



TWO-FACTOR AUTHENTICATION (2FA) REGISTRATION AND USER GUIDE

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List of Compatible Devices for Software Token:

1. Desktop PC/ Laptop with
 - Windows OS 7 and above
 - Mac OS X 10.7 and above
2. Handheld Smart devices (tablets, smart-phones) with
 - Android version 4.0 and above
 - iOS version 8.0 and above
 - Windows 8 and above

1. Two-Factor Authentication (2FA) Registration Procedure

Step 1.

Collect “Two-Factor Authentication (2FA) Registration Form” from SEBL

- Card Division,*Head Office in Dhaka
- Card service centers in Chittagong, Sylhet and Khulna
- Website, cards.southeastbank.com.bd
- Via e-mail (by requesting through call-centre: 16206 or +88-09-613116206 (from abroad) or by e-mailing us your request at acs.support@southeastbank.com.bd).

Step 2.

Fill up the hard-copy registration form and submit to Card Division or send the scanned copy of the registration form by e-mail to acs.support@southeastbank.com.bd.

To enable 2FA registration, please ensure that the Credit Card status is in “active” mode.

Step 3.

You will receive a **confirmation phone-call** from us.

- If requested for hardware token, please visit Card Division, Head Office or the Card service centers to collect it.
- If requested for software token, please collect it from Card Division or through e-mail, as mentioned in your form.

Step 4.

Check that the token is working properly or not.

Step 5.

Sign the **acknowledgement slip** provided to you with the token. Submit the signed slip to Card Division or the Card service centers OR send the scanned copy by e-mail to acs.support@southeastbank.com.bd.

Step 6.

Card Division will inform you when the token will be activated. Your token is then ready for use.

Note: Both hardware and software token expire after 5 years. For renewal, kindly register for 2FA again following the steps given above.

*Head Office Address: Eunoos Trade Center (Level-5), 52-53, Dilkusha C/A, Dhaka – 1223.

2. Full User Guide

2FA or Two-Factor Authentication adds a second layer of security to your online identity. This security is provided by the RSA SecureID Token. The token generates a new and random passcode every 60 seconds. This passcode is your OTP (One Time Password). Enter the OTP when you perform e-commerce transactions. This feature will make online transactions more safe and secure from fraud, allowing users to perform these transactions fearlessly.

For additional detailed information on security tokens, you can visit http://en.wikipedia.org/wiki/Security_token.

At SEBL, we are offering two kinds of RSA SecureID Tokens:

I) Hardware



Figure 1. Hardware Token

II) a. Software (Desktop)



Figure 2. Software Token in desktop computer/laptop

II) b. Software (Mobile/Tablet)

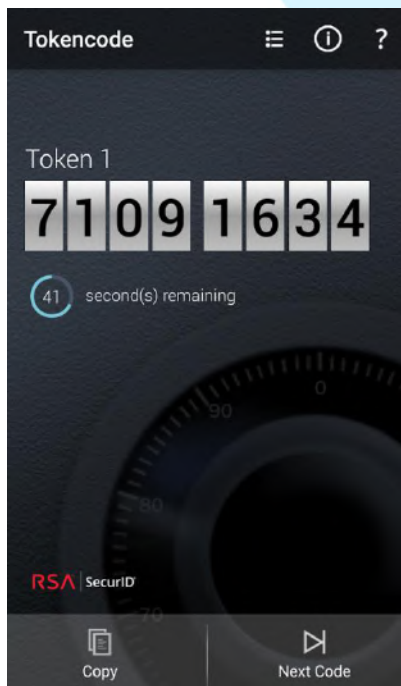


Figure 3. Software Token in Android device

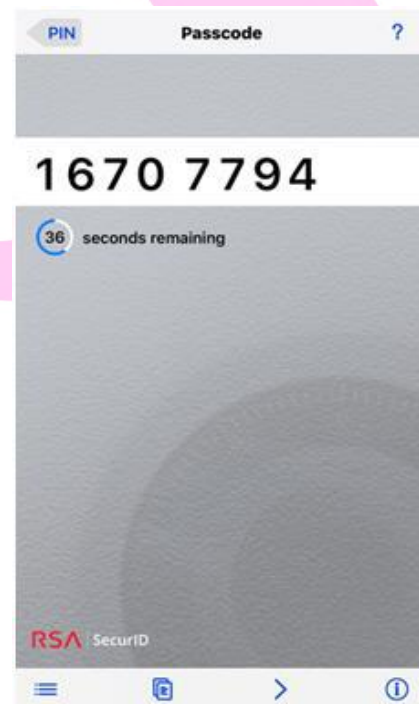


Figure 4. Software Token in iOS device

2.1. Hardware Token

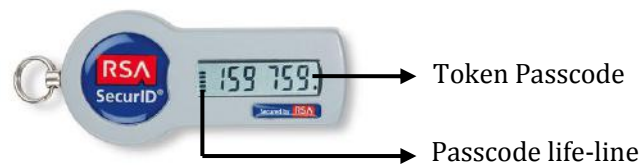


Figure 3. Hardware Token

Step 1.

Collect the hardware token from Card Division, Head Office.

Step 2.

The passcode on the token changes in every 60 seconds. This is the OTP (One Time Password). The life-line indicates the duration of the existing code. Please wait for the next passcode when there is only one mark left on the indicator.

Step 3.

Check if the token is functioning properly.

Step 4.

Sign and submit the acknowledgement slip.

Step 5.

Card Division will inform you when the token has been activated. Your token is then ready for use. You can use the passcode as OTP to perform e-commerce transactions.

2.2. Software Token

Software token can be installed in desktop computers, laptops and any hand-held smart devices like, tablets and smart-phones. After successful registration of 2FA, SEBL will provide 2FA installation file (seed file) along with an acknowledgement slip.

2.2.1. Installing the Software Token Generator in Desktop Computer or Laptop

Step 1.

Download RSA SecurID Token software from this link according to your computer version (32-bit or 64-bit).

Step 2.

Install the software following normal procedure.

Step 3.

Search for “**RSA SecurID Token**” in the start-up menu and click on it.

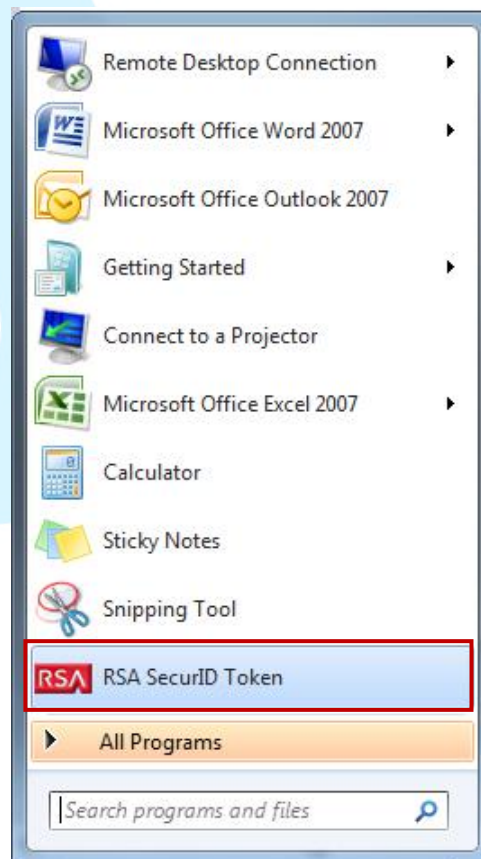


Figure 4. Start-up menu

Step 4.

If you are using this software for the first time, the Import Token window appears. Click on **“Token Storage Device”**.



Figure 5. Import Token

- i) If you are already using RSA Token for another application, go to **“Options”** and click on **“Token Storage Devices”**. (Please note that multiple tokens can be used at a time.)



Figure 6 Passcode Generator Options

Step 5.

Device Serial Number will be displayed.



Figure 7. Token Storage Device

E-mail from the e-mail address that you have provided in the registration form to acs.support@southeastbank.com.bd with these details:

- i) Subject of the e-mail: "2FA Registration"
- ii) Include:
 - Full name
 - Device Serial Number
 - Credit Card number
 - Mobile number

Step 6.

After receiving that e-mail, Card Division will send the seed file to the e-mail address that you provided in the registration form. Download the seed file and save it in your Desktop/Laptop hard-disk.

If you have not received the seed file yet, kindly contact our call-centre at 16206 or +88-09-613116206 (from abroad) or by e-mail at acs.support@southeastbank.com.bd.

Step 7.

Open “RSA SecureID Token” from the start-up menu. The Import Token window appears. Click on “Import from File”.



Figure 8. Import token window

Step 8.

Click on “Browse” and select the seed file that you have downloaded.



Figure 9. Browse import file

Step 9.

If you wish, you can change the Token name by clicking on “**Change Name**”. Click on “**OK**”.



Figure 10. Token named

Step 10.

The software is installed successfully. The token generator appears on the screen as shown below. The passcode changes every 60 seconds. This is the OTP (One Time Password). The life-line indicates the duration of the existing code. Please wait for the next passcode to use as OTP when there is only one block left on the indicator. Please note that the token will be disabled if the OTP is wrongly entered in the e-commerce website four (04) times consecutively.



Figure 11. RSA passcode generator

Check that the passcode generator functions properly. Sign the acknowledgement slip provided with the seed file and submit to Card Division or send the scan copy by e-mail to acs.support@southeastbank.com.bd **within 4 days!**

Step 11.

Card Division will inform you when the token has been activated. Your token is then ready for use. You can use the passcode as OTP to perform e-commerce transactions.

Please note that the imported seed file will not work further if it is used in the software token when the software token is uninstalled and then installed again.

2.2.2. Installing the Software Token Generator in Handheld Smart devices (tablets, smart-phones)

Step 1.

Download and install “RSA SecureID” app on the device. For an iOS device, download the app from Appstore. For an Android device, download it from Google Play Store.

Step 2.

Open “RSA SecureID” app. A screen like the one below will appear. For an Android device, touch “Device ID” and then select “Email Device ID”. For an iOS device, touch the information icon and then select the e-mail icon to send the “Binding ID”.

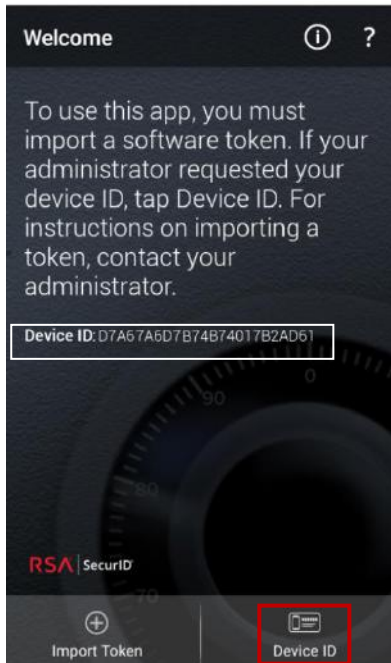


Figure 13. RSA token on Android device



Figure 12. RSA token on iOS device

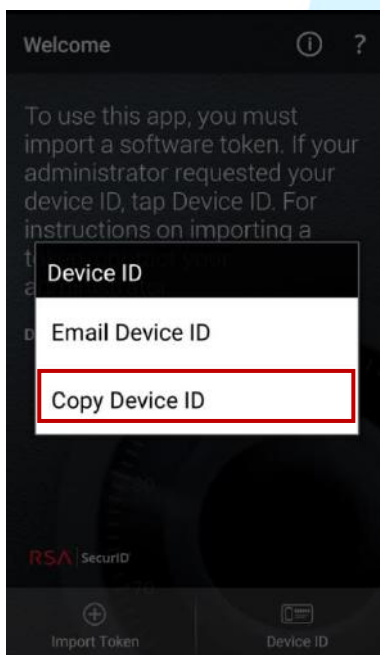


Figure 14. Email device ID on Android device

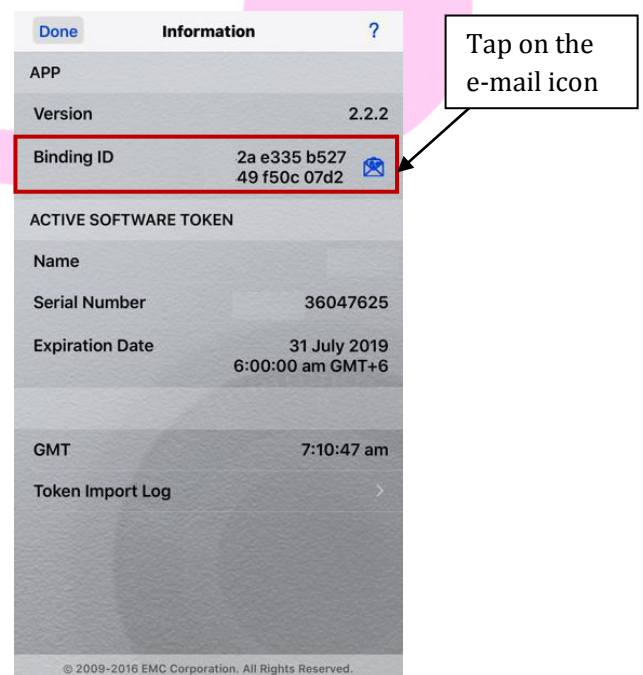


Figure 15. Email Binding ID on iOS device

Step 3.

E-mail from the e-mail address that you had provided in the registration form to acs.support@southeastbank.com.bd with these details:

- i) Subject of the e-mail: "2FA Registration"
- ii) Include the Device Serial Number, your full name, Credit Card number and mobile number.

Step 4.

After receiving that e-mail, Card Division will send the seed file to the e-mail address that you had provided in the registration form. Download the seed file and save it in your Desktop/Laptop hard-disk.

If you have not received the seed file yet, kindly contact our call-centre at 16206 or +88-09-613116206 (from abroad) or by e-mail at acs.support@southeastbank.com.bd.

Step 5.

After tapping the attachment, you will be prompted to select a program with which you will open the file. Select "RSA SecureID".

Step 6.

"Token successfully imported" message will appear like the one shown below.

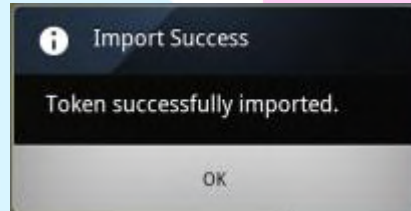


Figure 16. Import successful message

Step 7.

The token generator appears as shown below. The passcode changes every 60 seconds. This is the OTP (One Time Password). The life-line indicates the duration of the existing code. Please wait for the next passcode to use as OTP when there is only 10 seconds left on the indicator. Please note that the token will be disabled if the OTP is wrongly entered in the e-commerce website four (04) times consecutively.

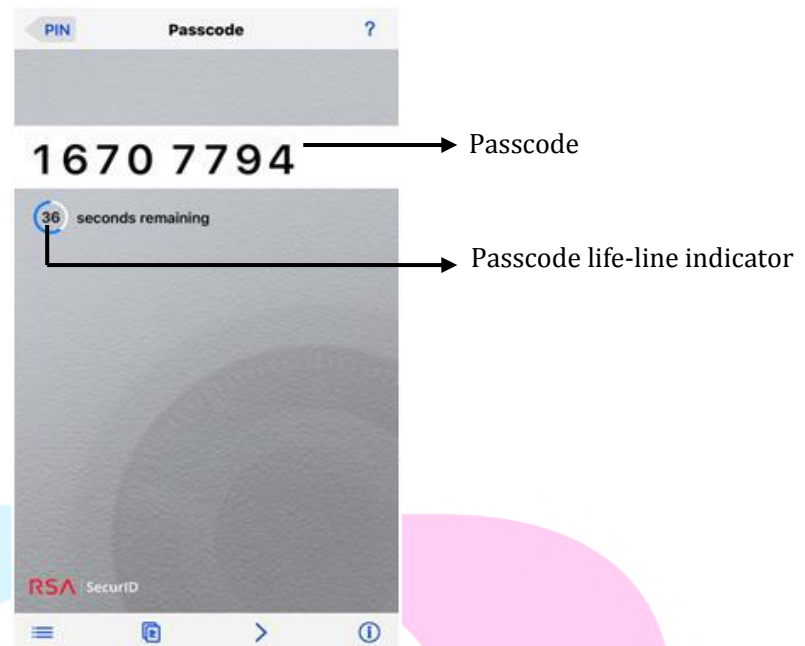


Figure 17. RSA genereter on iOS device

Step 8.

Check that the passcode generator is working properly. Sign the acknowledgement slip provided with the seed file and submit to Card Division or send the scan copy by e-mail to acs.support@southeastbank.com.bd **within 4 days!**

Step 9.

Card Division will inform you when the token has been activated. Your token is then ready for use! You can use the passcode as OTP to perform e-commerce transactions.

Please note that the imported seed file will not work further if it is used in the software token when the software token is uninstalled and then installed again.

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