

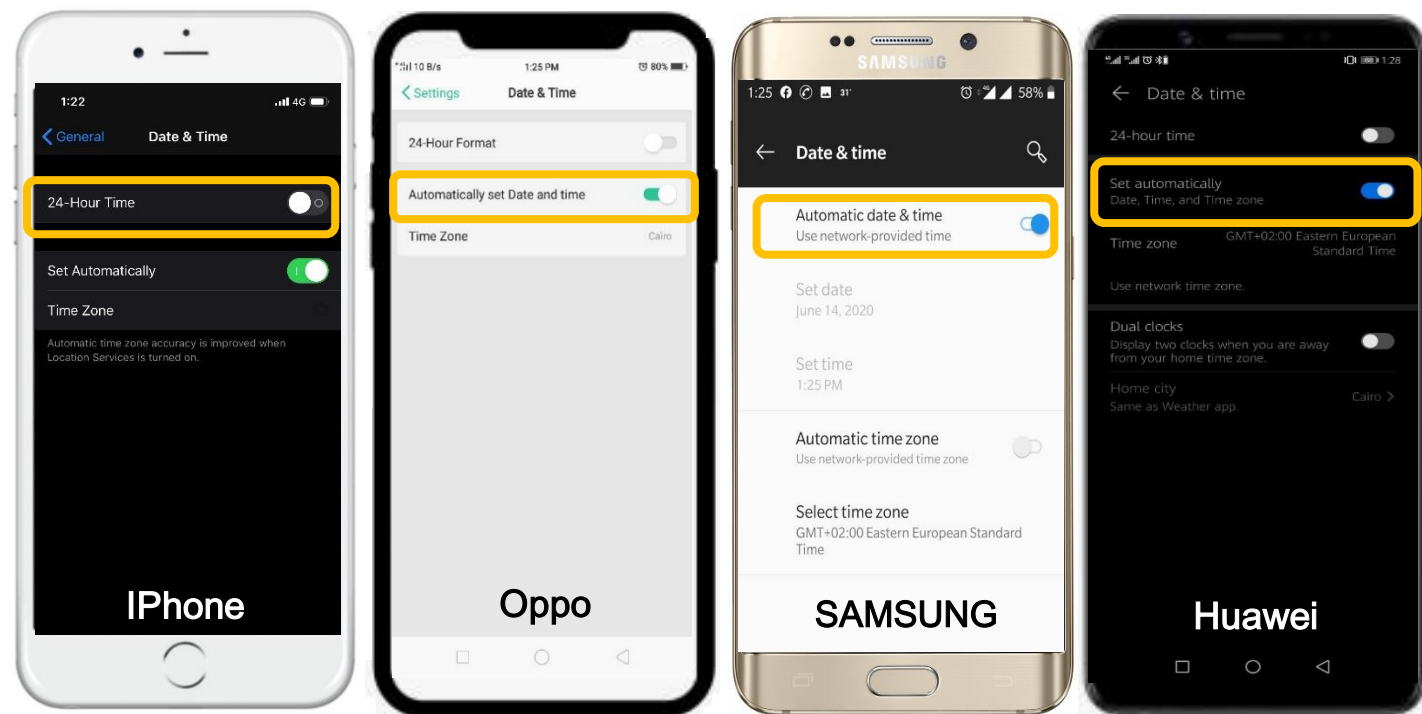
# EGBANK Soft Token Quick Start Guide



## 1. Mobile Date and Time Zone Setting

- ✓ **Make sure that your mobile's date, time and/or time zone settings are configured correctly.**
- ✓ **Set Date and Time to:**
  - Automatic date and Time
  - Automatic time zone

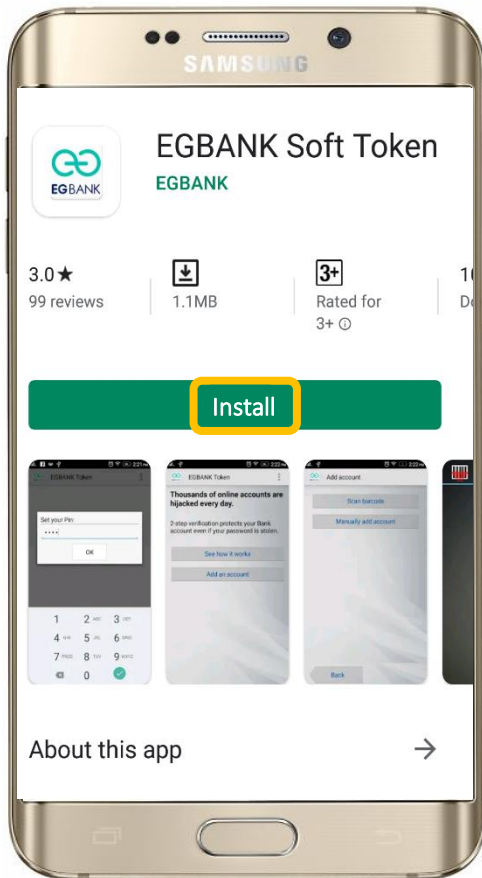
**Mobile settings examples are illustrated below:**



## 2. Download “EGBANK Soft Token” Application

### Smart Devices “Android”

- 1-Open “Play Store” Application.
- 2-Search for “EGBANK Soft Token”.
- 3-Press “Install” Download the application.



### Apple Smart Devices “iPhone/iPad”

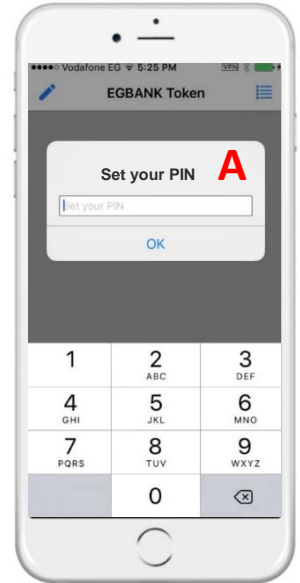
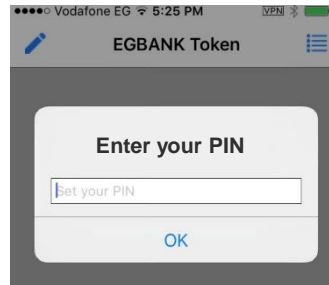
- 1-Open “Apple Store” Application.
- 2-Search for “EGBANK Soft Token”.
- 3-Press on “GET” to install the application.



### 3. How to Authenticate the “Soft Token” to your internet banking account?

#### 3.1 Set Your Pin:

A. For first time of using the Soft token you should “Set your PIN”, so please insert your desired designated 6 digits “PIN”\*, and confirm it.



**\*\*** Please memorize your PIN as you are going to insert it, whenever you need to logon to the soft token application.

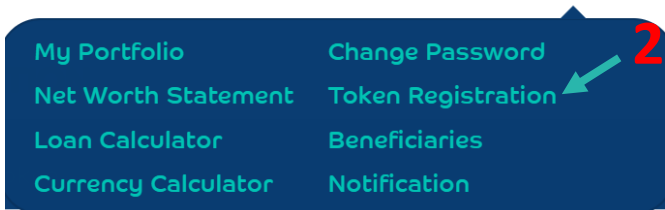
#### **3.2 Logon to EGBANK Internet Banking service from your desktop**

**(<https://myegbank.com>)\*\***

**Select > My Information > Token Registration > Soft Token**

**\*\*** Make sure your browser is updated to the latest version (Google chrome browser is preferred).

**1** → MY INFORMATION



**TOKEN REGISTRATION**



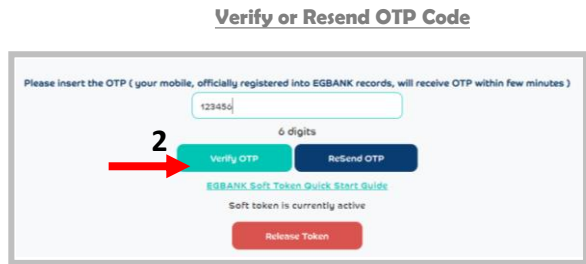
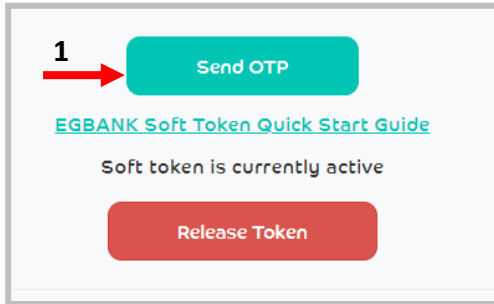
### 3.3 Authenticate your soft token application to your internet banking account for “Android” Users:

3.3.1) From Token Registration > Soft Token Web Page, Press **“Register Token”** Button.

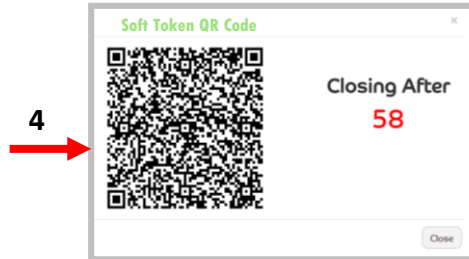
Soft token is currently not active



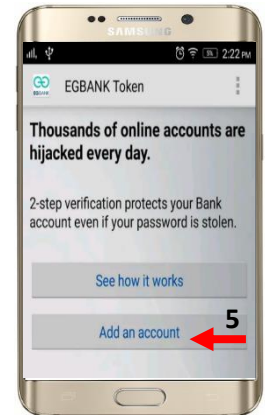
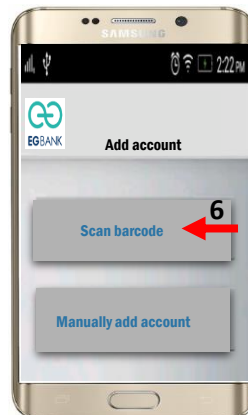
3.3.2) Press **“Send OTP”** Button.



A “Soft Token QR code” Pop-Up window will appears as illustrated below

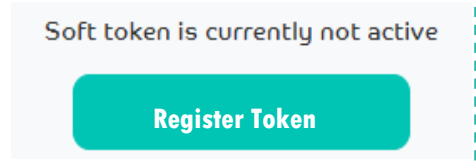


3.3.3) From your mobile, Scan the QR displayed on the internet banking web page (Steps 5,6 &7).

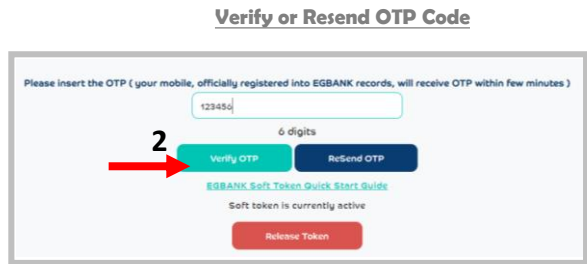
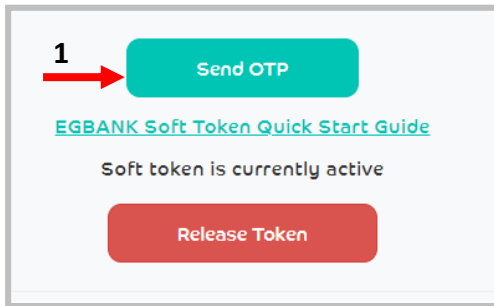


### 3.3 Authenticate your soft token application to your internet banking account for “iPhone” Users:

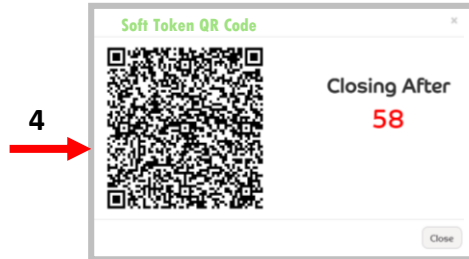
3.3.1) From Token Registration > Soft Token Web Page, Press **“Register Token”** Button.



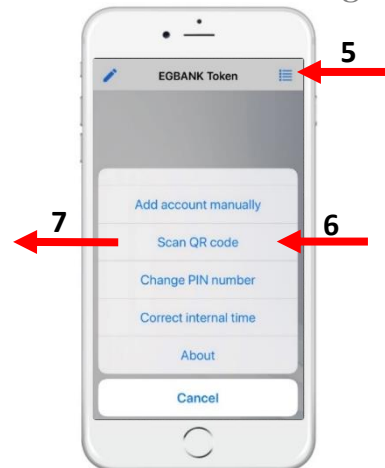
3.3.2) Press **“Send OTP”** Button.



A “Soft Token QR code” Pop-Up window will appears as illustrated below



3.3.3) From your mobile, Scan the QR displayed on the internet banking web page (Steps 5,6 &7).



## **Congratulations!**

**Your Soft token application has been authenticated successfully.**  
**It will help you to start make your financial transfers.**

**Your 6 digits OTP will last for only 60 seconds, then changed.**

### **Smart Devices** **“Android”**



### **Apple Smart Devices** **“iPhone/iPad”**



\*فقط يمكنك تشغيل برنامج التصديق (EGBANK SOFT TOKEN) إذا كنت مشتركاً في «خدمات التحويلات المالية لمستفيد آخر» بنموذج خدمة الأنترنت البنكي الجديد.

\*EGBANK SOFT TOKEN registration is only available for individual customers who signed EGBANK Internet Banking Service form, with the **“Third Party Fund Transfer Service”** option.



## Common Problem

➤ **Q) Upon making transfer using OTP, I got the following error message OTP you may have this error message “145- OTP Code is not valid”?**

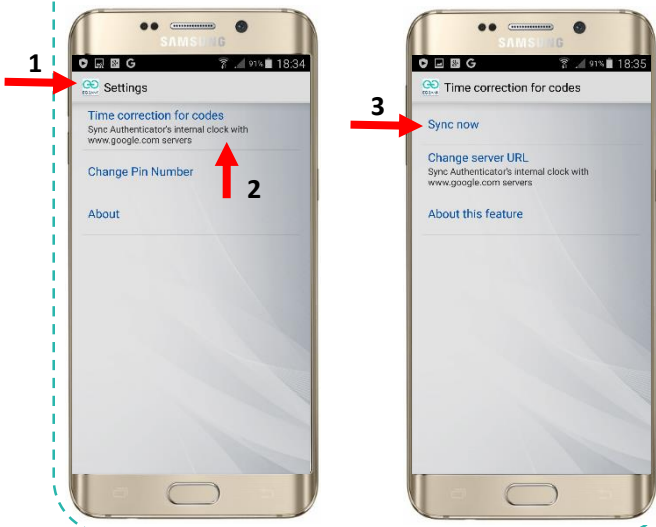
A) Error reason: Your mobile’s time, date and/or time zone setting are not configured correctly.

**To solve this problem:**

- ✓ **Make Sure that your mobile is connected to the internet**
- ✓ **Open EGBANK Soft Token mobile application and follow the below steps:**

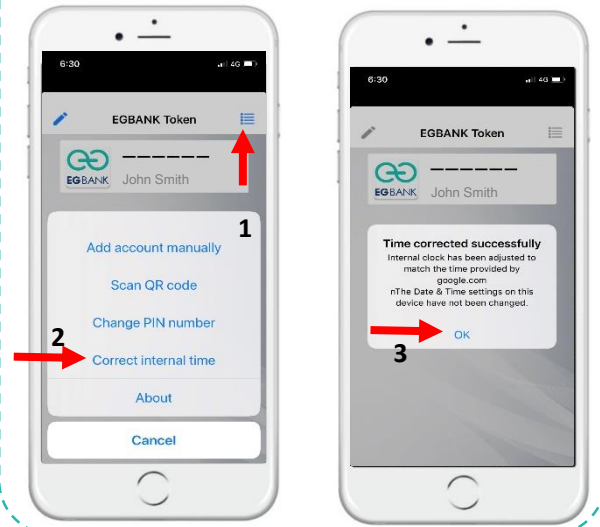
### Smart Devices “Android”

- 1–Click “Settings” from your displayed screen.
- 2–Click “Time correction for codes ”.
- 3–Sync now.



### Apple Smart Devices “iPhone/iPad”

- 1–Click “Settings”.
- 2–Click “Correct internal time”.
- \*System will Sync automatically.



*“Kindly bear in mind that the application screens may looks different because of various mobiles models”.*

