



ALPHA BANK ROMANIA

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# Alpha Safe Access 2.0

# User Manual



Contents

**Technical requirements for using Alpha Safe Access 2.0 application.....2**

**Token Activation.....2**

*Function.....2*

*Screen Actions .....3*

        1. *Online.....3*

        2. *QR Code Scan.....4*

        3. *Manual Input.....5*

**PIN code setup .....6**

*Function.....6*

*In-screen fields .....6*

*In-screen Actions.....6*

**Logging-in into the application .....7**

*PIN CODE.....7*

*Biometrics.....8*

**OTP CODE (ONE TIME PASSWORD).....9**

*Function.....9*

*In-screen Actions.....9*

**Online Transaction Authorization .....9**

*Push notification .....10*

*Selecting the transactions from Pending Transactions list.....11*

**Offline Transaction Authorization .....12**

*Function.....12*

**Transaction History.....12**

*Function.....12*

*In-screen Actions.....13*

**Unlocking the PIN.....14**

*Function.....14*

**Changing the PIN code.....15**

*Function.....15*

*In-screen fields .....15*

*In-screen Actions.....15*

**Token Reset.....16**

*Function.....16*

*In-screen Actions.....16*

**Language of the application.....17**

*Function.....17*

*In-screen Actions.....17*



## Technical requirements for using Alpha Safe Access 2.0 application

In order to use the app you need to:

- Have at your disposal a smartphone using the iOS or Android operating systems
- Have an online connection in order to access the online functionalities
- Have in mind that Android versions below 5.0 Lollipop are not supported

## Token Activation

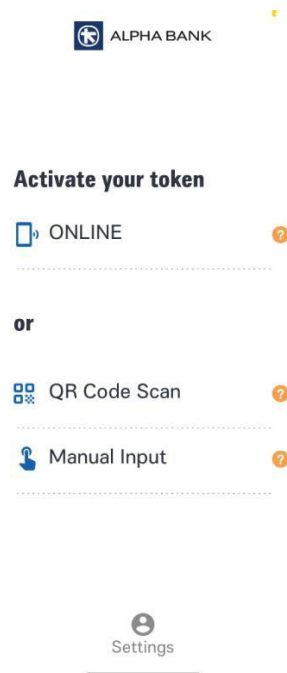
### Function

In the first screen of *Alpha Safe Access 2.0* are displayed the 3 methods you can use to activate your token:

- Online
- QR code Scan
- Manual Input

By going through one of the three activation flows, the connection between the mobile application and a valid token software license provided in the IDG (Entrust IdentityGuard) platform will be ensured.

This screen will be displayed when the token is not activated.



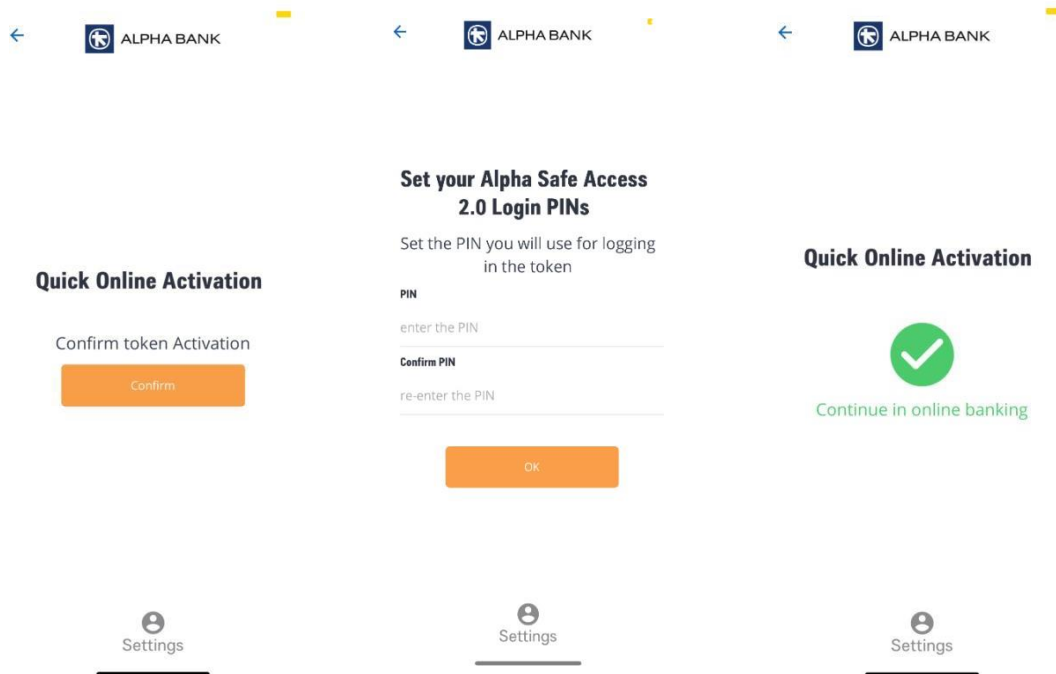
## Screen Actions

### 1. Online

By clicking the Online button the application will display a pop-up with the message "By selecting this option you will be able to synchronize the Alpha Online Banking application in a simple and quick way with your token, if you have internet access on your smartphone".

Online activation is possible if the Alpha Safe Access 2.0 application is installed on the smartphone and if the mobile banking application is accessed from the same device. The mobile device must also have an Internet connection.

By selecting the online activation option of the soft token from the mobile banking application, the Alpha Safe Access 2.0 application will be launched and the online activation flow will be initiated automatically.



Online Activation Flow:

Step 1: Confirm the token activation by pressing the "Confirm" button

Step 2: Setting up a PIN code

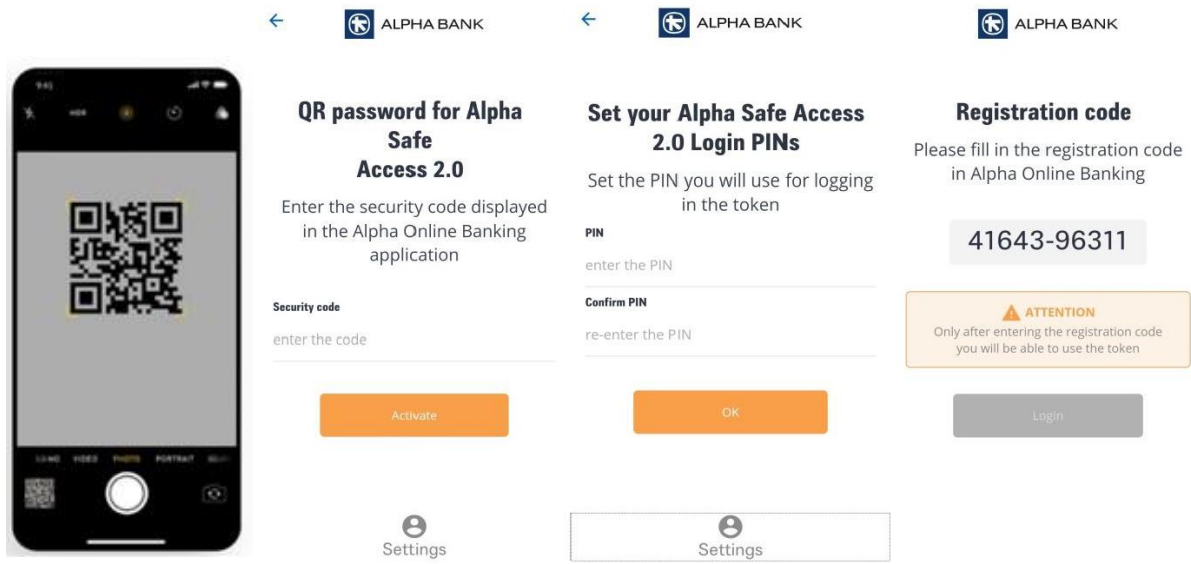
Step 3: Finishing the token activation

## 2. QR Code Scan

This method involves activating the token by scanning an activation QR code.

The online banking application provides the data necessary for activation: the QR code together with a security code.

To go through this flow, the smartphone does not need to have an Internet connection, but it must have an available and functional camera.



Offline Activation flow –QR code Scan:

Step 1: Clicking on the Scan QR Code button opens the camera and the user must scan the QR code

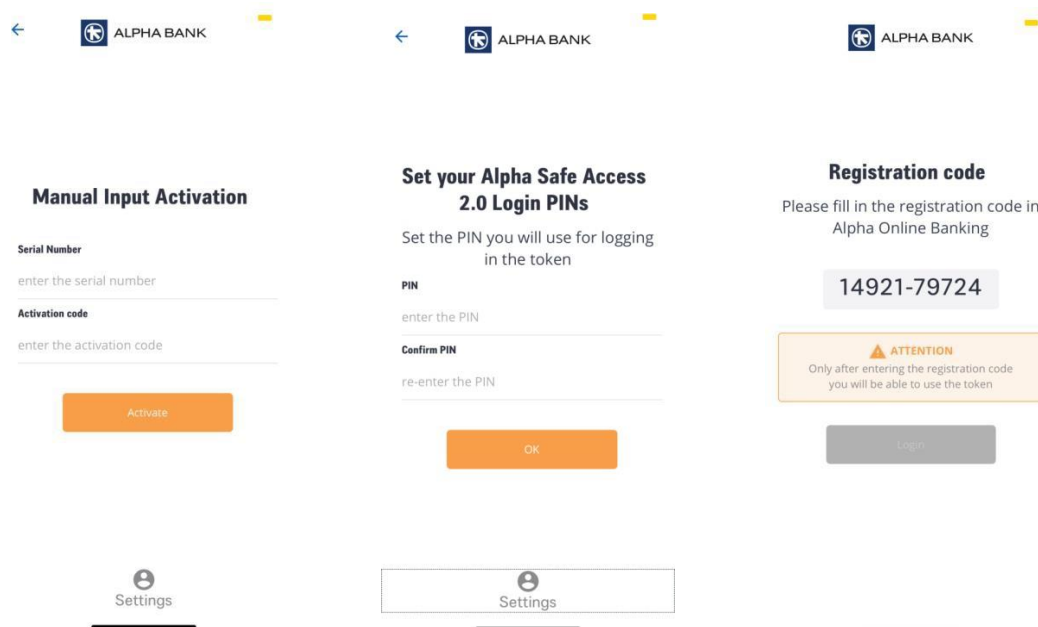
Step 2: Enter the received security code and access the "Activate" button

Step 3: Pin Code Set-up

Step 4: The screen shows the registration code that must be completed in the Alpha Online Banking application in order to complete the activation flow. The "Login" button will be deactivated for a period of 20 seconds, after which it will be activated. By pressing the "Login" button the user will be redirected to the login screen.

### 3. Manual Input

By selecting this option, the activation involves manually entering the device series and activation code. Activation data is provided in the Alpha Online Banking application. This option is recommended for situations in which the smartphone does not have an Internet connection and for various reasons the phone's camera cannot process images.



Offline activation flow – manual input:

Step 1: When you click the Manual Input button, the fields that need to be filled to activate the token will be displayed: the device series and the activation code. When you press the button "Activation" the data entered are checked and if they are valid you will navigate to the next screen.

Step 2: Pin Code setup

Step 3: The screen shows the registration code that must be completed in the Alpha Online Banking application in order to complete the activation flow. The "Login" button will be deactivated for a period of 20 seconds, after which it will be activated. By pressing the "Login" button the user will be redirected to the login screen.



## PIN code setup

### Function

Setting-up a PIN code that will be used later in order to log-in into the Alpha Safe Access 2.0 application

### In-screen fields

← ALPHA BANK

### Set your Alpha Safe Access 2.0 Login PINs

Set the PIN you will use for logging in the token

**PIN**  
enter the PIN

**Confirm PIN**  
re-enter the PIN

OK

Settings

Fields signification:

- PIN: A 4-digit password
- Confirm PIN: Confirming the password typed-in in the first field

### In-screen Actions

When pressing the "OK" button, the data entered by the user is checked and if they are valid, then the PIN code is set successfully and can be used to connect to the application.

## Logging-in into the application

After the token has been activated by one of the three available methods, this login screen will be displayed when the application is opened:



Depending on your smartphone's operating system and capabilities, in addition to the PIN connection option, the screen may display the fingerprint connection icon or Face ID..

## PIN CODE

Choosing the PIN code connection method involves entering the four-digit code chosen by the user.







After entering the PIN code, the application checks if it is valid. If the code is invalid, then the field is reset and the code must be re-entered.

If the PIN entered is valid, then the user is successfully logged into the application and can use the token functions.

## Biometrics

If the smartphone has a fingerprint sensor, then the user can choose to connect with the fingerprint instead of the PIN code.

From the iPhone X to the latest version of the iPhone, the user can authenticate by facial recognition. Connecting with Face ID in the Alpha Safe Access application 2.0 is only available on the iOS platform.



Login



Face ID

Use passcode instead



Settings

Biometrics is an alternative to PIN authentication, the latter being permanently available to the user.

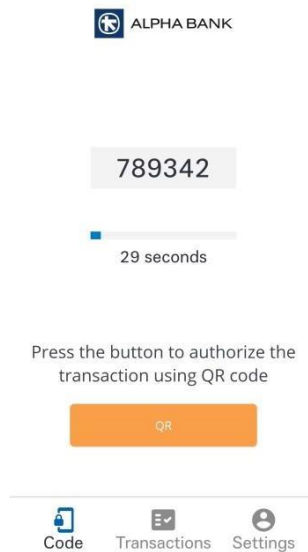
## OTP CODE (ONE TIME PASSWORD)

### Function

This screen is accessible after the token has been activated and the user has successfully logged in to the Alpha Safe Access 2.0 application.

Functionality refers to the generation and display of an OTP code that the user can use for authentication in the Alpha Online Banking application.

The OTP code is displayed together with a timer that shows its validity time. After the expiration of the validity time, another code will be displayed and the timer will be reset.



### In-screen Actions

Copy the OTP code into the clipboard by clicking on the code displayed on the screen.

### Online Transaction Authorization

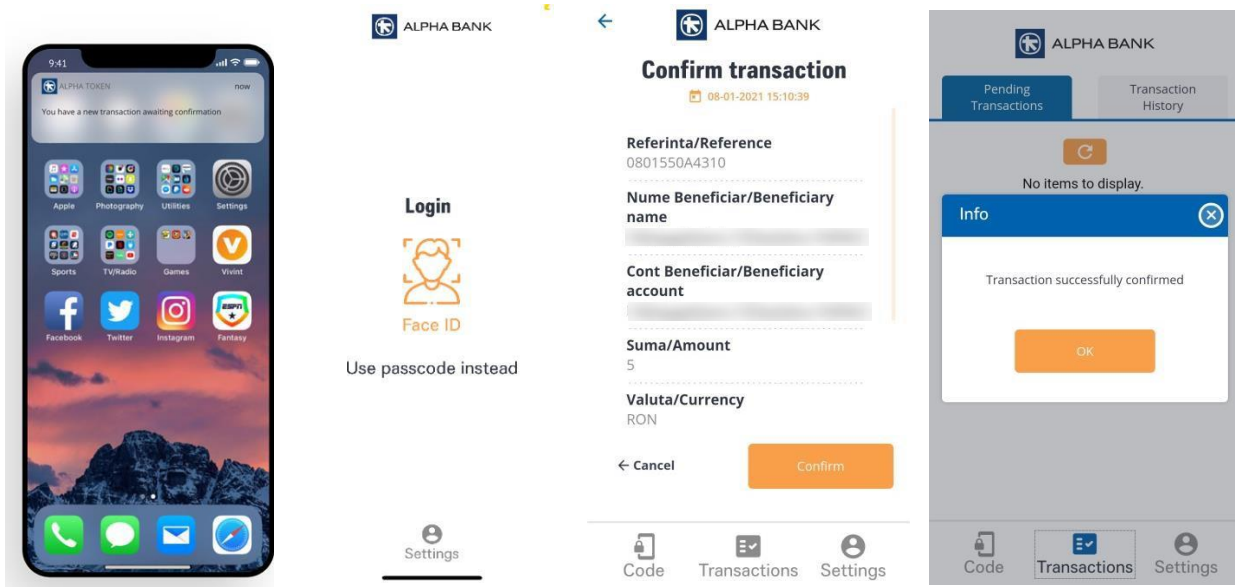
The Online transaction Authorization can be done in two ways:

1. Push notification
2. Selecting the transaction from the pending transaction list

In order to use the Online Authorization, your smartphone must have internet connection.

## Push notification

In the Alpha Safe Access 2.0 application you will receive a push notification when a new online transaction is generated from Alpha Online Banking.



Flow of the online transaction authorization – push notification:

Step 1: Click on the received notification

Step 2: If the user is not connected in the mobile application, then he must connect through one of the available methods (PIN Code or biometrics)

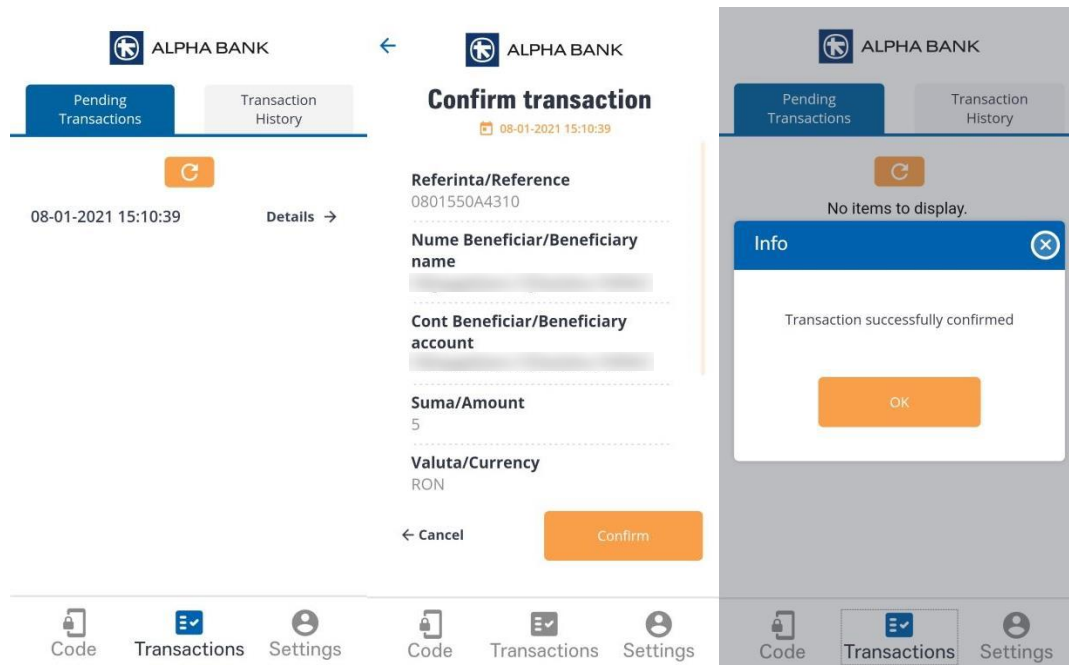
Step 3: The details of the transaction will be displayed on the screen. The Available actions are:

- "Cancel": Cancels the transaction. If the transaction was successfully canceled, the message "The transaction has been canceled" will be displayed on the screen
- "Confirm": Confirmation of transaction. If the transaction has been successfully confirmed, the message "Successfully confirmed transaction" will be displayed on the screen.

## Selecting the transactions from Pending Transactions list

After connecting to the Alpha Safe Access 2.0 application, select the "Transactions" option from the menu displayed at the bottom of the screen.

The screen will display the list of online transactions that are waiting to be signed. To update the data you can click on the refresh button.



Flow of the online transaction authorization – push notification: – Selecting the transactions from Pending Transactions list

Step 1: A transaction will be selected from the list of pending transactions

Step 2: The details of the transaction will be displayed on the screen. The Available actions are:

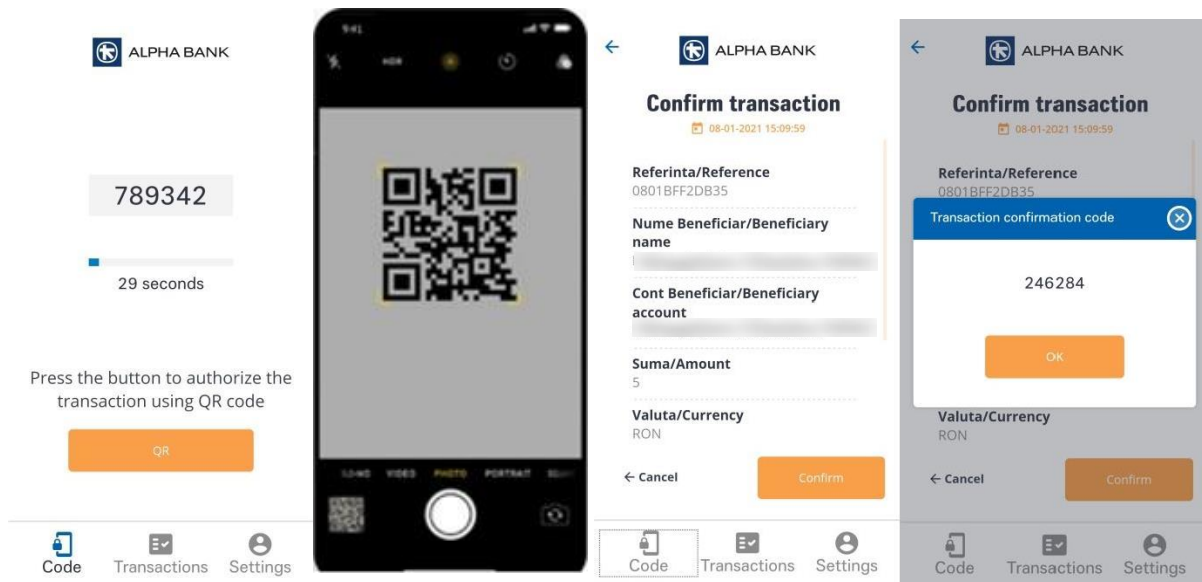
- "Cancel": Cancels the transaction. If the transaction was successfully canceled, the message "The transaction has been canceled" will be displayed on the screen
- "Confirm": Confirmation of transaction. If the transaction has been successfully confirmed, the message "Successfully confirmed transaction" will be displayed on the screen.

## Offline Transaction Authorization

### Function

An Internet connection is not required to use the Offline Transaction Authorization.

After logging into the Alpha Safe Access 2.0 application, press the "QR" button that allows scanning the QR code of the offline transaction using the camera of the mobile device.



Offline Transaction Authorization Flow:

Step 1: Click the "QR" button and scan the QR code of the transaction displayed in the Alpha Online Banking application

Step 2: The details of the transaction will be displayed on the screen. If the "Confirm" button is pressed, the transaction confirmation code will be generated

Step 3: Displaying the transaction confirmation code. This code must be entered into the Alpha Online Banking application in order to complete the offline transaction confirmation flow.

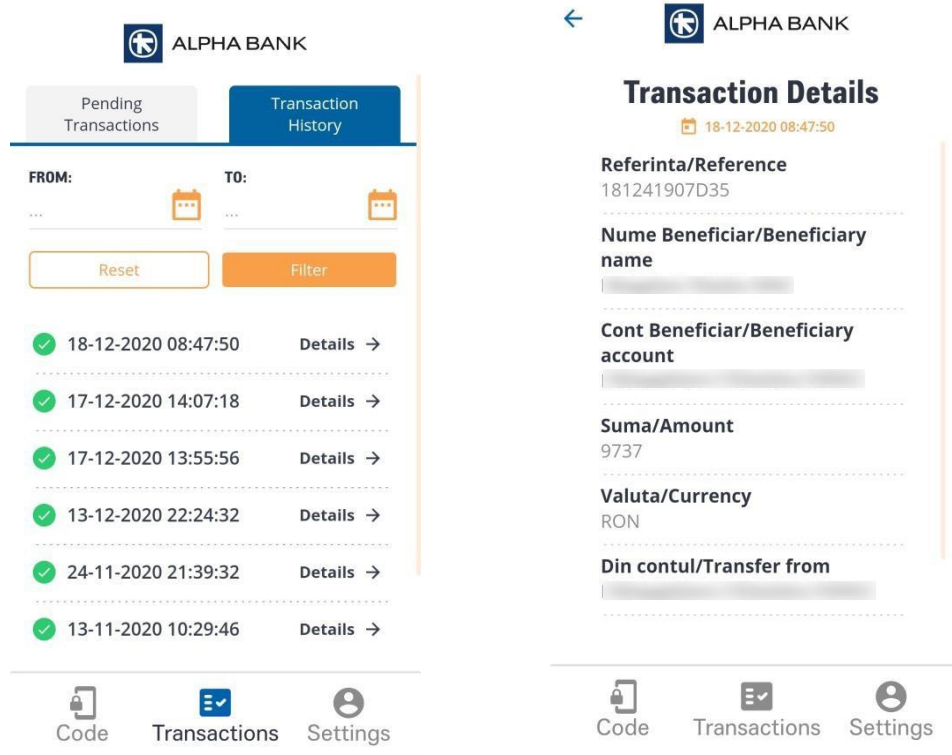
## Transaction History

### Function

Display the list of confirmed or canceled online transactions from Alpha Safe Access 2.0.

Accessing the transaction history does not require an Internet connection.

After logging into the Alpha Safe Access 2.0 application, select the "Transactions" option from the menu displayed at the bottom of the screen. From this screen you will select the "Transaction History" tab.



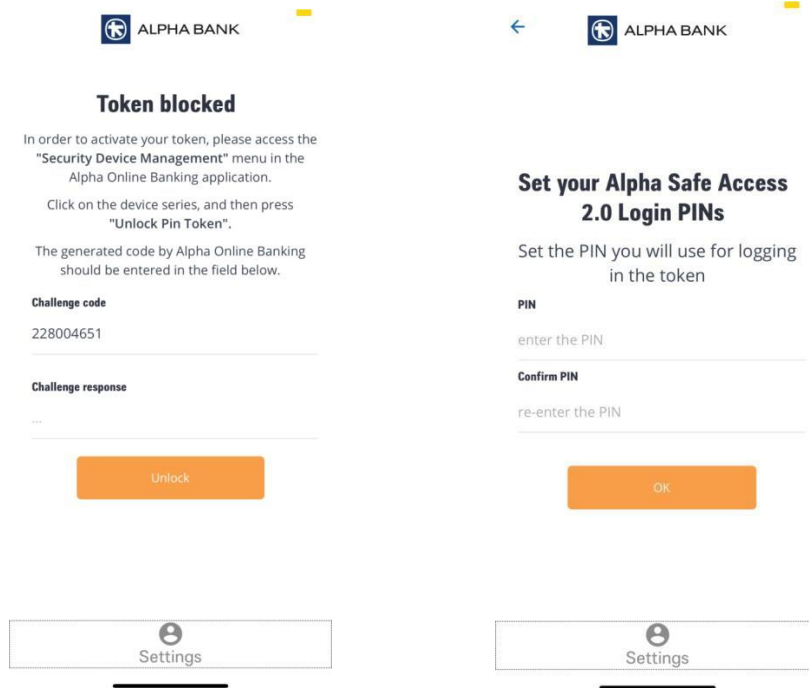
## In-screen Actions

View transaction details: By selecting a transaction from the list, its details will be displayed, as well as the status - CONFIRMED / CANCELED.

## Unlocking the PIN

### Function

If the PIN code is entered incorrectly three times in a row, the access to the token will be blocked.



### PIN Unlocking Flow

#### Step 1:

If the token has been blocked, when opening the Alpha Safe Access 2.0 application, the first screen that will be displayed is the one above.

The unlock code generated in Alpha Online Banking must be entered in the "Challenge response" field.

After completing the "Challenge response" field, click the "Unlock" button which will validate the entered data. If the data entered is valid, then you will navigate to the next screen.

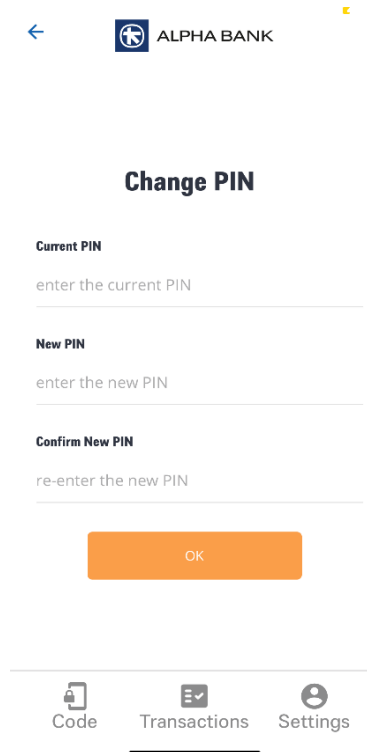
Step 2: Setting a new PIN – the user will set a new PIN code which will be used to log-in into Alpha Safe Access 2.0

## Changing the PIN code

### Function

Functionality that allows changing the PIN code. No internet connection is required.

To access the "Change PIN" screen, select the "Profile" option from the menu displayed at the bottom of the screen.



The screenshot displays the "Change PIN" interface. At the top, there is a back arrow and the "ALPHA BANK" logo. The main heading is "Change PIN". Below this, there are three sections for input:

- Current PIN**: "enter the current PIN" with a text input field.
- New PIN**: "enter the new PIN" with a text input field.
- Confirm New PIN**: "re-enter the new PIN" with a text input field.

An orange "OK" button is positioned below the input fields. At the bottom of the screen, a navigation bar contains three icons: "Code", "Transactions", and "Settings". The "Settings" icon is currently selected, indicated by a horizontal line underneath it.

### In-screen fields

**Current PIN:** The current PIN code will be typed-in

**New PIN:** A new 4-digit PIN code will be typed in

**Confirm new PIN:** For confirmation, the new PIN will be re-entered

### In-screen Actions

Pressing the "OK" button will validate the entered data. If the data is valid, then the new PIN code will be set.

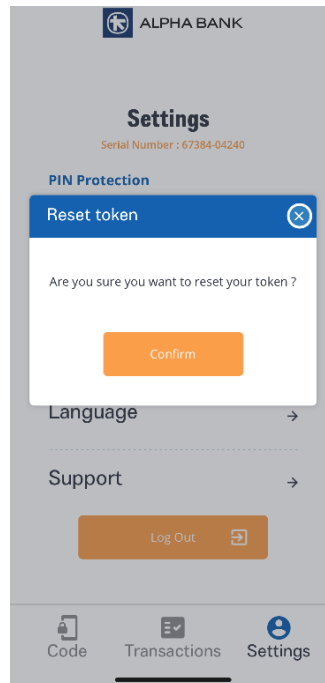


## Token Reset

### Function

Functionality that allows resetting the token. No internet connection is required.

To reset the token, select the "Profile" option from the menu displayed at the bottom of the screen and then click on "Reset token"



### In-screen Actions

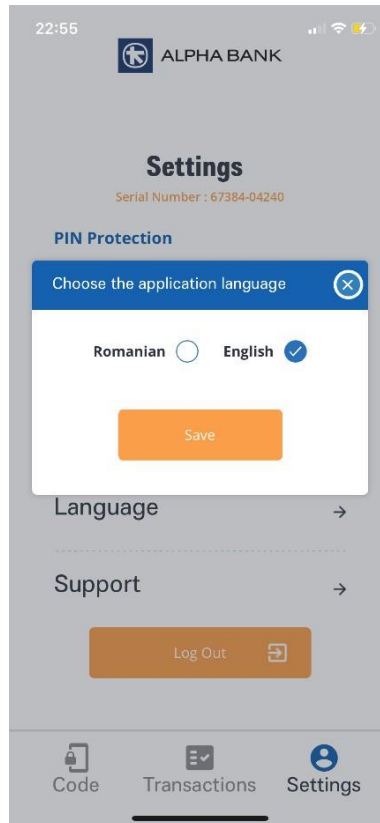
- Cancel: Aborting the process of resetting the token
- Confirm: Confirmation of the token reset process. If this option has been selected, then the token will be deleted and the user will be redirected to the initial token activation screen.

## Language of the application

### Function

Functionality that allows the selection of the displayed language in the Alpha Safe Access 2.0 application. No internet connection required.

The available languages are: English and Romanian



### In-screen Actions

Pressing the "Save" button will save the user's option and change the application language accordingly.