



# SMART OTP ACTIVATION AND USER INSTRUCTIONS FOR CORPORATE CLIENTS

APPLIED TO CORPORATE CLIENTS WHO ARE USING  
THE FUND-TRANSFER PACKAGE OF F@ST EBANK

# EXISTING CLIENTS ACTIVATING SMART OTP ON F@ST EBANK

[LOG-IN]

Please log in the F@ST EBANK system through the below link:

<https://ib.techcombank.com.vn/corp/servlet/BrowserServlet>

1

2

Account Number	Company Name	Currency	Current Balance	Available balance
19130334386600 - CURRENT ACCOUNT	KHACH HANG 30334386	VND	80,101,254	80,101,254
19130334386606 - CURRENT ACCOUNT	KHACH HANG 30334386	VND	18,356,892	11,971,842
19130334386690 - CURRENT ACCOUNT	KHACH HANG 30334386	USD	76,750.26	76,750.26

1

## LOG-IN

Notice: Login information:

+ User ID

+ Password and OTP from token key

For clients who successfully activate your smart OTP application, OTP from hard token is no longer required when logging in F@ST EBANK.

2

## Display the deadline to activate Smart OTP

Notice:

This step will be applied to clients whose activation is within the deadline.

This step will not be applied to clients whose activation deadline is overdue and clients will move to Page 6 for activation instruction and cannot execute transactions until activation is completed.

# EXISTING CLIENTS ACTIVATING SMART OTP ON F@ST EBANK [SMART OTP ACTIVATION] (CONT.)

**Account Inquiry**

**Account Report**

**Funds Transfer**

**Amendment Request**

**Online Payment**

**Saving Deposit**

**Trade Finance**

**Loan Information**

**Administration**

- ▶ Activity Log
- ▶ Change password
- ▶ **Activate Smart OTP**
- ▶ Account Management
- ▶ Beneficiary Info Management

**Activate Smart OTP**

Your current registered mobile phone number with Techcombank is **0931712338**.

If this information is incorrect, please download [MBO1](#), and register at the closest counter to update information, or contact our customer service hotline at 1800 588 822 or 084 24 3944 6699.

If this information is correct, please choose "Submit" to continue to proceed Smart OTP activation. Instruction for Smart OTP activation can be download [here](#).

In case you forget PIN, please delete current Smart OTP on your mobile phone and follow steps as guideline.

3

Please choose menu **[Administration]** -> **[Activate Smart OTP]** after logging in F@ST Ebank successfully.

Notice: Please double check your mobile number registered with Techcombank.

If it is incorrect, please follow the instruction on the screen to update your mobile number.

4

If it is correct then select **"Submit"** button to get the PIN and Registration code.

**Account Inquiry**

**Account Report**

**Funds Transfer**

**Amendment Request**

**Online Payment**

**Saving Deposit**

**Trade Finance**

**Loan Information**

**Administration**

- ▶ Activity Log
- ▶ Change password
- ▶ Activate Smart OTP
- ▶ Account Management
- ▶ Beneficiary Info Management

**Change Password**

**Note:**  
Password must have 8 to 15 characters  
Password must include uppercase, lowercase, number and special characters  
Input wrongly 5 times will cause your account being blocked. It will be unlocked if you request at a branch  
Password must be change one per six month

Input new Password

Retype new Password

Input old Password

5

Change your new password.

# EXISTING CLIENTS ACTIVATING SMART OTP ON F@ST EBANK [SMART OTP ACTIVATION] (CONT.)



6

The screen confirms password was successfully changed.

Please choose **“Generate activate code”** button to continue to activate Smart OTP.

If necessary, please choose **“Instruction”** button to download the Smart OTP activation guidance.

Notice: *For your next logins, please use your newly-changed password only; the OTP code from token key is no longer required at log-in step.*



7

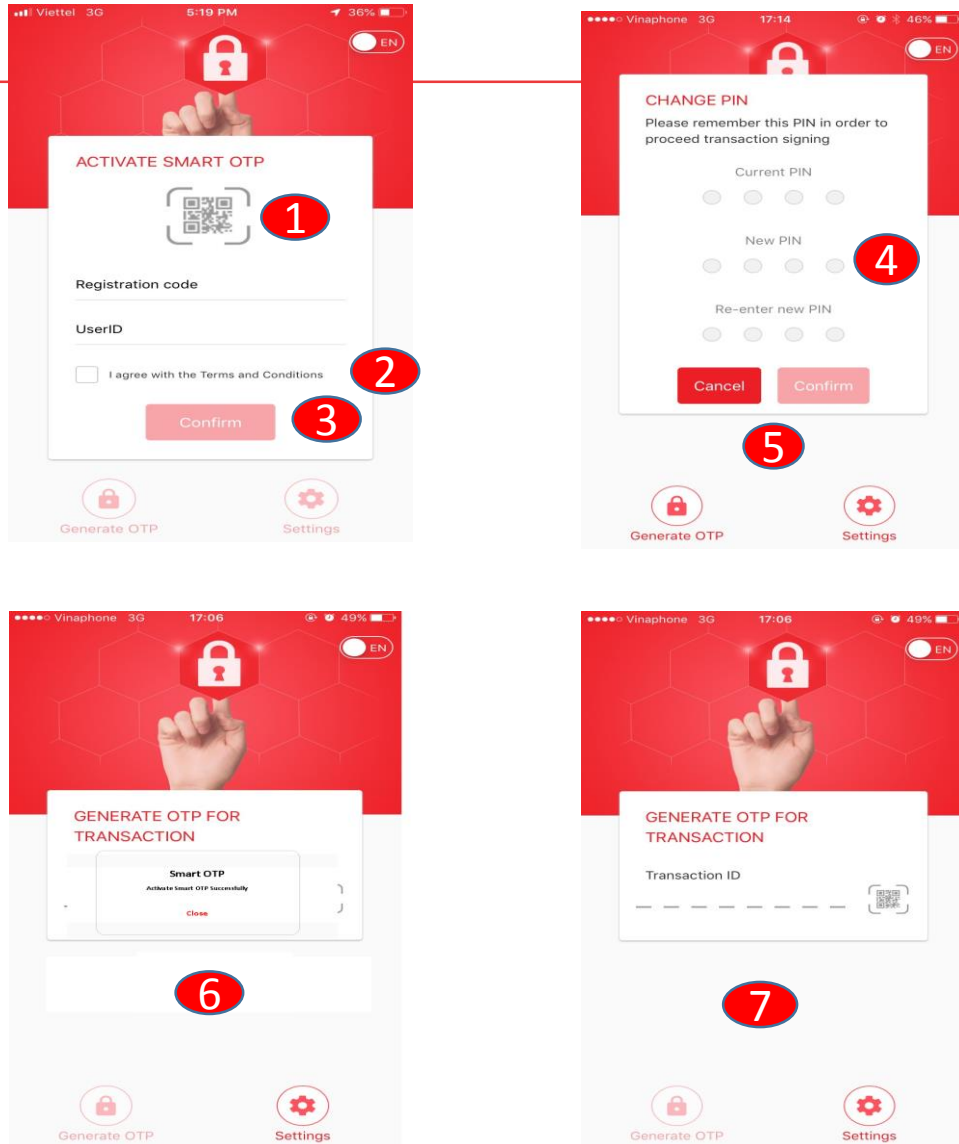
The screen displays **Registration code** to continue activating SMART OTP on your mobile devices (See the instruction at Page 8)

Notice: *SMS sample as below:*



# CLIENTS ACTIVATING SMART OTP APP ON MOBILE DEVICES

[SMART OTP ACTIVATION] : Download and install **TCB Smart OTP** application of Techcombank from Apple store (for devices using iOS operation system) or Google Play (for devices using Android operation system).



- 1 Select QR Code icon to scan Registration code displayed in F@ST Ebank and enter User ID
- 2 Select “**I agree with the Terms and Conditions**” button
- 3 Select “**Confirm**” button
- 4 Set up your PIN  
Notice: The current (first time) PIN code is sent to your mobile number registered with Techcombank.  
Rules for setting new PIN:
  - *Must be 4 digits in length*
  - *Must not match the old PIN*
  - *Must not be 4 sequential numbers*
- 5 Please select “**Confirm**” button to move to the PIN changing step
- 6 Select “**Close**” button to return to “**Generate OTP for transaction**” screen. At this step, you have already activated Smart OTP successfully.
- 7 The “**Generate OTP for transaction**” screen will be displayed



**VƯỢT TRỘI ➤ MỖI NGÀY**