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32/F
BANK OF CHINA TOWER
1 GARDEN ROAD
CENTRAL, HONG KONG



Phone

+852 3988 1333



Email

cbs_inf@bochk.com



Mobile Token

**Fast.
Secure.
Reliable.**

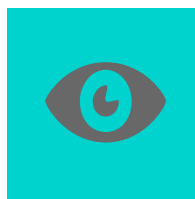
Mobile Token

Mobile Token is a new feature of the iGTB MOBILE App to replace physical security device (Hard Token) for using Corporate Internet Banking. Once the Mobile Token is activated, you can authenticate Internet Banking transactions anytime, anywhere.

Manage Mobile Token

- A new two-factor authentication tool. It supports transactions that require two-factor authentication
- Protected by Face ID / Fingerprint and a 6-digit Passcode chosen by you, and restricted to one mobile device
- Easy to activate and simplified processes

Mobile Token Features



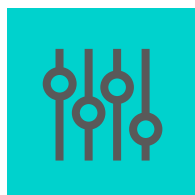
Biometric Authentication

You can login to Mobile Banking and confirm transactions simply via Face ID/Fingerprint Authentication, instead of entering your Mobile Token Passcode.



Secure and Convenient

You can set your own password and use Mobile Token directly. Moreover, you can use Mobile Token instead of carrying your hard token device anywhere if needed.



Going Parallel with Hardware Token

You can use Mobile Token and Hardware Token, interchangeably. The co-existence of both offers you suitable authorisation methods in any circumstances.



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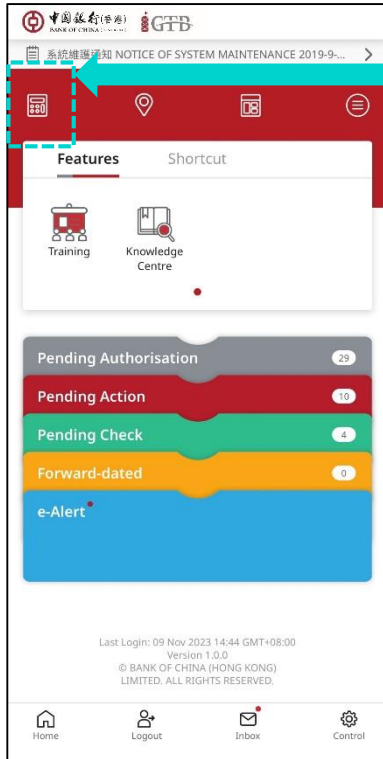
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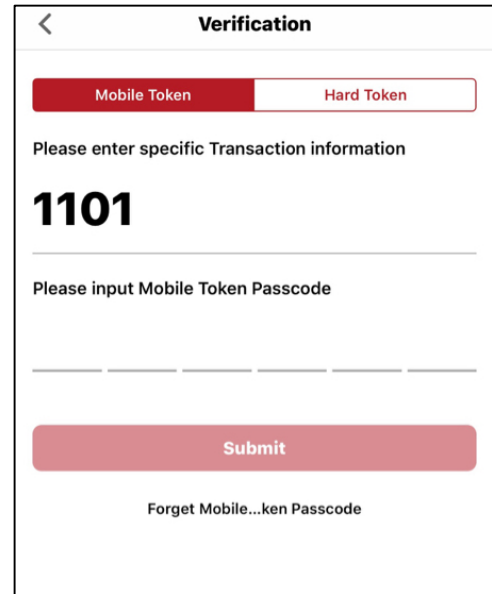


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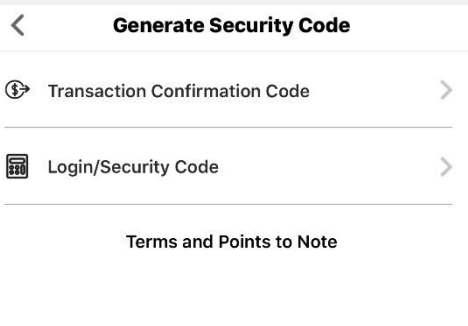


Always access your
mobile token here.



Highlights

Generate Security Code



Login/Security Code

Please input Mobile Token Passcode

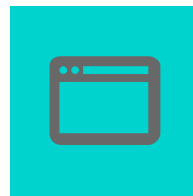


Forget Mobile Token Passcode



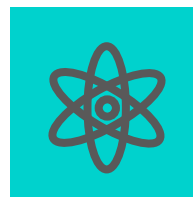
Generate One-time Security Code

Generate one-time Security Code directly, to bring you a more convenient experience.



Authorise Transactions

You can use Mobile Token when approving transaction via Internet Banking or Mobile Banking.



Easy To Use

Easy to implement, easy to manage and don't require dedicated physical security device – Mobile Token support various devices.



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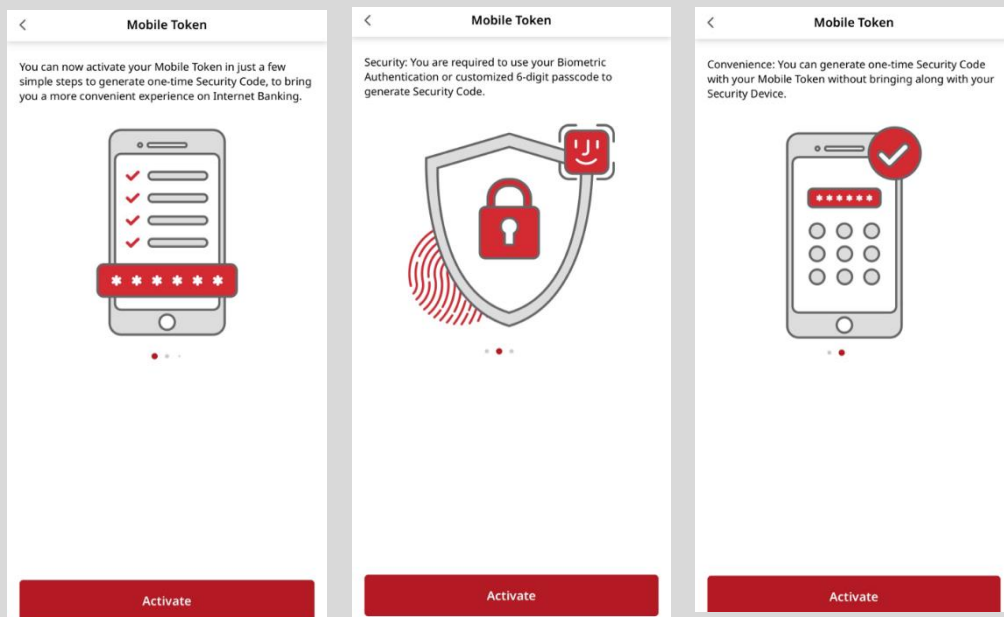
cbs_inf@bochk.com

How to Activate Mobile Token (After Login)



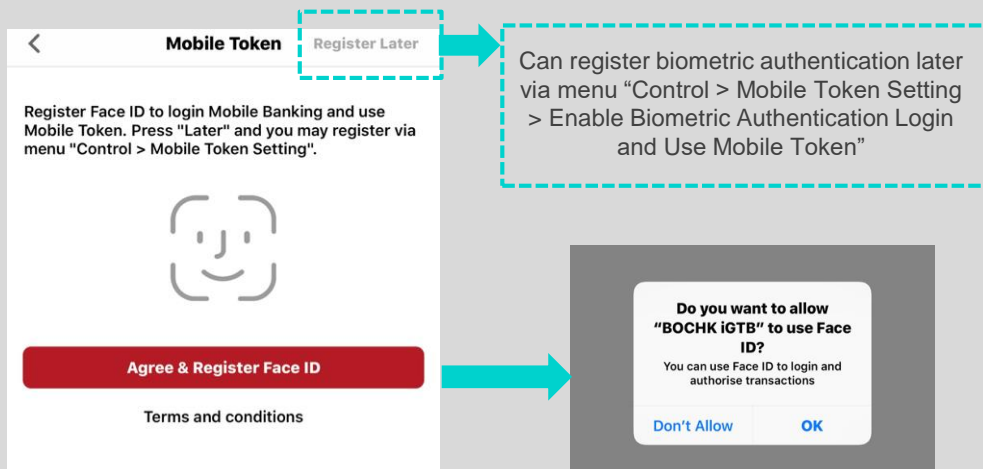
Step 1

Go through the introduction of Mobile Token



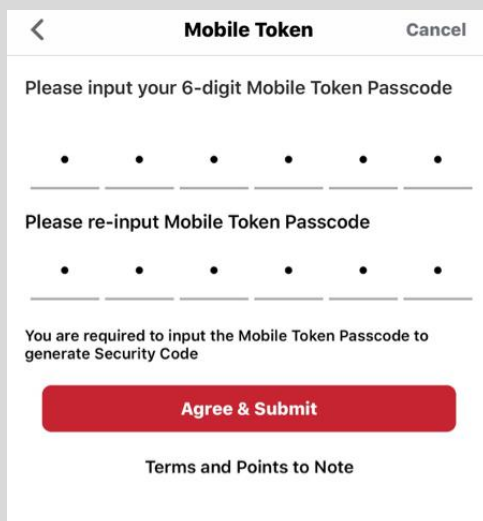
Step 2

Accept the T&C and register biometric authentication



Step 3

Input 6-digit passcode
> Click **Agree & Submit**





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How to Activate Mobile Token (After Login)





Step 4a

Hard Token Verification

< Security Device Cancel

Security Code

Please press  to generate a 6-digit Security Code on your device screen.



Submit

You need Hard Token when you activate the Mobile Token.

If you have applied Mobile Token only and do not have a Hard Token, please refer step 4b



Step 5a

Input SMS OTP
> Click **Confirm**

MESSAGES now

+852 622649930110
BOCHK iGTB Mobile Token Activation
SMS OTP 242377

your mobile phone number, please proceed with the transaction authentication.

Mobile Phone No.
63***299

Transaction ID
4453-4272

SMS Password Resend

Please wait 55 seconds and click to receive another SMS code


Confirm



Step 6a

Mobile Token is activated

Mobile Token



Your setting has been completed

iGTB Reference: **01000289234** >

Date and Time: 09 Nov 2023 14:52 GMT+08:00

You have successfully activated Mobile Token

Done



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How to Activate Mobile Token (After Login)



Step 4b

Input SMS OTP
> Click **Confirm**

MESSAGES

now

+852 622649930110
BOCHK iGTB Mobile Token Activation
SMS OTP 242377

your mobile phone number, please proceed with the transaction authentication.

Mobile Phone No.
63***299

Transaction ID
4453-4272

SMS Password

Resend

Please wait 55 seconds and click to receive another SMS code

Confirm



Step 5b

Mobile Token is activated

Mobile Token

✓

Your setting has been completed

Date and Time: 01 Jun 2021 17:30 GMT+08:00

Your Mobile Token activation will be effective at 01 Jun 2021 23:30 GMT+08:00

Done

Mobile Token Activation Notification (SMS and Email)will be sent to you immediately, your Mobile Token activation will be effective after 6 hours.



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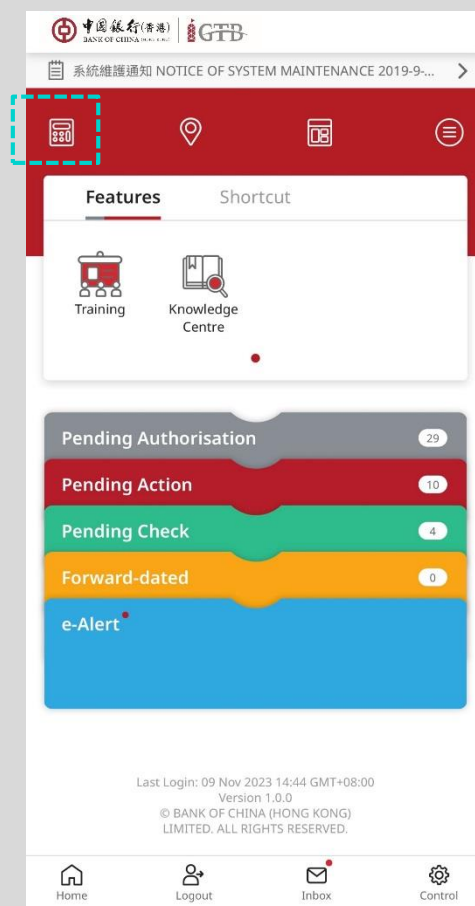
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How to Use Mobile Token



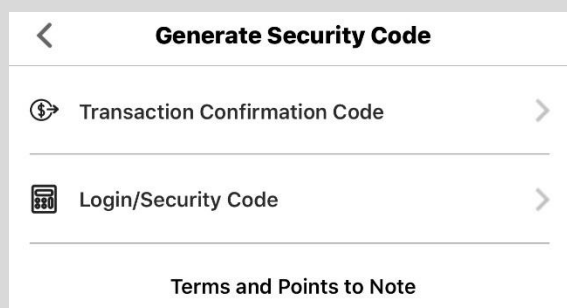
Step 1

Select from homepage
and click 



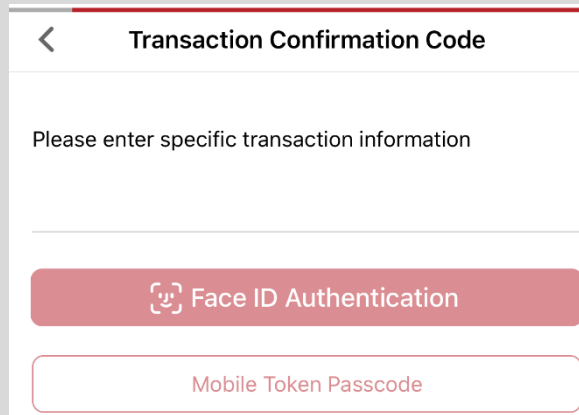
Step 2

Choose the types of code
you need



Step 3

After chosen, select
Biometric Authentication or
Mobile Token Passcode





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How to Use Mobile Token



Step 4

If the biometric authentication unsuccessful, then request for passcode will be prompted instead automatically.

Transaction Confirmation Code

Please enter specific transaction information

1111

Please input your Mobile Token passcode

Forget Mobile Token Passcode

Submit

Login/Security Code

Please input Mobile Token Passcode

Submit

Forget Mobile Token Passcode



Step 5

Code can be generated successfully via iGTB MOBILE.

Transaction Confirmation Code

Your Transaction Confirmation Code

092828

will expire in 56 seconds

Please input the above Transaction Confirmation Code on Internet Banking

You will be redirected to the "Generate Security Code" page when the Code expired

Generate Security Code Again

Login/Security Code

Your Security Code

741737

will expire in 55 seconds

Please input the above Security Code on Internet Banking

You will be redirected to the "Generate Security Code" page when the Code expired

Generate Security Code Again



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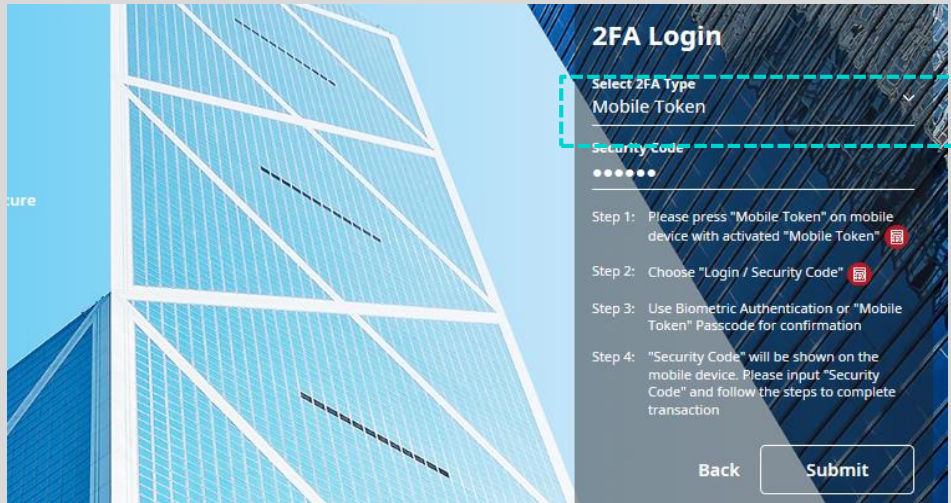
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How to Use Mobile Token to access iGTB NET



Step 1

Click "2FA Login" > Choose "Mobile Token"

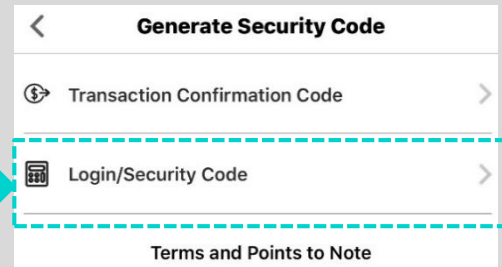
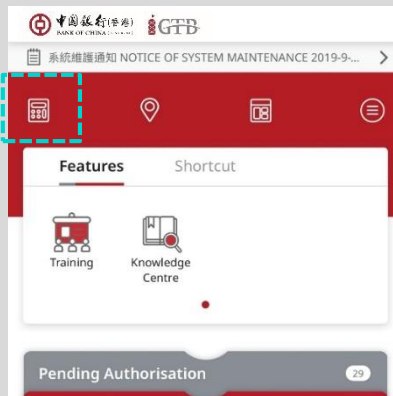


Step 2

Select from iGTB MOBILE homepage and click

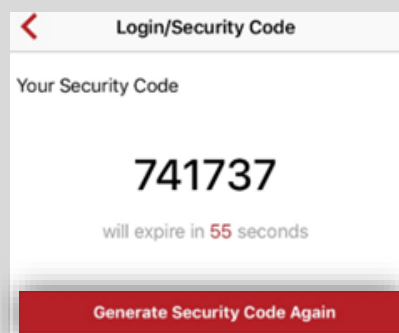


> Choose "Login/Security Code"



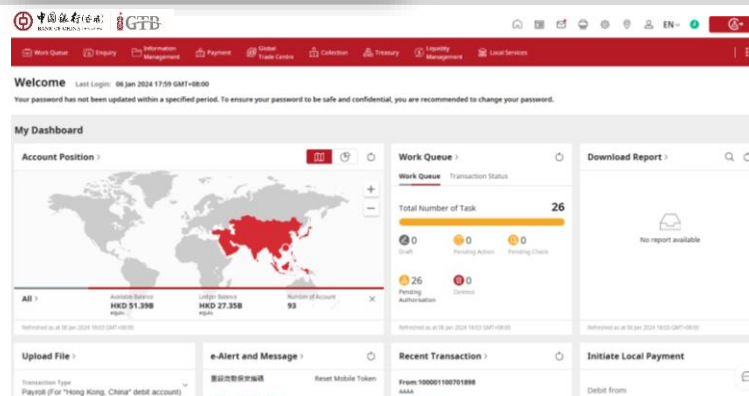
Step 3

Code has been generated successfully. Input the code to login.



Step 4

Successful login..





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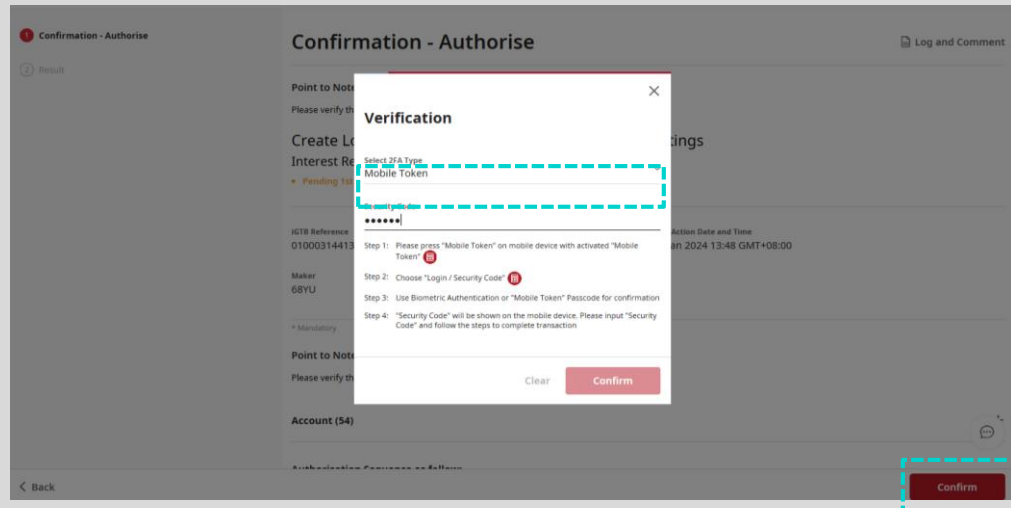
cbs_inf@bochk.com

How to Use Mobile Token to authorise transactions on iGTB NET



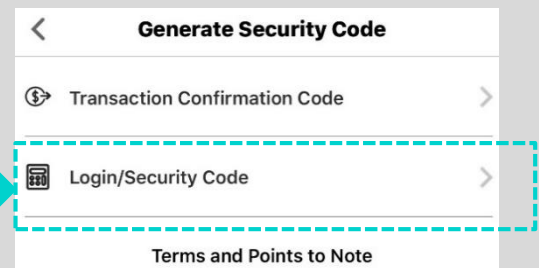
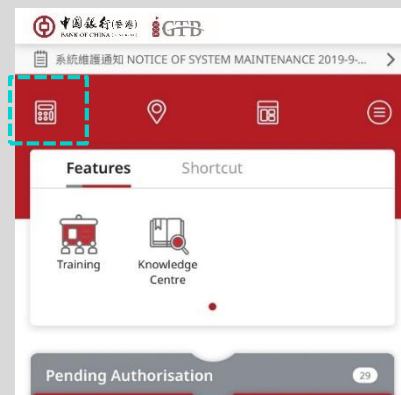
Step 1

Click "Confirm" > Choose
"Mobile Token"



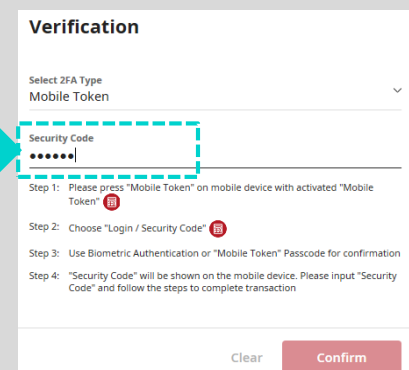
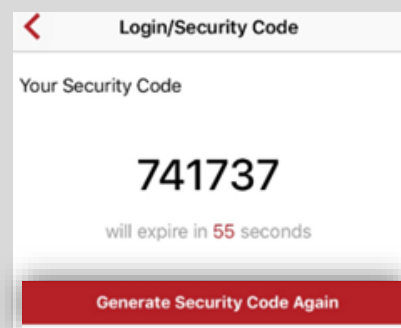
Step 2

Select from iGTB MOBILE
homepage and click
> Choose "Login/Security Code"



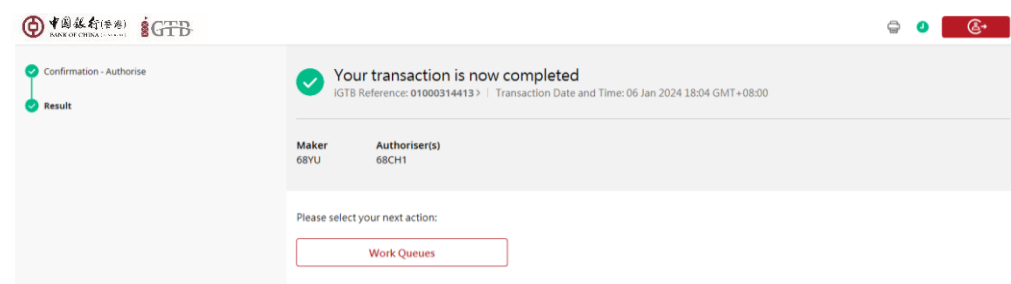
Step 3

Code has been generated
successfully. Input the code
for verification.



Step 4

Successful authorisation.





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System Requirement

Operating system requirements and compatible mobile devices:

Operating System	
iOS	Android
<p>iOS 12.2 or above</p> <p>Fingerprint Authentication (iPhone 5s or higher)</p> <p>Face ID Authentication (iPhone X or higher)</p>	<p>Samsung, Huawei, Xiaomi, LG, Sony, Asus, Nokia, HTC, Google and Vivo mobile phones with Android 8.0 or above</p> <p>Fingerprint Authentication (Depending on the availability of fingerprint recognition function of the device)</p>
Remarks: Support totally 11 brands	

Please check out our updated news for details:

https://igtb.bochk.com/assets/pdf/iGTBNet_KC/KC02_Recommended_browsers_for_minimum_security_requirements_en.pdf

You may also get the details via iGTB NET > Knowledge Centre > Recommended browsers for minimum security requirements



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