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## 1.0 Getting Started

- Ensure that you have your BizChannel@CIMB Company ID, User ID and password readily available.
- This Mobile app is available for Apple iPhones that run on iOS 10 and above or Android based smartphones and devices that run on Android 7.0 and above. Do ensure the minimal requirements are updated as and when needed for app software update.
- For security reasons, our Mobile Banking application is not compatible with devices that have been rooted or jailbroken.

## 1.1 SMS OTP Users

### Downloading BizChannel@CIMB App on your device



Download and install the “**BizChannel@CIMB**” Mobile App from Google Play or App Store.



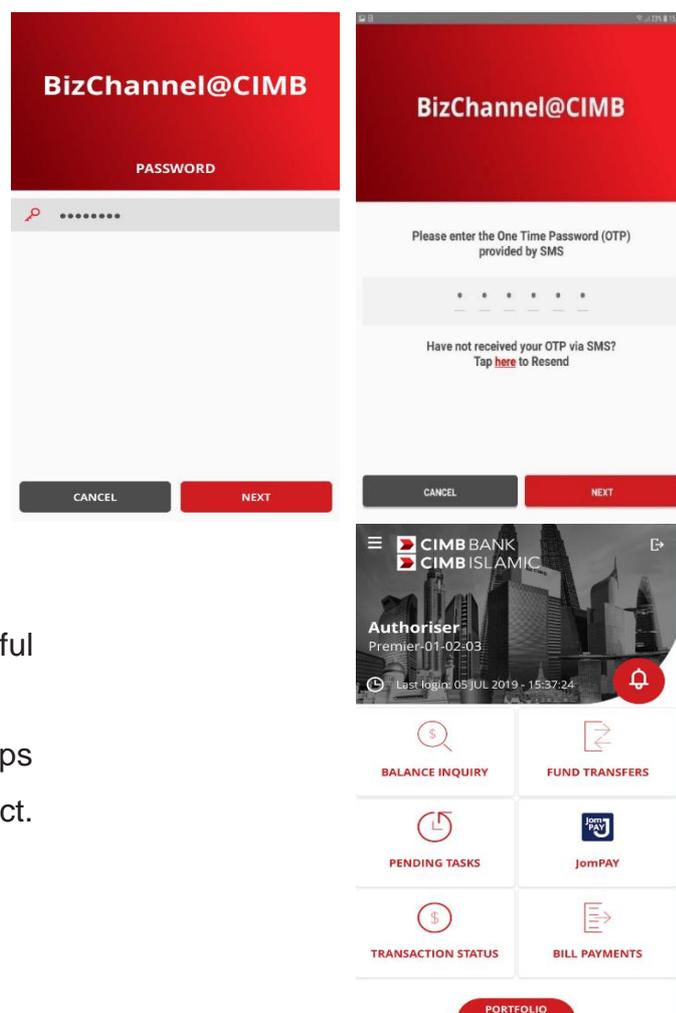
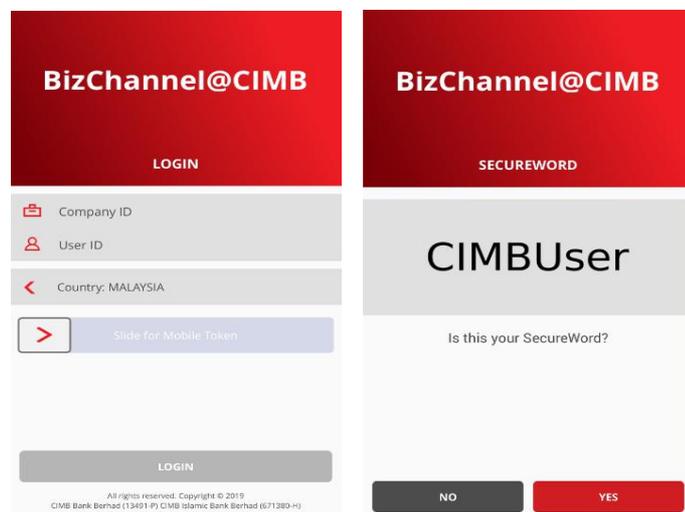
The mobile phone number that is registered with the Bank will receive the SMS OTP.

## 1.2 Security Device Users

- Download and install BizChannel@CIMB mobile app from the Google Play Store or Apple App Store.
- Generate a Response Number from your BizChannel@CIMB security device.

## 2.0 Login with SMS OTP

- Enter BizChannel@CIMB **Company ID** and **User ID**.
- Tap 'LOGIN' to proceed with SecureWord verification.
- Verify SecureWord, tap 'YES' to proceed if correct SecureWord is displayed. If incorrect SecureWord is displayed, tap 'NO' to go back to Login Screen and ensure that you have entered in the correct Company ID and User ID.
- Enter Password and tap 'NEXT', the OTP screen will be displayed. If OTP screen is not displayed, tap 'CANCEL' to go back to the Login Screen and repeat the process. Ensure that you have entered in the correct Company and User ID and password.
- SMS OTP will be sent to the registered mobile number in our system. To resend your OTP, tap '[here](#)'.
- Key in SMS OTP to proceed.
- Home screen will be displayed upon successful login.
- In the event of unsuccessful login, repeat steps above and ensure that the OTP entered is correct.



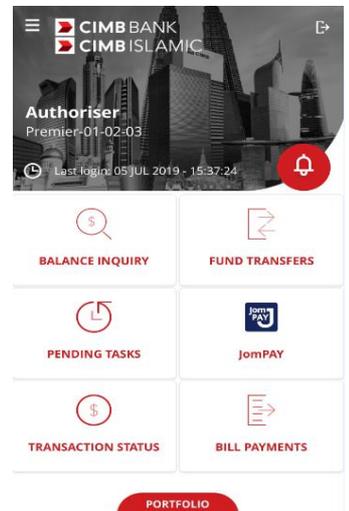
## 2.1 Login with Security Device

- Enter BizChannel@CIMB **Company ID** and **User ID**.
- Tap 'LOGIN' to proceed with SecureWord verification.
- Verify SecureWord, tap 'YES' to proceed if correct SecureWord is displayed. If incorrect SecureWord is displayed, tap 'NO' to go back to Login Screen and ensure that you have entered in the correct Company ID and User ID.

- Enter Password and tap 'NEXT', the OTP screen will be displayed. If OTP screen is not displayed, tap 'CANCEL' to go back to the Login Screen and repeat the process. Ensure that you have entered in the correct Company and User ID and password.
- Enter the 7-digit OTP displayed on the security device and tap 'NEXT'. Tap 'CANCEL' if you would like to cancel the process.
- See next section for steps on how to generate OTP using the CR and TS tokens.

## 2.1.1 CR Token

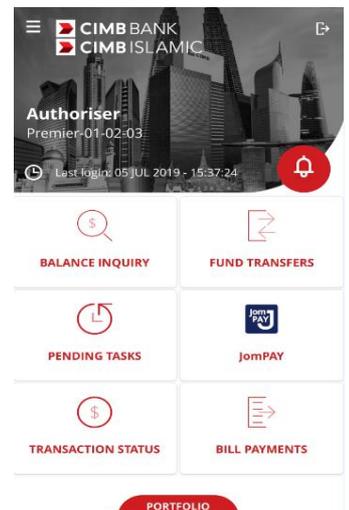
- To generate OTP from security device:
  - Press and hold  button followed by pressing  button to switch on the device.
  - Enter the 6-digit PIN.
  - Press '1' when “**APPLI**” is displayed on screen to generate OTP.
  - OTP will be displayed on the device.



- Home screen will be displayed upon successful login.
- In the event of unsuccessful login, repeat steps but ensure that the OTP entered is correct.

## 2.1.2 TS Token

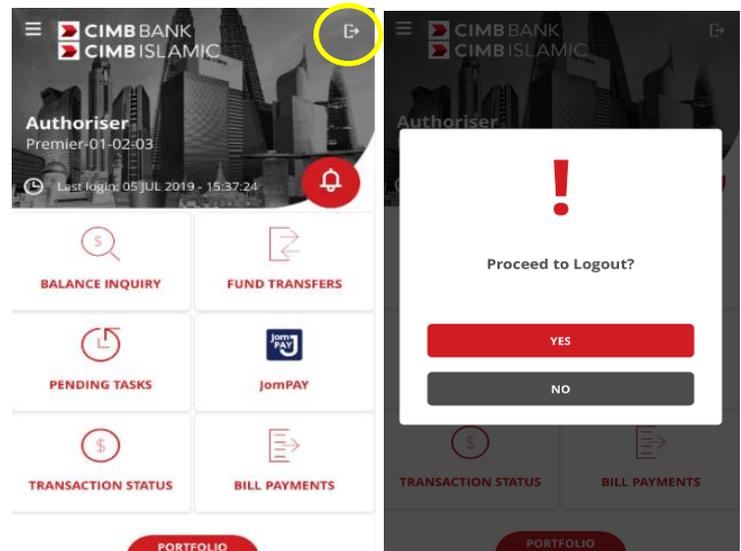
- To generate OTP from security device:
  - Press and hold  button to switch on the device.
  - Enter 6-digit PIN and press .
  - Press '1' when “**SELECT**” is displayed on screen to generate OTP.
  - The OTP will be displayed on security device.



- Home screen will be displayed upon successful login.
- In the event of unsuccessful login, repeat steps but ensure that the OTP entered is correct.

## 2.2 Logout Function

- Tap  button on top right corner of the screen to end your session.
- Select 'YES' to proceed to logging out or select 'NO' to go back to Home screen.



- Confirmation Message  
"You are now logged out. Thank you for using BizChannel@CIMB" will be displayed to indicate that you are logged out.
- Tap 'DONE' proceed to Login Screen.

