



# Resetting Mobile OTP Tokens

A quick introduction and GUIDE FOR USERS

March 2024  
Transaction Banking Division

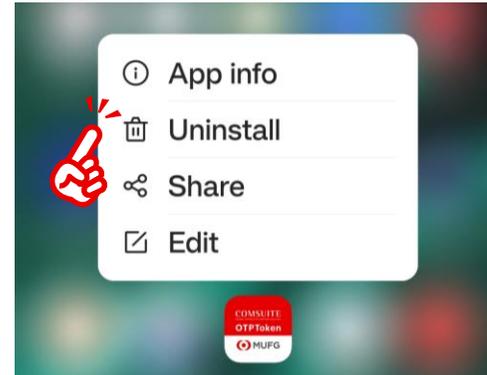
# Step #1: Uninstall COMSUITE OTP Token App

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If you have the app installed, uninstall it by either:

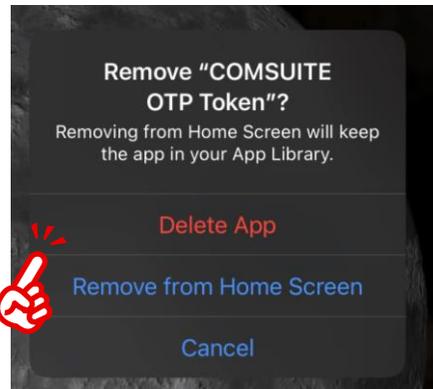
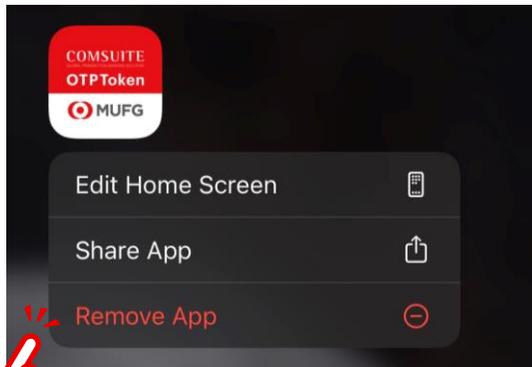
## 1. For Android users

- Going to COMSUITE OTP Token in Google Play and tapping [Uninstall]
- Doing a long press on the COMSUITE OTP Token app in the Android menu and tapping [Uninstall]



## 2. For iPhone users

- Doing a long press on the COMSUITE OTP Token app in the iPhone menu and tapping [Remove App] and [Delete App]

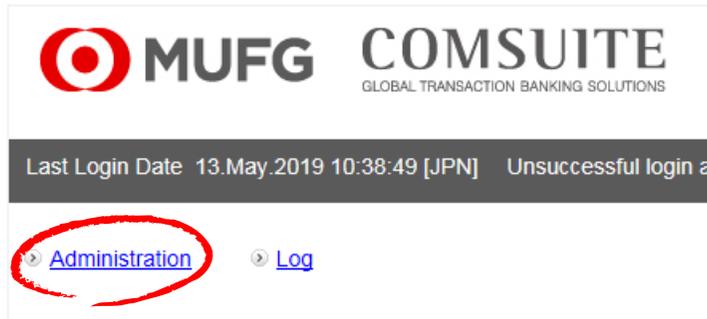


## Step #2: Reset Mobile OTP Tokens (1/2)

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Your internal administrator requests MUFG Bank for Mobile OTP Tokens for your use

- a. Request your Administrator to login to COMSUITE and click on [Administration] > [User Profile] > [OTP Token Request / Reset]



- b. Select [Mobile OTP Token Reset] from the [Request Type] drop-down list and click the [Search] button.



## Step #2: Reset Mobile OTP Tokens (2/2)

Your internal administrator requests Mobile OTP Tokens to MUFG Bank for your use

c. Select the check box for the user for whom to approve the request and click the [Approve] button.

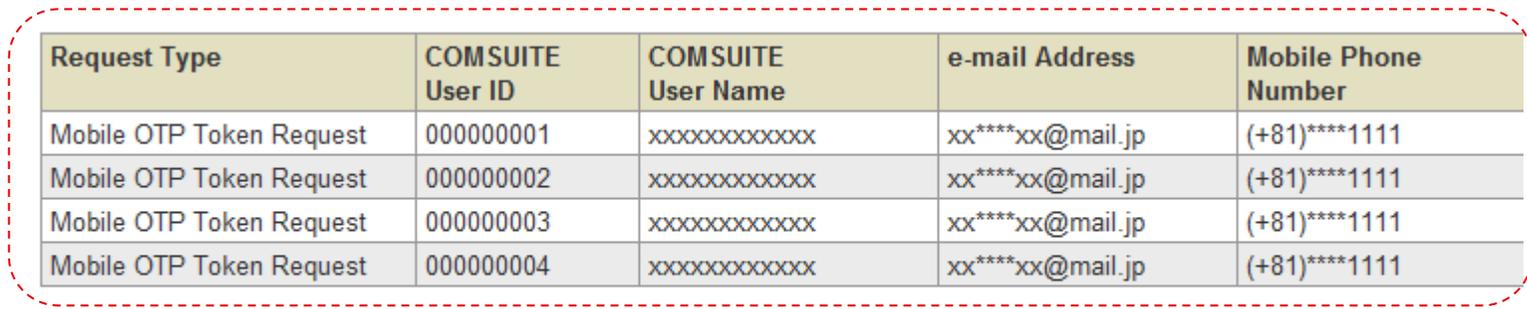
User List					
All	Request Type	COMSUITE User ID	COMSUITE User Name	e-mail Address	Mobile Phone Number
<input type="checkbox"/>					
<input checked="" type="checkbox"/>	Mobile OTP Token Request	000000001	xxxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111





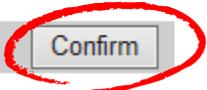
d. Confirm the details, perform the authorization process and click the [Confirm] button

Request Type	COMSUITE User ID	COMSUITE User Name	e-mail Address	Mobile Phone Number
Mobile OTP Token Request	000000001	xxxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111
Mobile OTP Token Request	000000002	xxxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111
Mobile OTP Token Request	000000003	xxxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111
Mobile OTP Token Request	000000004	xxxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111





Transaction Authorization



## Step #3: Install and Setup the Mobile OTP Token App (1/3)

Install the mobile app to your smartphone and configure the token

- a. Go to App store. Search for “COMSUITE OTP Token” and install.



- b. After installation, open the app to input your COMSUITE [Customer ID] and [User ID] and click [Next] to receive SMS and email activation codes

The screenshot shows the 'Request Authentication Passcode' screen of the app. It has a white background with a red header. There are two input fields: 'COMSUITE Customer ID' with the value 'A1234567' and 'COMSUITE User ID' with the value 'ADMIN01'. A red 'Next' button is at the bottom. A hand icon points to the 'Next' button. To the right of the input fields are two blue circles with white numbers '1' and '2', and hand icons pointing to the respective fields. To the right of the entire form are two orange rounded rectangles with red text: 'The same [Customer ID] you use to login to COMSUITE' and 'The same [User ID] you use to login to COMSUITE'.

# Step #3: Install and Setup the Mobile OTP Token App (2/3)

Install the mobile app to your smartphone and configure the token settings

c. Input the SMS and email activation codes and your User Name and tap [Next]

MUFG: Your passcode for token activation is 21430311. Valid for 10 minutes after request from screen. Do not use for other purpose or share to anyone. ←



Enter Authentication Information

COMSUITE Customer ID A1234567  
COMSUITE User ID ADMIN01

Passcode (SMS)  
21430311

Passcode (e-mail)  
XXXXXXXXXX

COMSUITE User Name  
George Sato

Next

Subject COMSUITE: Passcode for OTP Token Activation

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, or device change.

Passcode for activation-XXXXXXXXXX



The [User Name] from earlier. Must be exactly the same – down to capitalization, spaces and punctuation marks

d. Setup a PIN Code for the COMSUITE OTP Token app and tap [Activate]  
You will use this PIN to open the app later

Set Up PIN Code

PIN Code

PIN Code (Confirmation)

Activate

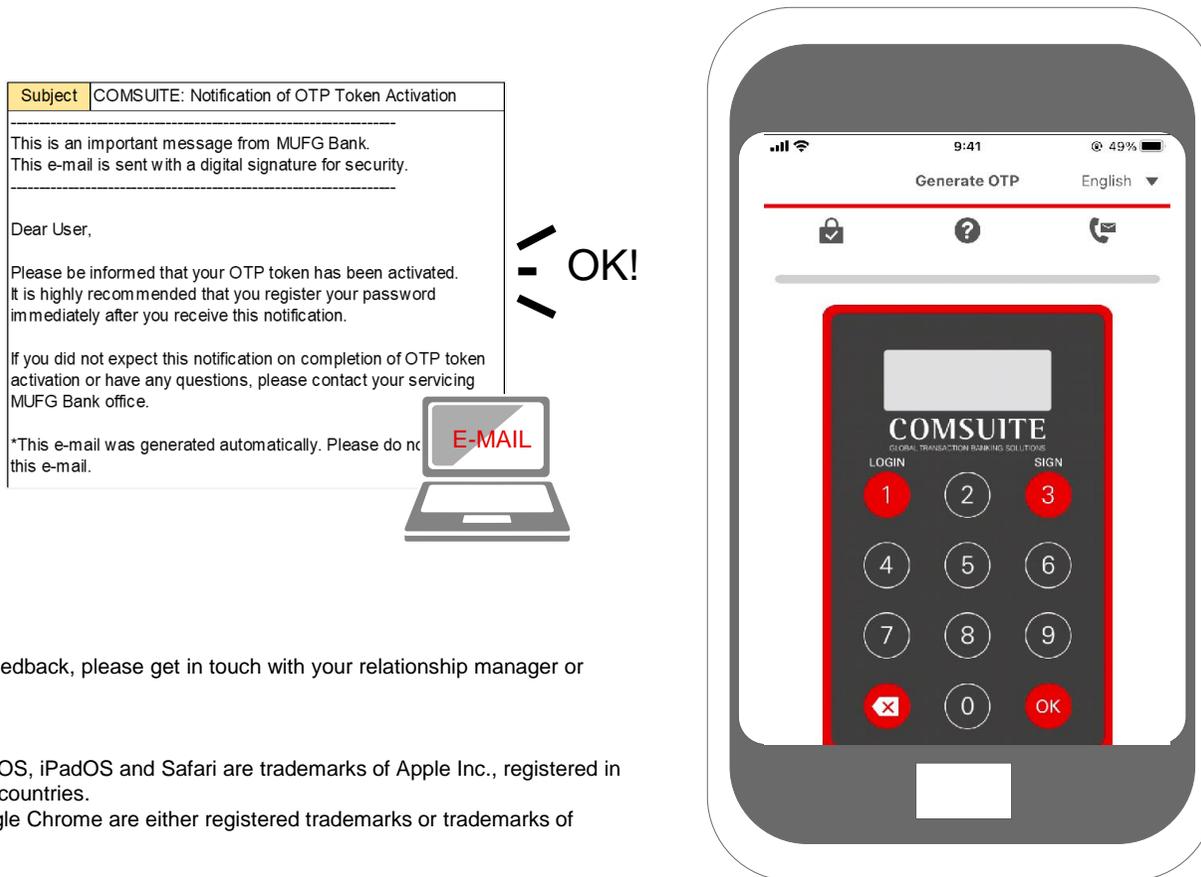
Six (6) digit PIN Code to open the mobile app. Confirm the same code in the field below

# Step #3: Install and Setup the Mobile OTP Token App (3/3)

Install the mobile app to your smartphone and configure the token settings

e. Check your email for the activation confirmation message.

You may now login or authorize transactions using the Mobile OTP Token in any of the applicable COMSUIE SSO Products.



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