Seylan Online Soft Token – User Guide

Seylan Online Banking has two modes to generate OTPs (One-Time Password), based on customer's preference.

1. OTP received via SMS and Email
2. Soft Token

What is Seylan Online Soft Token?

- A Soft Token is a security token similar to a One-Time Password. Users who are willing to use Soft Token instead of SMS OTPs, can use Seylan Online Soft Token App to generate OTPs. **Seylan Online Soft Token App** is available in both App Store and Google Play Store.

How to register for Soft Token?

1. Login to your Seylan Online Banking account from a web browser via the given link (www.seylanbank.lk).
2. Click on the 'Settings' icon and select 'Register for Soft Token'.
3. You will be directed to the following screen. Here you have to enter the following details.
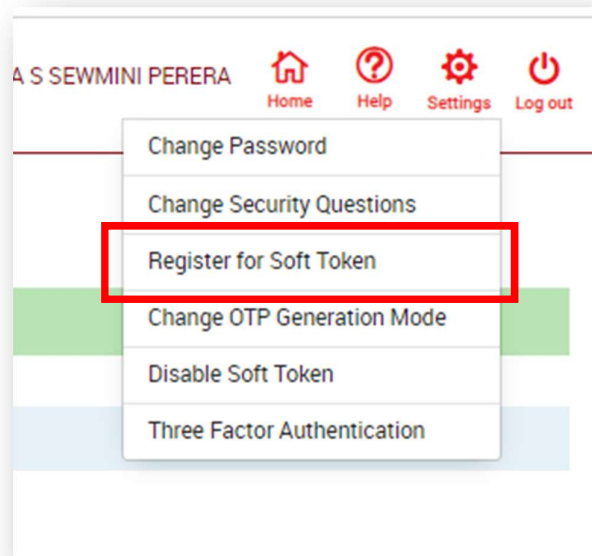
- Select the device (iOS/Android)
- Enter 6-digit PIN number.
- Confirm the PIN number in order to confirm the activation.
- Click **Submit.**

Register for Soft Token

Select your device*

Android

Please use six numerics for the PIN.

PIN*

123456

Confirm PIN*

123456

Submit   Reset

4. After the submission you will be navigated to **Register Soft Token Confirmation** page. Here enter the OTP which will be send to your registered mobile number and click **Submit**.

Register Soft Token Confirmation

One time password has been sent to your mobile. Please confirm soft token registration with your one time password.

Device Type   : Android
PIN Number   : 123456

One Time Password (OTP)

******

Submit   Back   Resend One Time Password

2

Register Soft Token Confirmation

Soft token registration successfully completed. Please download the soft token mobile app to continue the process.

Please enter the activation code or scan the QR code to the mobile app to activate the facility.

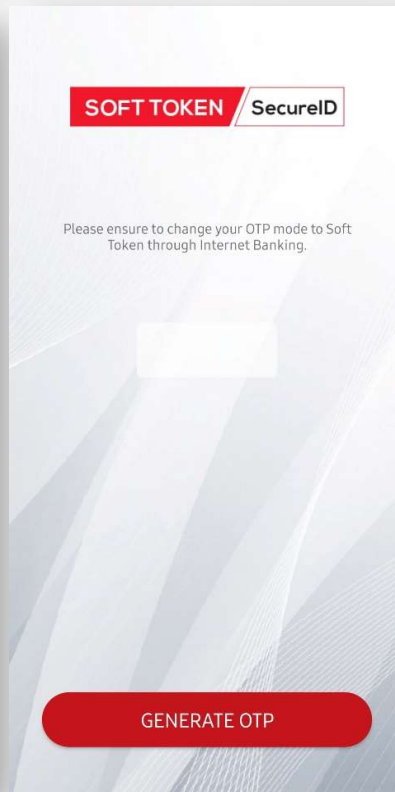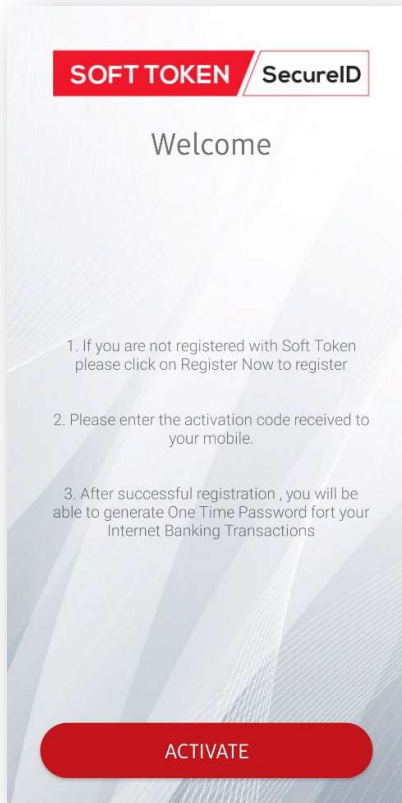|	
Activation Code :	24772709204961016352
PIN Number :	123456
Device Type :	Android
Registration Date/Time :	2023/11/20 12:55:04

You may download the details and save securely for future mobile app configurations.

⬇ Download

You may use the QR code for future mobile app configurations.

5. After the submission you will be navigated to a page which indicates registration was successfully completed. In this page you get the Activation Code and QR code which you need to complete the activation from the "Soft Token" mobile app.

6. You have to Download "Seylan Online Soft Token" app to your mobile device and perform below steps.

   a. Click **ACTIVATE**
   b. In the next screen, you can enter the Activation Code either by typing or by scanning the QR Code which was shown in the Soft Token registration confirmation screen.
   c. Click **PROCEED**
   d. Enter the **PIN** which you created when registering for Soft Token from Online Banking site.
   e. Click **SUBMIT** and Soft Token will be activated successfully.

SOFT TOKEN /SecureID

Welcome

1. If you are not registered with Soft Token please click on Register Now to register

2. Please enter the activation code received to your mobile.

3. After successful registration , you will be able to generate One Time Password fort your Internet Banking Transactions

ACTIVATE

SOFT TOKEN /SecureID

Enter the activation code

OR

Scan QR Code

PROCEED

SOFT TOKEN /SecureID

Enter the pin number

☐ ☐ ☐ ☐ ☐ ☐

SUBMIT

Successfully activated the Soft Token

SOFT TOKEN /SecureID

Please ensure to change your OTP mode to Soft Token through Internet Banking.

GENERATE OTP

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How to Change OTP Generation Mode to Soft Token in Online banking?

Prior to this user should register for the option from "register for Soft Token"

1. Select **Change OTP Generation Mode** from the Settings menu.
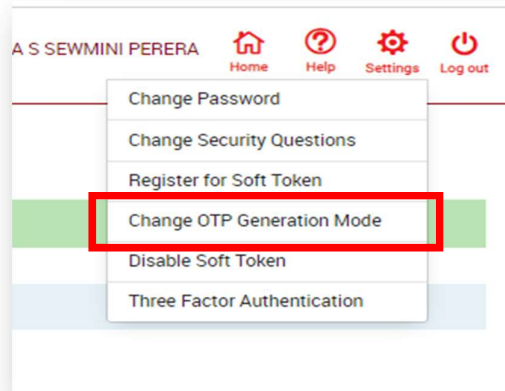
2. Select **Soft Token**
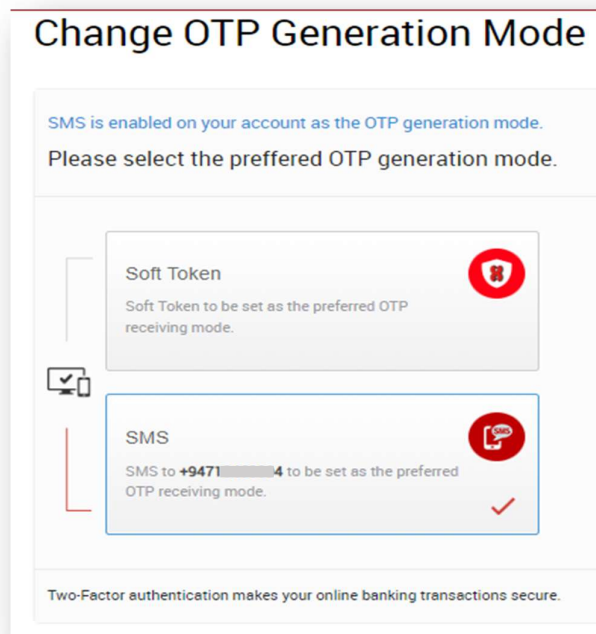
3. Enter the OTP sent to your registered Mobile number/Email and click Submit.

Change OTP Generation Mode Confirmation

Please enter the OTP sent to your registered mobile number and confirm to change the OTP generation mode.

One Time Password (OTP)

`••••••`   [Submit]   [Back]   [Resend One Time Password]

4. Your OTP generation mode will be successfully changed to Soft Token.
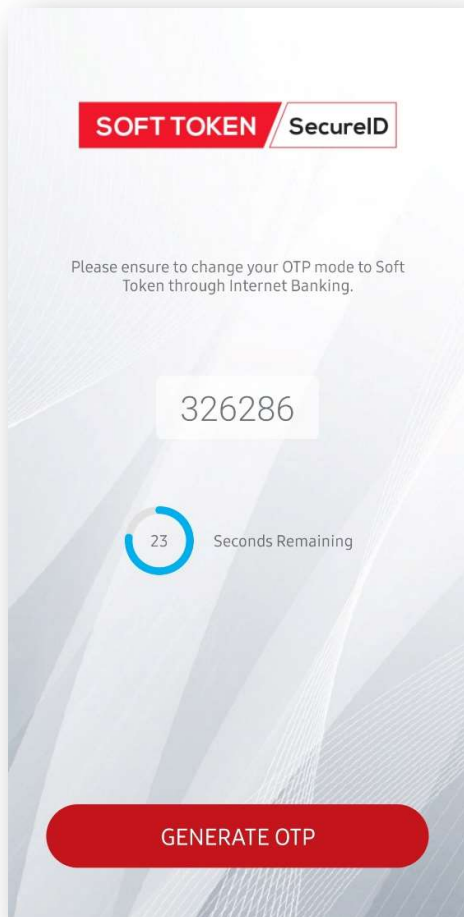
Change OTP Generation Mode

Soft token is enabled on your account as the OTP generation mode.
Please select the preffered OTP generation mode.

Soft Token

Soft Token to be set as the preferred OTP receiving mode.

✓

SMS

SMS to **+9471⬚4** to be set as the preferred OTP receiving mode.

Two-Factor authentication makes your online banking transactions secure.

How to generate OTP from Seylan Online Soft Token app?

• Once you have changed your OTP generation mode to Soft Token, for instances where OTP validation is required (Ad-Hoc Transactions, Government payments, Update security questions etc.), you will be asked to enter a One-Time Password generated from the soft token app as follows.

• Then you can generate an OTP from the Soft Token app and enter it. On the soft Token app and click on '**GENERATE OTP'** and an OTP will be generated. It will be valid for 30 seconds. Once the 30 seconds are over you can generate a new OTP.
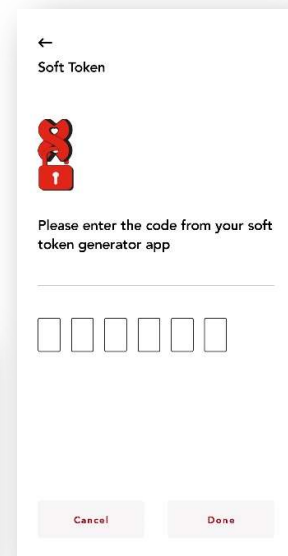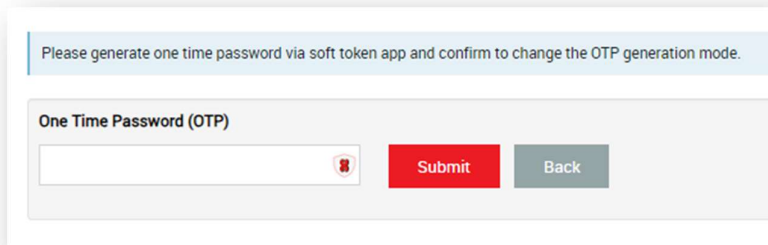
Soft Token for Three Factor Authentication (3rd Challenge)

- We have introduced a new feature; a 3rd Challenge (Three Factor Authentication), to enhance the security of the user's Online Banking experience.
- Users who enable Three Factor Authentication shall be challenged with the below three steps during the login process, prior to directing to the dashboard.
  a. 1st Challenge – Username
  b. 2nd Challenge – Password
 c. 3rd Challenge (optional) – Soft token or Security Questions

IMPORTANT:

Note that this is not a compulsory authentication.

Users who do not enable Three Factor Authentication will be able to login by entering Username and password as usual.

If you are willing to enable Soft Token as your 3rd Challenge, follow the given steps. For this you should have completed the Soft Token registration process.

1. To enable Three Factor Authentication, click on the Settings icon and select Three Factor Authentication.
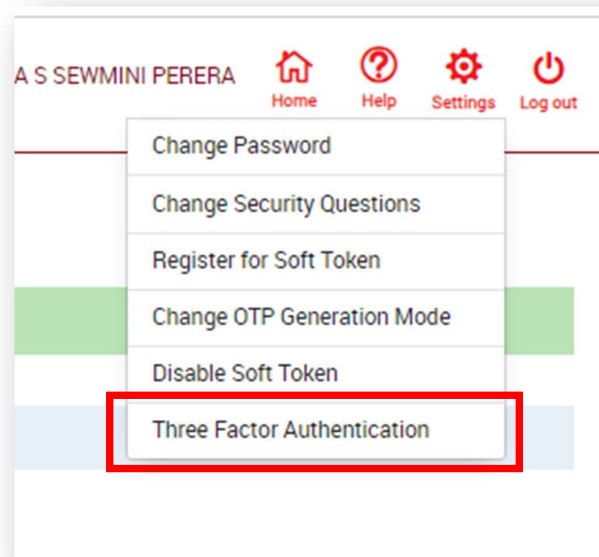
Three Factor Authentication

The Three Factor Authentication security feature shall be applied in every login through the Internet or Mobile Banking.

◉ Enable ○ Disable

○ Security Questions

◉ Soft Token

Cancel   Submit

2. Select **Soft Token** and click **'Submit'** at the bottom of the page. Then you will be displayed with the following confirmation message.

Third challenge data successfully recorded.

3. You will receive and Email on your Three Factor Authentication update.

4. If you have not completed the Soft Token Registration, you will be displayed with the following message when you select Soft Token as your 3rd Challenge
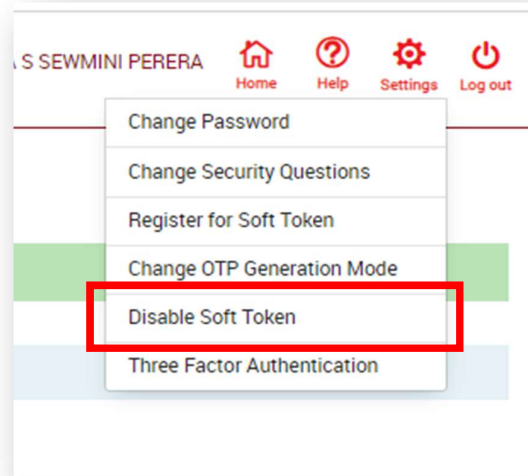

◉ Soft Token

You need to register with soft token to use this facility.Click Here to register for Soft Token

IMPORTANT:

To use Soft Token as your 3rd Challenge (Three Factor Authentication) you do not need to change your OTP generation mode to Soft Token.

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How to Disable Soft Token?

1. Select Disable Soft Token from the Settings menu.

2. You will be directed to a screen as follows. Here you have to enter the given PIN and enter the reason to disable.
   (Here the PIN is the one which you create when registering for Soft Token. If you do not remember the PIN; Go to **'Register for Soft Token'** page, there you can find the PIN you created)

3. Click **Submit**.
   After disabling Soft Token, you will be displayed with the following confirmation message at the top and your **OTP Generation mode will be automatically changed to SMS** (and Email).

Soft token facility permanently disabled and OTP generation mode has changed to SMS.

   If you have not registered for Soft Token you will be displayed with the following message.

You have not registered for soft token facility.

IMPORTANT:

If you have enabled Soft Token in your Three Factor Authentication settings, make sure you change it to Security Questions or Disable Three Factor Authentication, once you Disable Soft Token.