Hard token user guide for _NEW_ eBanking users

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A. Hard token login guide for new eBanking users

A.1. First Login process

Step 1: Go to the bank's website at www.cdb.com.cy and log-in using the button, which is located in the upper right-hand corner.

Step 2: Enter the credentials (User ID and Password) you have received and click on the "Login" button. Your User ID has already been sent to you via e-mail and your Password via SMS to the mobile phone number you have provided the Bank.
Kindly note that the Password is case sensitive, therefore enter the digits as they appear.
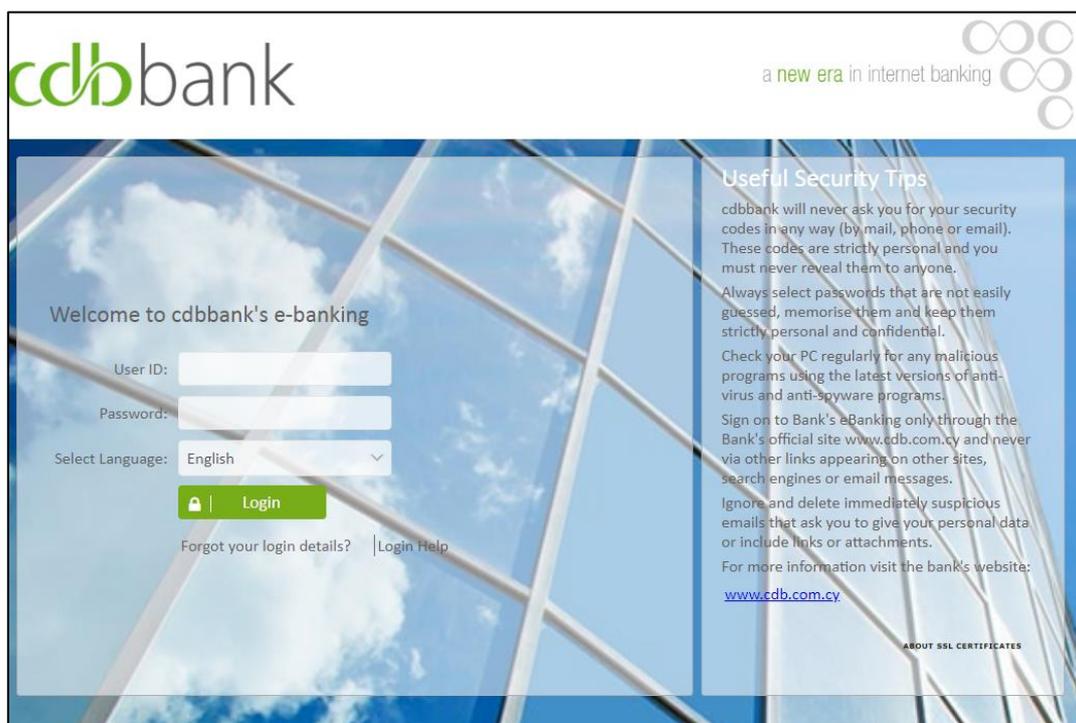
Step 3: Switch on your hard token device by clicking on the "Power" button.

Step 4: Input your PIN which has already been disclosed to you with the delivery of your hard token, and then click on the "OK" button.

*Note: The first time you are using the hard token it is **mandatory to re-set your PIN**. In case you decide to change the PIN in the future, please follow the instructions in Appendix A.*

Step 5: Input your new PIN and click on the "OK'' button.

Step 6: Verify your new PIN and click on the "OK" button.

If you have successfully changed your password the message **"New PIN Updated"** is appeared.

If **"Different Pin!!"** appears on your token device, it means that you cannot use the PIN that you have entered. Please try again with a different PIN.

Step 7: You will be forwarded to the main menu of your hard token. By selecting the OTP option, and clicking on the "OK" button, an OTP is generated.

Step 8: Insert the generated OTP on your eBanking screen and click on the "Submit" button.

Step 9: You will be forwarded to the 'Forced Change Password' screen in order to change your password. In the field "Password" enter the password that was sent to you via SMS. In the field "New Password" enter your new password, and in the field "Confirm New Password", re-enter your new password.

Kindly note that Your new Password must satisfy the following criteria, which are specified by the bank:

  ➢ *Must be at least 9 characters long*
  ➢ *At least 1 digit character*
  ➢ *At least 1 symbol*
  ➢ *At least 1 lowercase letter*
  ➢ *At least 1 uppercase letter*

Current Password	
New Password	
Confirm New Password	

Step 10: Select and answer three security questions and click on the "Submit" button, which takes you to your eBanking homepage.

Answer security questions

--Please Select--	▾	
--Please Select--	▾	
--Please Select--	▾	

A.2. Registration process

No actions are needed. Your hard token has been automatically registered, following the "First Login process".

A.3. Login process following the successful "First Login process"

The login process to be followed is the same as for the "First Login process" in Section B1, excluding the Steps 5-6 and 9-10.

B. Submission of authenticated request using your Entrust hard token

A request is successfully submitted for processing only if an OTP is entered to verify its authenticity.

Step 1: Switch on your hard token device by clicking on the "Power" button.

Step 2: Input your PIN on your hard token, and then click on the "OK" button.
*Note: The first time you are using the hard token it is **mandatory to re-set your PIN**. In case you decide to change the PIN in the future, please follow the instructions in Appendix A.*

Step 3: You will be forwarded to main menu of your hard token. By selecting the Signature option, and clicking on the "OK" button, an OTP is generated.

Step 4: Insert to your Entrust Hard token, the generated "Signature Data" code which appears on your eBanking screen, and then press the "OK" button.

➢ *Your eBanking screen:*

➢ *Your Hard token screen:*

Step 5: Insert to your eBanking screen, the generated Signature Data code which appears on your hard token device.

> *Your Hard token screen:*

> *Your eBanking screen:*

Step 6: Click on the "Confirm" button, to submit your request.

Appendix A: How to change your PIN on the Entrust hard token device

Step 1: Switch on your hard token device by clicking on the "Power" button.

Step 2: Input your PIN on your hard token, and then click on the "OK" button.

Step 5: You will be forwarded to the main menu of your hard token. By clicking on the button , you can go through the menu of the hard token device. Select the 'Setting' option and click on the "OK" button.

Step 6: Select the 'Modify PIN' option and click on the "OK" button.

Step 7: Input your PIN and click on the "OK" button.

Step 8: Input your new PIN and click on the "OK'' button.

Step 9: Verify your new PIN and click on the "OK" button.

If you have successfully changed your password the message **"New PIN Updated"** is appeared.

If **"Different Pin!!"** appears on your token device, it means that you cannot use the PIN that you have entered. Please try again with a different PIN.

Appendix B: Useful Security Tips

- ➢ cdbbank will never ask you for your security codes in any way (by mail, phone or email). These codes are strictly personal, and you must never reveal them to anyone.

- ➢ Always select passwords that are not easily guessed, memorise them and keep them strictly personal and confidential.

- ➢ Check your PC regularly for any malicious programs using the latest versions of anti-virus and anti-spyware programs.

- ➢ Sign on to Bank's eBanking only through the Bank's official site www.cdb.com.cy and never via other links appearing on other sites, search engines or email messages.

- ➢ Ignore and delete immediately suspicious emails that ask you to give your personal data or include links or attachments.

- ➢ For more information visit the bank's website: www.cdb.com.cy