storage	
Storage		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>