



# EGBANK Soft Token Quick Guide



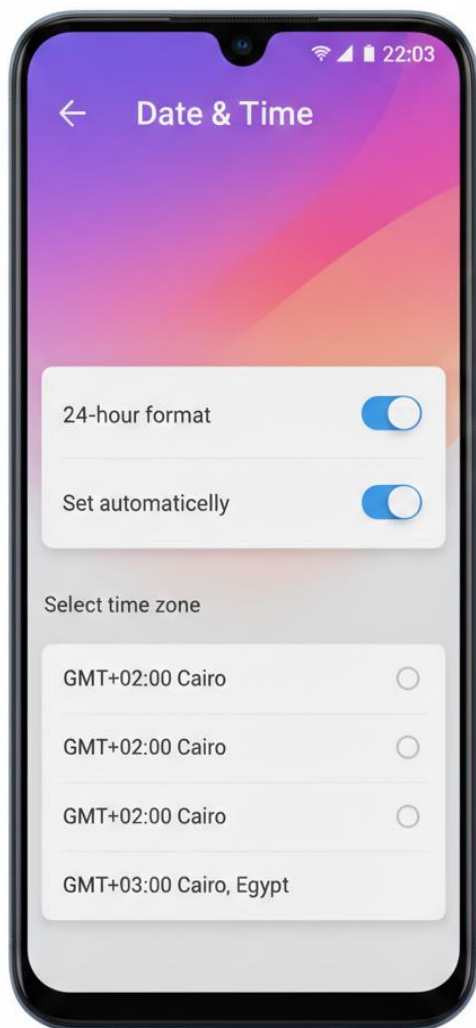
## 1. Mobile Date and Time Zone Setting

✓ Make sure that your mobile's date, time and/or time zone settings are configured correctly.

✓ Set Date and Time to:

- Automatic date, time, and time zone.
- Or manually select the time zone "GMT+02:00" or "GMT+03:00" according to daylight saving time changes.

Mobile settings example are illustrated below:

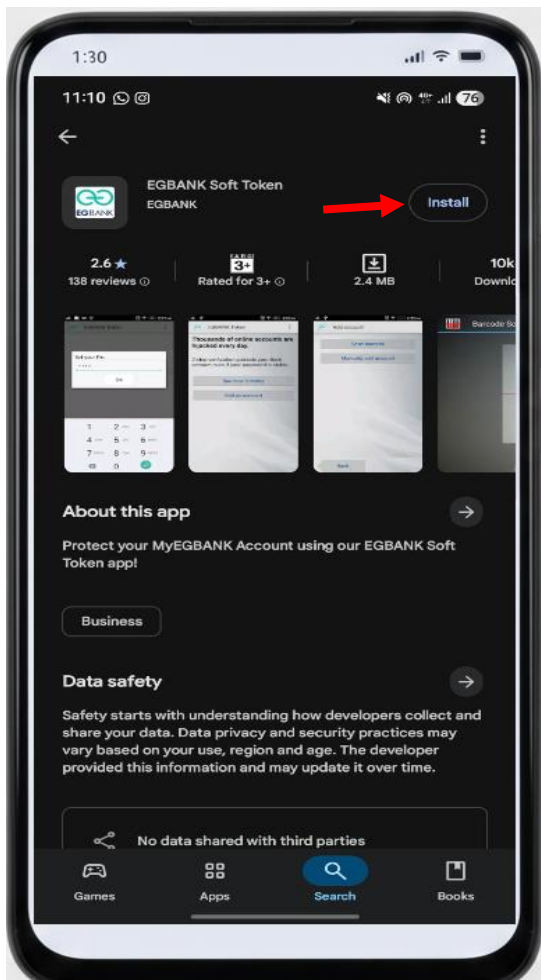


## 2. Download “EGBANK Soft Token” Application

### Smart Devices

#### “Android”

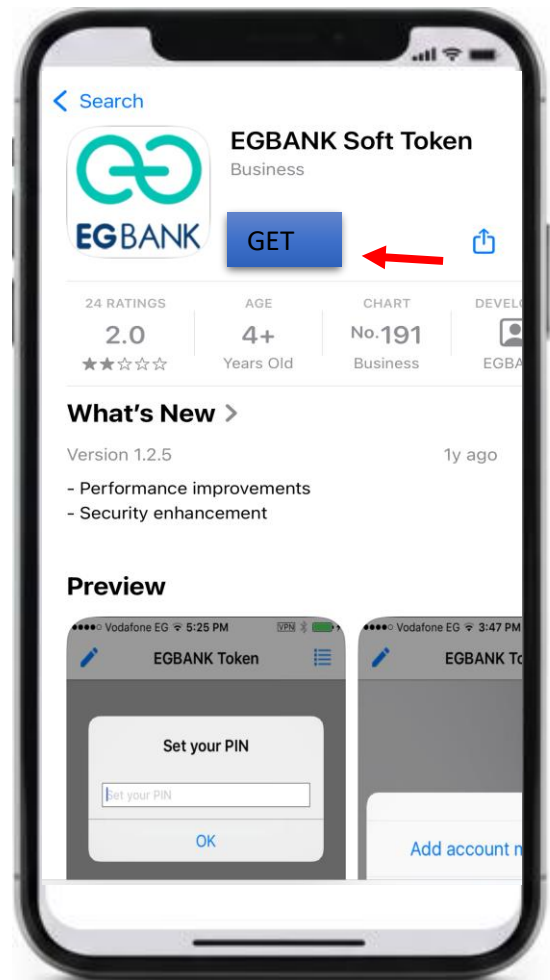
- 1- Open “Play Store” application.
- 2- Search for “EGBANK Soft Token”.
- 3- Press “Install” to download the application.



### Smart Devices

#### “Apple”

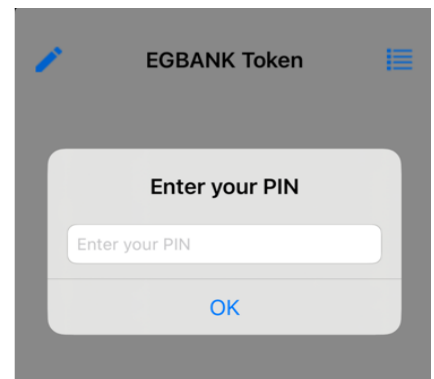
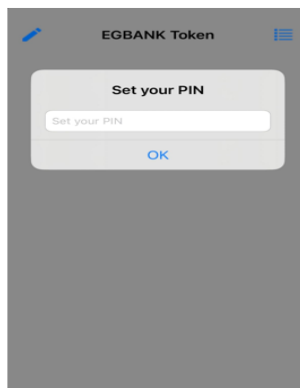
- 1- Open “Apple Store” application.
- 2- Search for “EGBANK Soft Token”.
- 3- Press “GET” to download the application.



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

#### 3.1 Set Your Pin:

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 Login to EGBANK Internet Banking service from your desktop:

<http://myegbank.com> \*\*

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

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

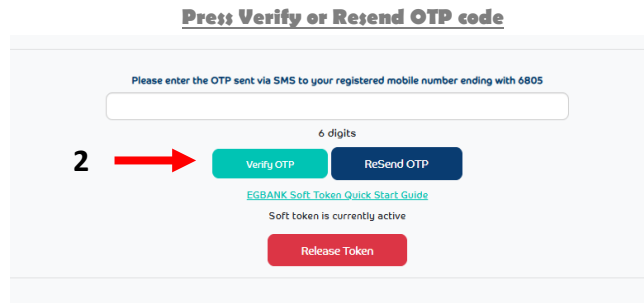
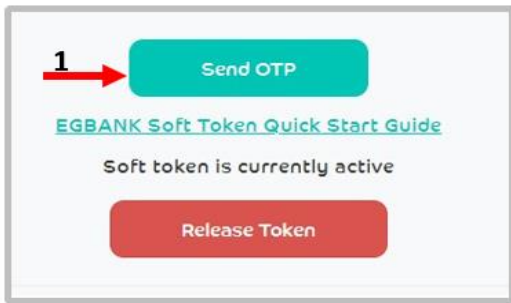


### **3.3 Authenticate your Soft token application to your internet banking account for “Android” Users:**

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



3.3.2) Press **“Send OTP”** Button.



Press on **“Soft Token Activate code”** button

A “Soft token QR code” pop-up window will appear as illustrated below

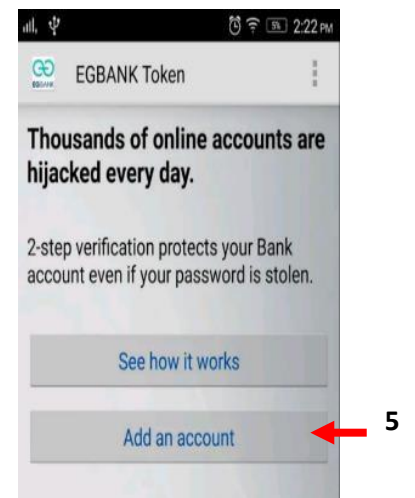
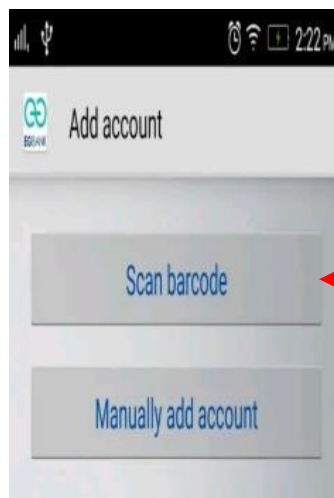


3.3.3) From your mobile, Scan the QR displayed on the internet banking web page as illustrated below

5-Press on “add an account”.

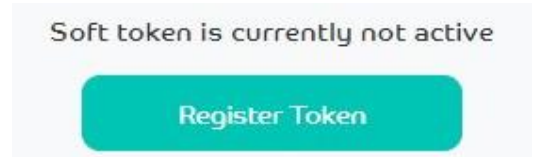
6- Select “Scan barcode”.

7-Scan “Soft Token QR code” window.

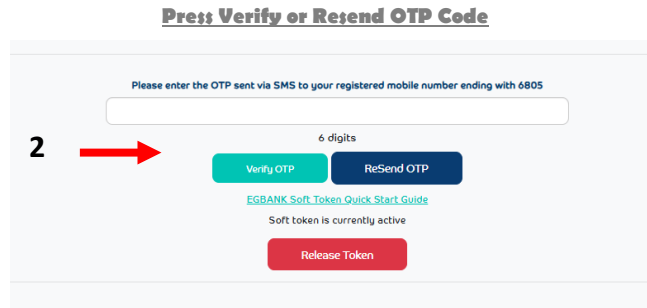
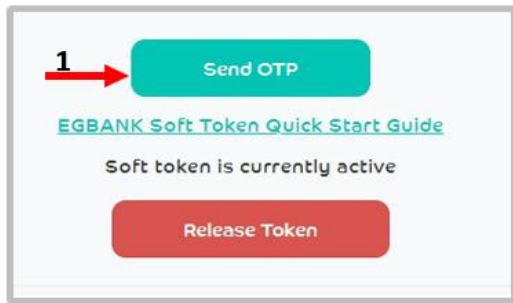


### **3.3 Authenticate your Soft token application to your internet banking account for “Iphone” Users:**

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



3.3.2) Press **“Send OTP”** Button.



Press on **“Soft Token Activate Code”** button

A “Soft token QR code” pop-up window will appear as illustrated below

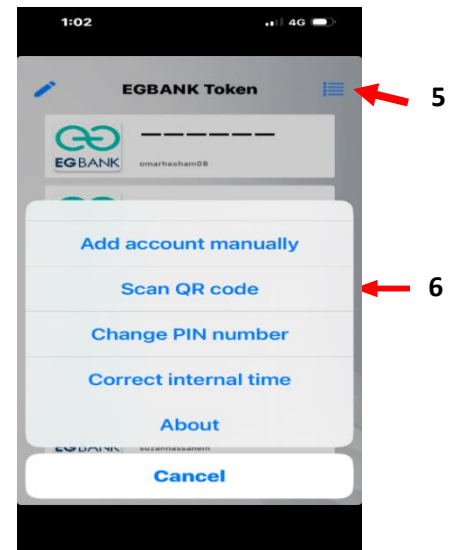


3.3.3) From your mobile, Scan the QR displayed on the internet banking web page

5-Press “Settings” at the top right side displayed on screen.

6- Select “Scan QR code”.

7-Scan “Soft token QR code” window.

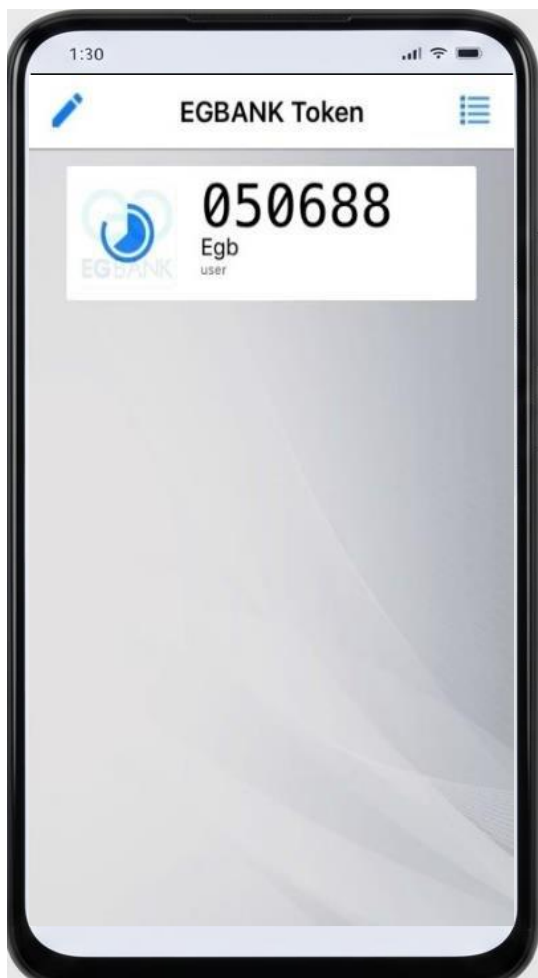


**Congratulations! Your soft token application has been authenticated successfully, It will help you to start make your financial transfers.**

**Your 6 digit OTP will be expired after 60 seconds.**

**Smart Devices**

**“Android”**



**Smart Devices**

**“Apple”**



\*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 **“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:**

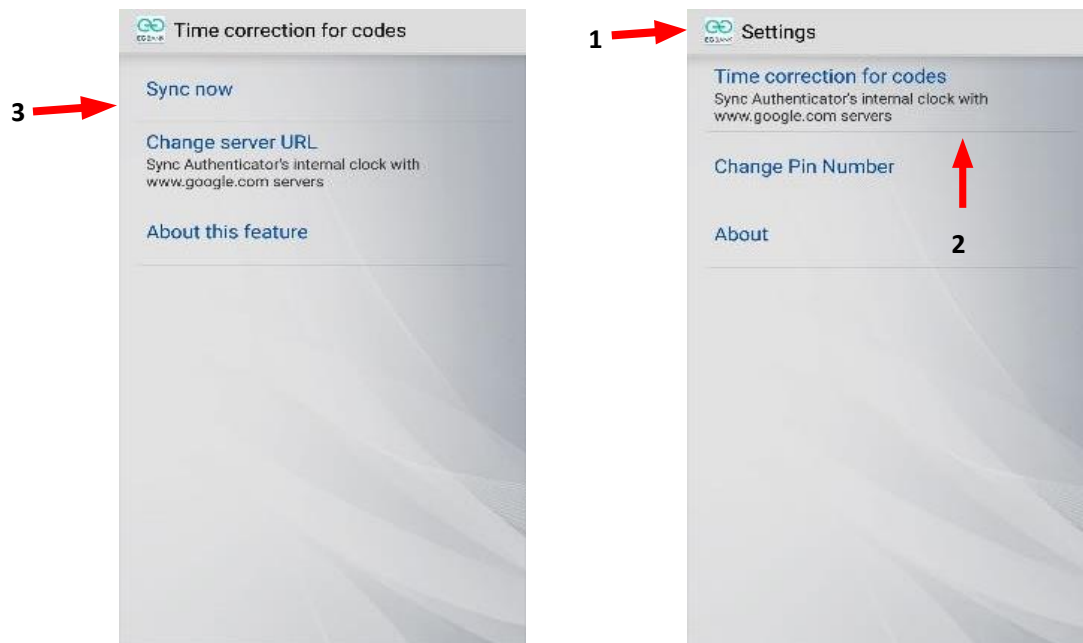
- ✓ **Make sure that your mobile is connected to the internet**
- ✓ **Open EGBANK Soft Token mobile application and follow the below steps:**

## **Smart Devices**

### **“Android”**

Open EGBank Soft token application.

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



## Apple Smart Devices

### “Apple”

Open EGBank Soft token application.

1. Click “Setting”.
2. Click “correct internal time”.
3. system will sync automatically.

