

Hardware security devices user guide



Now that you activated your **Alpha Online Banking** service it's time to beneficiate of it's advantages!

We will present you the steps that you will need to follow in order to add a new security device.

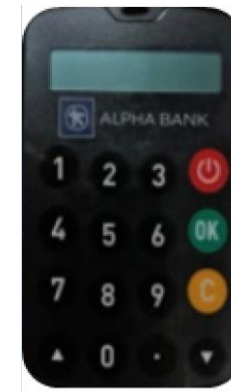
Simple and fast, the Bank is one click away!




What is a hardware token?

Hardware token is the device which you can use to log in and authorize transactions on Alpha Online Banking.

First, you need to **register** this device in your Online Banking account.

You can register it by accessing Alpha Online Banking for smartphones, laptop and PC.



-  On/ Off
-  Confirm
-  Cancel

Note:

This process is done at the first log-in or when you change your mobile device.



What you need to know before getting started

Step 1: Device registration

 Open the token by pressing the red On / Off button

 Enter the initial code 0000 followed by the green "OK" button






 Set the PIN code required for authentication and press the green "OK" button



First use

Step 2: Add the device on your Alpha Online Banking account

You can only use the device with your Alpha Online Banking account.

-  Open Alpha Online Banking;
-  Complete your credentials;
-  When the app asks for a security code (OTP) click on “skip security code”;
-  Click on the profile image (icon) in the top right corner;
-  Select “Security Device Management”




Access the menu from user profile administration

Step 2: Add the device on your Alpha Online Banking account


 Click on “Add new Security Device IDG”;

 Click on “hardware token”;

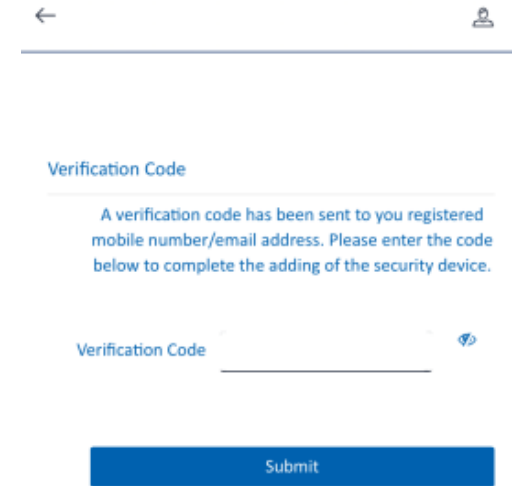
 A verification code will be sent to your mobile number/e-mail address that you have declared to the Bank.
Enter the verification code and press the “Submit” button.


Warning!

Receiving the verification code can take up to 60 seconds, and through e-mail can take up to 5 minutes.
Wait for the verification code and avoid asking for a new one by going through the last menu.

 Complete the serial number (the 10 characters on the back of the hardware token) and click on “Submit”.

 That's it! Now you can generate codes and authorize transactions.




← 

Verification Code

A verification code has been sent to you registered mobile number/email address. Please enter the code below to complete the adding of the security device.

Verification Code



Security Devices Available











Adding New Security Device






Software Token Hardware Token

Serial Number






The menu contains the following options:

-  OTP (used for authentication in Alpha Online Banking and for authorizing certain actions);
 -  Signature (used to authorize transactions);
 -  Settings (used to change the PIN code).
-  Navigating between options is done using the arrows  and . The option selection is done with the green button , and the cancellation is made using the yellow button .

Alpha Online Banking Authentication:

-  Start the Token by pressing the red On / Off button
-  Enter the PIN code and press the green button
-  Select OTP and press the "OK" button
-  Enter the generated code in Alpha Online Banking
-  To return to the Main menu, press "OK" or "C"







Authorization of actions with the one time password (OTP) option:

-  Start the Token by pressing the red On / Off button
-  Enter the PIN code and press the green button
-  Select OTP and press the "OK" button
-  Enter the generated code in Alpha Online Banking
-  To return to the Main menu, press "OK" or "C"



Actions that require a one time password code (for example: term deposit initiate, term deposit redemption, updating personal data, etc.) are marked accordingly on the authorization screen in Alpha Online Banking with the text "Please enter the 6-digit OTP code generated by your security device."

Authorization of payments with the "Signature" option







-  Start the Token by pressing the red On / Off button
-  Enter the PIN code and press the green button
-  Select the "Signature" option and press the green button;
-  Enter the last 6 digits of the beneficiary's IBAN (only digits - the letters at the end of the IBAN are not used) and press the green button
-  When the text "Amount" is displayed, enter the numbers that represent the amount of the authorized payment from Alpha Online Banking and press the green button (the amounts with decimals are entered with a "." Point);
-  Enter the code displayed on the token screen in Alpha Online Banking to authorize payment;

Attention: The codes are valid for 30 seconds, and can be used exclusively for the transaction whose data (IBAN, amount) were used to generate the authorization code.









Transactions that require code generated with the "Signature" option (eg: RON payments, FCY payments, own accounts transfer), are marked accordingly in the authorization screen in Alpha Online Banking with the text "In order to authorize the transaction, please enter in your security device the last 6 digits of the beneficiary account followed by the transaction amount."

Authorization of multiple payments with the "Signature" option (several initiated payments found in the authorization menu - Payments section)

-  Start the Token by pressing the red On / Off button
-  Enter the PIN code and press the green button
-  Select the "Signature" option and press the green button;
-  Enter the 6 digits called "hashcode", found in the Alpha Online Banking Application and press the green button
-  When the text "Amount" is displayed, enter the numbers that represent the total amount of the authorized payment from Alpha Online Banking and press the green button (the amounts with decimals are entered with a "." Point);
-  Enter the code displayed on the token screen in Alpha Online Banking to authorize payment;

Attention: The codes are valid for 30 seconds, and can be used exclusively for the transaction whose data (IBAN, amount) were used to generate the authorization code.





Authorization of import files with the "Signature" option (multiple payments initiated in a single file, which can be found in the authorization menu - Bulk File section)

-  Start the Token by pressing the red On / Off button
-  Enter the PIN code and press the green button
-  Select the "Signature" option and press the green button;
-  Enter the 6 digits called "hashcode", found in the Alpha Online Banking Application and press the green button
-  When the text "Amount" is displayed, enter the numbers that represent the total amount of the authorized payment from Alpha Online Banking and press the green button (the amounts with decimals are entered with a "." Point);
-  Enter the code displayed on the token screen in Alpha Online Banking to authorize payment;

Attention: The codes are valid for 30 seconds, and can be used exclusively for the transaction whose data (IBAN, amount) were used to generate the authorization code.

Other functionalities

Unlocking the PIN code, if it was entered incorrectly 3 times:

-  Log in to the Alpha Online Banking application with your username and password, then select the "Skip security code" option
-  Access the Security Device Management menu
-  Click on the series of the existing security device in the account
-  Click on the "Unlock token PIN" option.

Congratulations! Now you can enjoy the Alpha Online Banking service and all the benefits that come with it.

