

COMSUITE Portal

MOBILE OTP TOKEN RESET

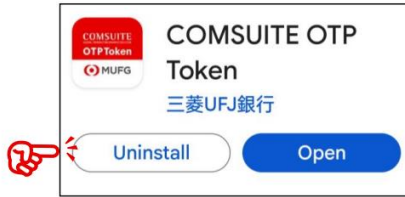


Step #1: Uninstall the COMSUIE OTP Token App

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

➤ For Android users

- On Google Play Store, search for “COMSUIE OTP Token” and then tap **Uninstall**

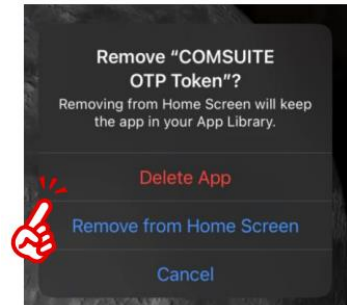
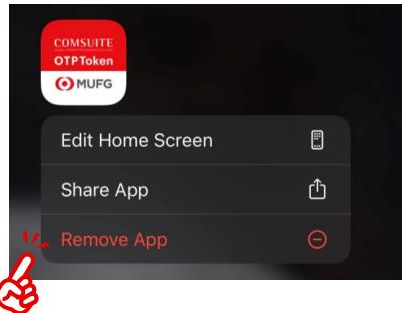


- In your Android menu, do a long press on the COMSUIE OTP Token app and then tap **Uninstall**



➤ For iPhone users

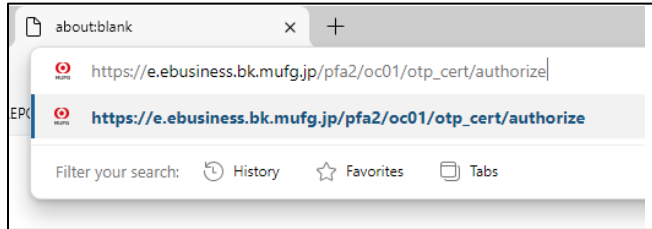
- In your iPhone menu, do a long press on the COMSUIE OTP Token app, then tap **Remove App** and **Delete App**.



Step #2: Access the URL of COMSUITE Portal

NOTE: One of your internal Admins should log in and request a Mobile OTP Token Reset for your [User ID](#)

- ❑ In a browser, enter the link on the address bar: https://e.ebusiness.bk.mufg.jp/pfa2/oc01/otp_cert/authorize



Login Screen

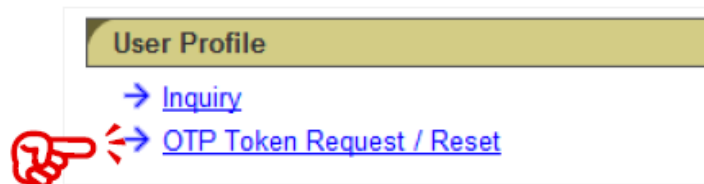
A screenshot of the COMSUITE login screen. The page features a background image of a city skyline at night. At the top, the MUFG and COMSUITE logos are displayed. Below the logos, a red banner reads 'Attention! Are you sure you're sending money to the right account?'. The login form includes fields for 'Customer ID', 'User ID', 'Password', and 'One Time Password'. There are also links for 'Forgot Password?' and 'How to Start Using COMSUITE Services'. A red 'Login' button is positioned below the password field. At the bottom, there are links for 'Password Registration' and 'How to Start Using COMSUITE Services'.

Step #3: Navigate the Administration page

- ❑ Upon successful login, click *[Administration]*

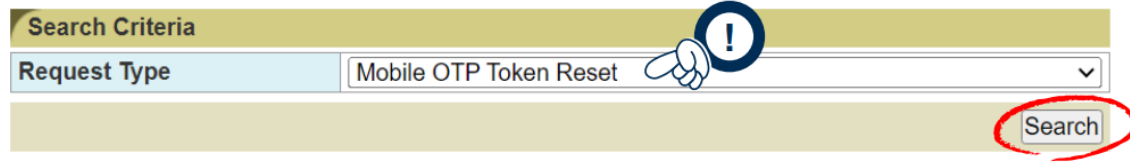


- ❑ Under User Profile, click *[OTP Token Request / Reset]*



Step #4.1: Reset Mobile OTP Token

- ❑ For the Request Type, choose *[Mobile OTP Token Reset]* from the dropdown list and then click *[Search]*

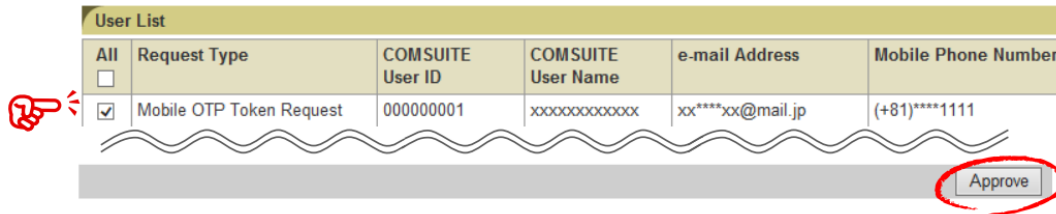


Search Criteria

Request Type: Mobile OTP Token Reset

Search

- ❑ Tick the box of the user whose Mobile OTP token you want to reset, and then click *[Approve]*



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	xxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111

Approve

Step #4.2: Reset Mobile OTP Token

- ❑ Check the details of the user and then the authorization process

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

- ❑ Click [Confirm]

Confirm

NOTE: Once the Mobile OTP Token reset is done, the user should proceed with the reactivation of the Mobile OTP Token.

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