

Manual for Switching from Physical OTP Token to Mobile OTP token

2024/6

Transaction Banking Division

Index

◆ Switching from Physical OTP Token to Mobile OTP token

- Download Mobile OTP Token Application . . . P.3
- Register Email and Mobile Number . . . P.4
- Apply switching Mobile OTP token . . . P.6

◆ Activation of Mobile OTP Token

- Screen of Pass Code . . . P.9
- Activation of Mobile OTP Token . . . P.10

Switching from Physical OTP Token to Mobile OTP token

Download Mobile OTP Token Application



Mobile OTP Token

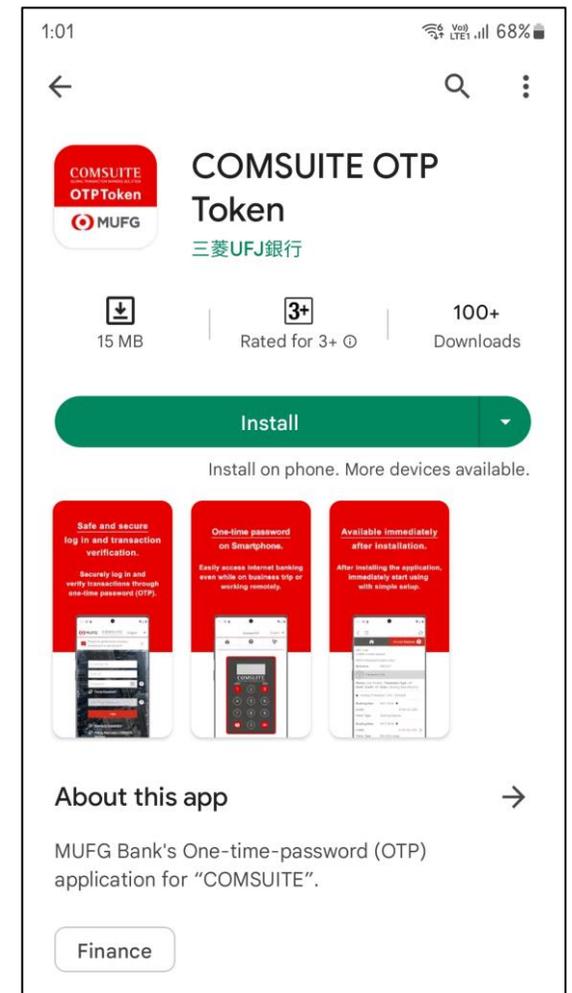
When using the app, please make sure that you are using the latest version of the app.

We have performed the operation check on selected major smartphone devices that support the OS listed below.

Depending on the smartphone you are using, some operations and page appearance may be restricted.

Even if the app appears to be working, usage in a non-supported operating environment is not guaranteed.

<https://www.bk.mufg.jp/ebusiness/e/ebiz/cs.html>



Switching from Physical OTP Token to Mobile OTP token

Register Email and Mobile Number

Log in with USER that want to switch to Mobile OTP Token

The screenshot displays the COMSUITE Portal interface. At the top left, the MUFG logo and 'COMSUITE GLOBAL TRANSACTION BANKING SOLUTIONS' are visible. The date and time are shown as 'Date: 2022.Aug.31 12:29 [JPN]' and '2022.Aug.31 12:26:35 [JPN]'. A 'Logout' button is located in the top right corner. Below the header, the 'Administration' link is highlighted with a red dashed box, and a callout box with a red border contains the text '1) Click "Administration"'. Other navigation options include 'Log', 'Print Page', 'English', and 'Go'. The main content area is titled 'COMSUITE Portal' and includes a 'To Do' section with 'Administration' (2) and 'OTP Token Activation' (2). The 'Direct Links' section includes 'GCMS Plus' (4) and 'CMS Thailand'. The 'Service Catalog' section includes 'Cash Management', 'FOREX', and 'Cash Forecasting'. The main content area also features a 'Cash Balance: Asia Pacific' section with a 'Balance by...' dropdown, 'Customer: All | Base Currency: THB [Rate by Bank]', and a 'Settings' button. A message states: 'The balance can not be displayed since GCMS Plus is currently not available.' A world map is visible in the background of this section.

Switching from Physical OTP Token to Mobile OTP token

Register Email and Mobile Number

Administration

Customer Profile

[Inquiry](#)

User Profile

[Inquiry](#)

[Password Reset](#)

[Physical OTP Token Activation](#)

[OTP Token Request / Reset](#)

My Profile

[Revision / Inquiry](#)

2) Click "Revision / Inquiry"

My Profile Revision / Inquiry: Entry

ECM060101

User Profile

3) Add e-mail and mobile no.

COMSUITE	User ID	USER01
	User Name	MUFG USER01
	Administrator	Yes
e-mail Address		<input type="text" value="user01@gmail.com"/>
e-mail Notification for Approval Flow		<input type="checkbox"/>
e-mail Address for Password / Challenge Code Notification		
Mobile Phone Number (CountryCode / Number)		<input type="text" value="+ 81) 9012345678"/>

Take a note of User Name for next step.

4) Click "OK"

OK

Cancel

Reset

Switching from Physical OTP Token to Mobile OTP token

Apply switching Mobile OTP token

Log in with **ADMIN** to operate “Mobile OTP Token Request”

The screenshot shows the COMSUITE portal interface. At the top, there is a header with the MUFG logo, the text 'COMSUITE GLOBAL TRANSACTION BANKING SOLUTIONS', and a date 'Date: 2022.Aug.31 12:29 [JPN]'. A 'Logout' button is visible in the top right. Below the header, a navigation bar contains 'Last Login Date 2022.Apr.20', a callout box with the instruction '1) Click “Administration”', and another date '2.Aug.31 12:26:35 [JPN]'. The 'Administration' link is highlighted with a red dashed box. To the right of the navigation bar are links for 'Print Page', 'English', and 'Go'. The main content area is titled 'COMSUITE Portal' and includes a 'To Do' section with 'Administration' (2) and 'OTP Token Activation' (2). Below this is a 'Direct Links' section with 'Cash Management' containing 'GCMS Plus' (4) and 'CMS Thailand'. A 'Service Catalog' section lists 'Cash Management', 'FOREX', and 'Cash Forecasting'. The main content area also features a 'Cash Balance: Asia Pacific' section with a 'Balance by...' link, 'Customer: All | Base Currency: THB [Rate by Bank]', and a 'Settings' button. A message states 'The balance can not be displayed since GCMS Plus is currently not available.' over a world map background.

Switching from Physical OTP Token to Mobile OTP token

Apply switching Mobile OTP token

Administration

Customer Profile

[Inquiry](#)

User Profile

[Inquiry](#)

[Physical OTP Token Activation](#)

[Password Reset](#)

[OTP Token Request / Reset](#)

2) Click "OTP Token Request / Reset"

My Profile

[Revision / Inquiry](#)

[Password Change](#)

OTP Token Request / Reset: List

ECM130101

Please check if the Mobile Phone Number and e-mail Address are correct. If not, please ask

3) Select "Mobile OTP Token Request"

Search Criteria

Request Type

Mobile OTP Token Request

Search

5) Select user

4) Click "Search"

User List

All	Request Type	COMSUITE User ID	COMSUITE User Name	e-mail Address	Mobile Phone Number
<input checked="" type="checkbox"/>	Mobile OTP Token Request	USER01	MUFG USER01	user01@gmail.com	+819012345678
<input type="checkbox"/>	Mobile OTP Token Request	USER02	MUFG USER02	user02@gmail.com	
<input checked="" type="checkbox"/>	Mobile OTP Token Request	APPROVER01	MUFG APPROVER01	approver01@gmail.com	+819087654321
<input type="checkbox"/>	Mobile OTP Token Request	APPROVER02	MUFG APPROVER02	approver02@gmail.com	

Approve

6) Click "Approve"

Activation of Mobile OTP Token

Screen of Pass Code

[EXTERNAL] COMSUIITE: Passcode for OTP Token Activation



btmu_info@ebusiness.bk.mufg.jp

To Your E-mail

Signed By btmu_info@ebusiness.bk.mufg.jp

Dear User,

Sending the passcode for OTP Token activation to verify your request.

Please enter on the OTP Token along with the passcode sent separately via SMS.

* This email is sent when the "Next" button was pressed on the application screen during request for OTP Token activation, reactivation, or device change.

Passcode for activation: 57872740



Validity: 10 minutes after the "Next" button on the screen was pressed

*When validity period has expired, perform the same operation again.

Activation of Mobile OTP Token

Activation of Mobile OTP Token

Transaction Authorization

- i. Press the "3"(SIGN) button of the OTP token.
- ii. Enter the challenge code to the OTP token and press the "OK" button.

Challenge Code

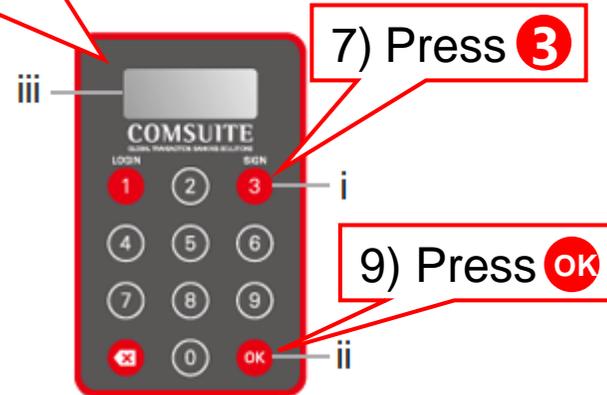
- iii. Enter the displayed code to the Transaction Authorization Code field.

Transaction Authorization Code

Click the "Confirm" button to finish transaction authorization.

10) Enter Authorization Code shown on Token

8) Enter Challenge Code shown on GCMS Plus screen



11) Click "Confirm"



Activation of Mobile OTP Token

Activation of Mobile OTP Token

Open Application



Request Authentication Passcode

COMSUITE Customer ID

COMSUITE User ID

Next

Clear

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Input Customer ID and User ID

Tap "Next"

Enter Authentication Information

COMSUITE Customer ID aaa

COMSUITE User ID aaa

Passcode (SMS)

Passcode (e-mail)

COMSUITE User Name

Next

Clear

Cancel

Ver.1.0.0
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Input Passcode 8 digits from SMS and E-mail

Input User Name

Tap "Next"

Set Up PIN Code

PIN Code

PIN Code (Confirmation)

Activate

Clear

Cancel

Ver.1.0.0
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Set PIN Code 6 digits for logging in application

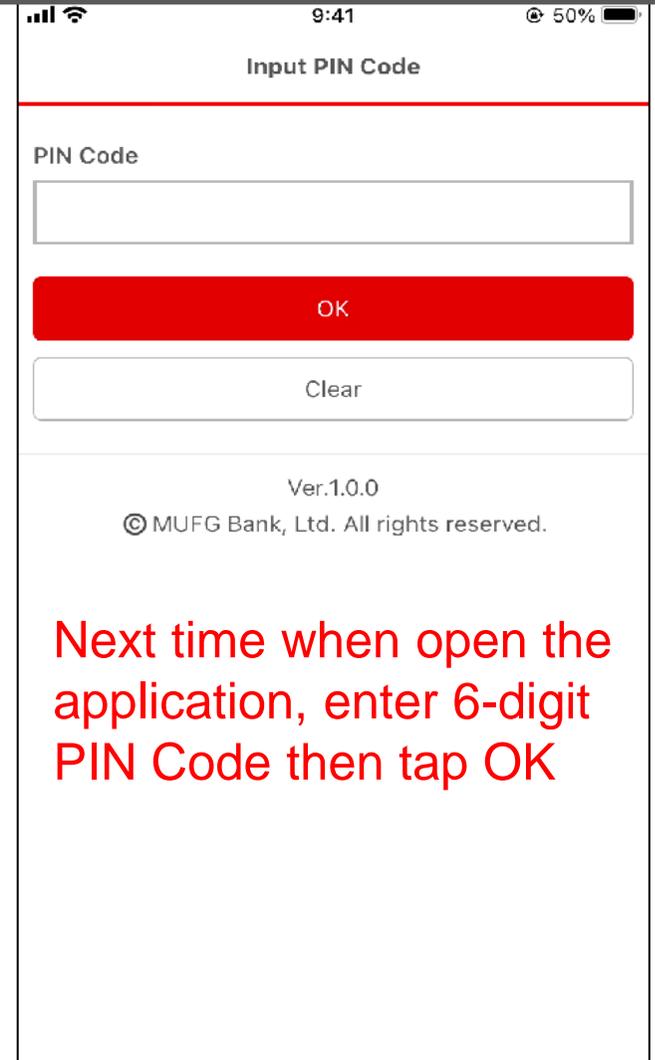
Tap "Activate"

Activation of Mobile OTP Token

Activation of Mobile OTP Token



The method of using Mobile OTP Token is similar to Physical Token



Next time when open the application, enter 6-digit PIN Code then tap OK

Successfully activated

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 - For foreign currency deposits, being a product based on the local law of the applicable country for account opening, there is a possibility for a change in the receivable amount of the deposit interest or a limit in drawing amount due to change in local law, regulation, etc.
 - It depends on each country whether the foreign currency deposit is within the scope of the local deposit insurance or not. In case of Japan, in which the account is opened, deposit insurance is not applicable.
 - The treatment of tax imposed on the interest of the foreign currency deposit also depends on the country for opening accounts.
 - The applicable deposit rate or commission fee cannot be provided due to differences in country, currency, and transaction scale.
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