



The Bank has adopted the “Security Device” as the two-factor authentication tool to enhance protection for you. All online transactions conducted through “BOCNET HK” should be verified by a one-time password generated by the “Security Device”. Online transactions can be categorised into two types: “General Transaction” and “Designated Transaction”. The verification methods provided by the “Security Device” for these two transaction types are different. To use the “Security Device”, you should apply for the “Security Device” and complete the online enrolment.

## 4.1 Application Method


Primary User (PU) *	Delegated User (DU) *
<p>Please fill in the “Security Device Application and Status Reset Form for Primary User” and submit the original copy to the bank. The form can be downloaded at our website &gt; “Tools” &gt; “Download Forms”.</p> <p>If the battery of the “Security Device” is running low, customers can apply for a new “Security Device” via “BOCNET HK”. The existing “Security Device” is still valid until the completion of the online enrolment of the new “Security Device”.</p>	<p>“Security Device” application of Delegated User should be submitted by Primary User via “BOCNET HK”. Primary User shall choose the application purpose and the application needs to be verified by one-time password generated by the “Security Device”.</p>

\* For the definition of Primary User and Delegated User, please refer to “Types of Users” in Section 5.

## Enrolment of “Security Device”

After receiving the “Security Device”, the respective user is required to enroll the “Security Device” via “BOCNET HK” within 30 days.


### Step 1 – Enter the Serial Number and Security Code

The respective user should enter the serial number imprinted on the back of the “Security Device”, and then enter the security code generated by the “Security Device” after pressing the button .

**Security Device Enrolment**

1. Please enter the serial number on the back of the Security Device.

Serial Number    (e.g. 12-1234567-9)

2. Please press the  once and enter the 6-digit security code generated by the Device.

### Step 2 – Confirmation of enrolment

#### (A) Users with e-Cert

The respective user should enter his / her e-Cert password.

Upon this confirmation, please use your security device with immediate effect and your e-Cert will no longer be valid.

**Security Device Enrolment**

Request	Security Device Enrolment
Serial Number	10 - 0012470 - 3

e-Cert Storage Device Password #

Remarks: # If you store your e-Cert with an "I-Key", please enter the e-Cert storage device password.

#### (B) Users without e-Cert

The respective user should confirm whether the serial number shown on the screen is correct.

Upon this confirmation, your Security Device is effective immediately.

**Security Device Enrolment**

Request	Security Device Enrolment
Serial Number	10 - 0013175 - 6

### Step 3 – Enrolment completed

“Security Device” enrolment is completed.

**Security Device Enrolment**

Your new security device registration is completed.

Security Device Serial Number: 10 - 0012470 - 3

Please press "Complete" to finish the process and continue with "CBS Online".

## 4.2 Reset the “Security Device”

The “Security Device” should be reset in the following situation(s):

Situation 1: the user has not completed the online enrolment of “Security Device” within 30 days after receiving it.

Situation 2: the user wrongly enters the one-time password for more than 5 times.

The “Security Device” of the Delegated User can be reset by the Primary User via “BOCNET HK” (please refer to the picture below). To reset the “Security Device” for the Primary User, the Primary User can call Customer Hotline at (852) 3988 1288.

You are here: Management > User Settings > User List  
Steps 1 | 2 | 3

Print Help Service Directory

### Security Device Setting

User ID	TOKEN2
User Name	TOKEN2
Security Device Setting	<input type="radio"/> Status Reset <input type="radio"/> Replacement, reason <input type="text" value="Please Select"/>

Points to Note

- Upon receipt of the “Security Device”, please activate it immediately. In case the “Security Device” was lost, delegated users should ask the primary user of the Company to report loss and apply for a replacement via Corporate Internet Banking. For primary user, please report loss to our customer service hotline.
- Upon reporting loss of the “Security Device”, the device will become invalid immediately. To apply for a new replacement, Delegated users should ask the primary user to select “Replacement, reason - Lost”, Primary users should download “Security Device Application and Status Reset Form for Primary User” via “Download Centre > Forms” completed and submitted the duly signed form to the Bank.
- If the user’s e-Certificate has expired, it will become invalid automatically when the user applies for a “Security Device”.
- If the e-Certificate is lost or damaged, the user is required to submit the “Termination of use of e-Certificate in BOC CBS Online / BOCNET HK Request Form” when applying for a “Security Device”.
- Each account is entitled to one “Security Device” free of charge. If you would like to apply for additional “Security Device” or a replacement for the lost device, HKD100 will be charged for each device, including local postage. If the “Security Device” is not functioning or damaged or out of battery, please return it to our Bank as soon as possible for a free replacement.
- Please ensure sufficient funds are maintained in your account for the debit of the replacement fee. Otherwise, the application will become invalid.


## 4.3 Authorise Transactions

### 4.3.1 General Transaction

If authorisation is required for “General Transaction”, the following information will be shown at the bottom of the confirmation page:


### Verification


Confirmed by AUTH3

Please press  to generate a 6-digit Security Code on your device screen.

Please enter your 6-digit Security Code

**Security Code**




Press  on the “Security Device” to generate a 6-digit Security Code, then enter the Security Code in the respective column and press  to complete the authorisation process.

### 4.3.2 Designated Transaction

If authorisation is required for “Designated Transaction”, the following information will be shown at the bottom of the confirmation page:

#### 1. Transfer to “Non-listed Beneficiary Account”

Verification	
Confirmed by TOKEN1	<p>Please follow the instructions below for verification:</p> <ol style="list-style-type: none"> <li>1. Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen.</li> <li>2. Enter the above digits of "Beneficiary Account Number" which are highlighted in RED into the device #. (Details)</li> <li>3. Press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen.</li> </ol> <p>Please enter your 6-digit Transaction Confirmation Code <input type="text"/></p> <p>(Please do not enter the space inside the code)</p> <p>Remarks : # For input error, please use <input type="button" value="X"/> to delete the number.</p>




#### 2. Bill Payment (payment transaction to “Banking and Credit Card Services”, “Credit Services” or “Securities Brokers”)

Verification	
Confirmed by USER4	<p>Please follow the instructions below for verification:</p> <ol style="list-style-type: none"> <li>1. Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen.</li> <li>2. Enter the above digits of Bill Payment transaction information which are highlighted in RED into the device #. (Details)</li> <li>3. Please press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen.</li> </ol> <p>Please enter your 6-digit Transaction Confirmation Code <input type="text"/></p> <p>(Please do not enter the space inside the code)</p> <p>Remarks : # For input error, please use <input type="button" value="X"/> to delete the number.</p>




#### 3. Issue Demand Draft to “Non-listed Beneficiary Account”

Verification	
Confirmed by TOKEN1	<p>Please follow the instructions below for verification:</p> <ol style="list-style-type: none"> <li>1. Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen.</li> <li>2. Enter the above digits of "Debit Amount" or "Remit Amount" which are highlighted in RED into the device #. (Details)</li> <li>3. Please press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen.</li> </ol> <p>Please enter your 6-digit Transaction Confirmation Code <input type="text"/></p> <p>(Please do not enter the space inside the code)</p> <p>Remarks : # For input error, please use <input type="button" value="X"/> to delete the number.</p>





#### 4. Multiple Transactions (e.g. Payroll, Bulk Payments, Autopay-Out and Autopay-In, etc.)

Verification	
Confirmed by TOKEN1	<p>Please follow the instructions below for verification:</p> <ol style="list-style-type: none"> <li>1. Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen.</li> <li>2. Enter the above digits, (Total transaction count) and (Total amount), which are highlighted in RED into the device #. (Details)</li> <li>3. Press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen.</li> </ol> <p>Please enter your 6-digit Transaction Confirmation Code <input type="text"/></p> <p>(Please do not enter the space inside the code)</p> <p>Remarks : # For input error, please use <input type="button" value="X"/> to delete the number.</p>



## 5. Online Beneficiary Registration

Verification	
Confirmed by TOKEN	<p>Please follow the instructions below for verification:</p> <ol style="list-style-type: none"> <li>Press <input checked="" type="checkbox"/> on your Security Device until "*" appears on the device screen.</li> <li>Enter the above digits (Total transaction count) and (Checksum), which are highlighted in RED into the device #.</li> <li>Please press <input checked="" type="checkbox"/> to generate a 6-digit Transaction Confirmation Code on your device screen. Please enter your 6-digit Transaction Confirmation Code <input type="text"/> (Please do not enter the space inside the code)</li> </ol> <p>Remarks : # For input error, please use  to delete the number.</p>

- Remarks: 1. If you have entered a wrong number, you can press  to delete.
2. One-time password is valid for a short period of time only. You should complete the authorisation process as soon as possible after you get the password. Otherwise, you should repeat the above process to request for the one-time password.

**“Security Device” will provide different formats of one-time password according to the types of transactions for identification.**

Transaction Type	Format of One-time Password
General Transaction (Security Code)	123456
Designated Transaction (Transaction Confirmation Code)	123 456 [No need to enter the space inside the code]

### Authorisation of transactions

Authorisers should note that different verification methods are adopted for the “Security Device” and the e-Cert when conducting “General Transactions” and “Designated Transactions” online:

	General Transaction	Designated Transaction
Security Device	One-time Security Code	One-time Transaction Confirmation Code
e-Cert	e-Cert password	