

COMSUITE Mobile Token Guide

COMSUITE
GLOBAL TRANSACTION BANKING SOLUTIONS

MUFG Bank, Ltd.

A member of MUFG, a global financial group

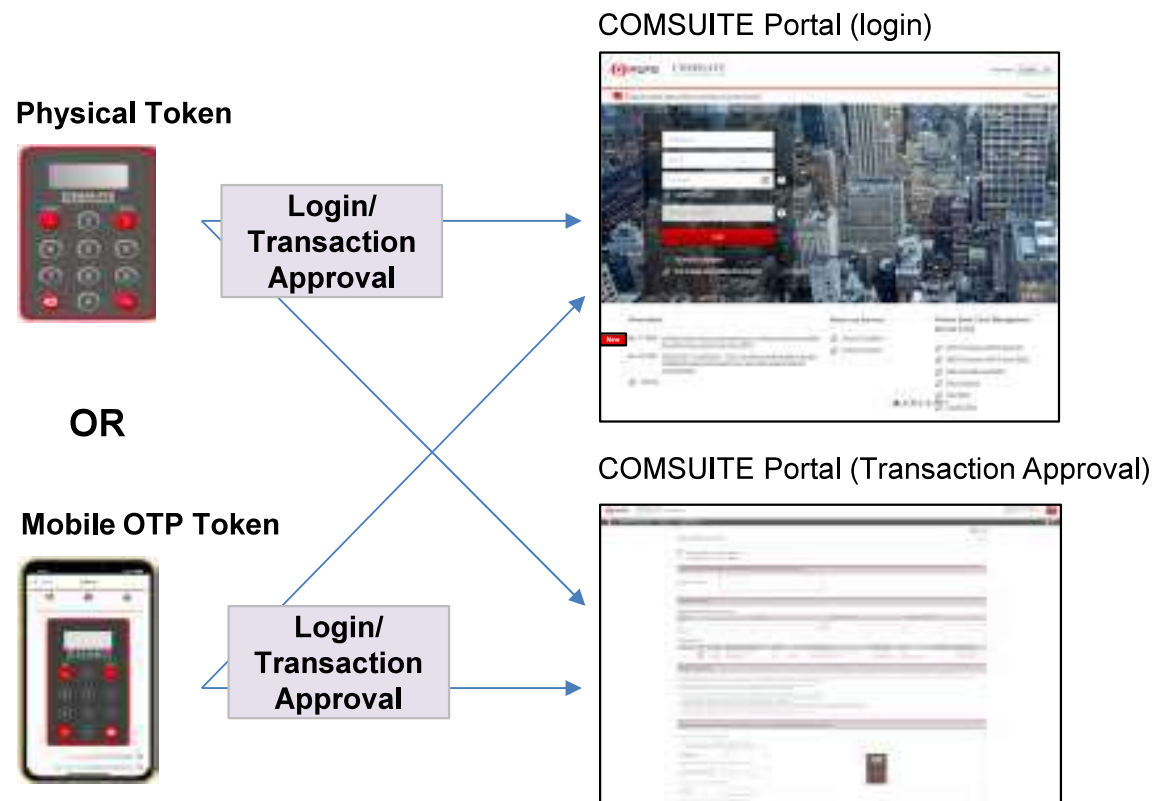


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Mobile Token – introduction

- With Mobile Token, customers can use their smartphones to generate a One Time Password (OTP).
- The Mobile Token App can be downloaded from the Apple App store or Google Play.
- Refer to <https://www.bk.mufg.jp/ebusiness/e/ebiz/cs.html> for the supported Apple and Android OS versions.
- The appearance and usage for both Mobile Token and the Physical Token are the same.
- Individual users can choose to use either Mobile Token or Physical Token (they cannot use both) based on their preference or company's policy.



(New users) Steps to set up Mobile Token – Step 1 and 2

Step 1: You will receive 2 emails from MUFG

- a) When your user profile has been set up by the bank, you will receive 2 emails from us.
 - 1. OTP Token Activation Request Email – contains steps on how to download, install and activate OTP Token (PDF attachment).
 - 2. Password Notification Email – contains password to open PDF attachment in “OTP Token Activation Request” email.
- b) You will need your Customer ID and User ID to activate Mobile Token. You can find your Customer ID in the PDF attachment. Your User ID is found in your application form sent to the bank. If you have forgotten your User ID, please contact MUFG for this information.

Step 2: Activate your Mobile Token on your smartphone

- a) Search for “COMSUITE OTP Token” in the app store and install the app. Alternatively, you can scan the QR code below.

Android Google Play



Apple App Store



(New users) Steps to set up Mobile Token – Step 2

- b) Open the app and enter your COMSUITE Customer ID and COMSUITE User ID. Tap [Next] and this will trigger a passcode to be sent to both your registered mobile number and registered email in COMSUITE.
- c) Retrieve the passcodes from the SMS and email sent from MUFG and input the passcodes and your COMSUITE User Name. (Your User Name can be found in your profile in COMSUITE). Tap [Next].

The image displays two sequential screenshots of the MUFG Mobile Token app setup process, connected by a horizontal arrow indicating the flow from step 1 to step 2.

Left Screenshot: Request Authentication Passcode

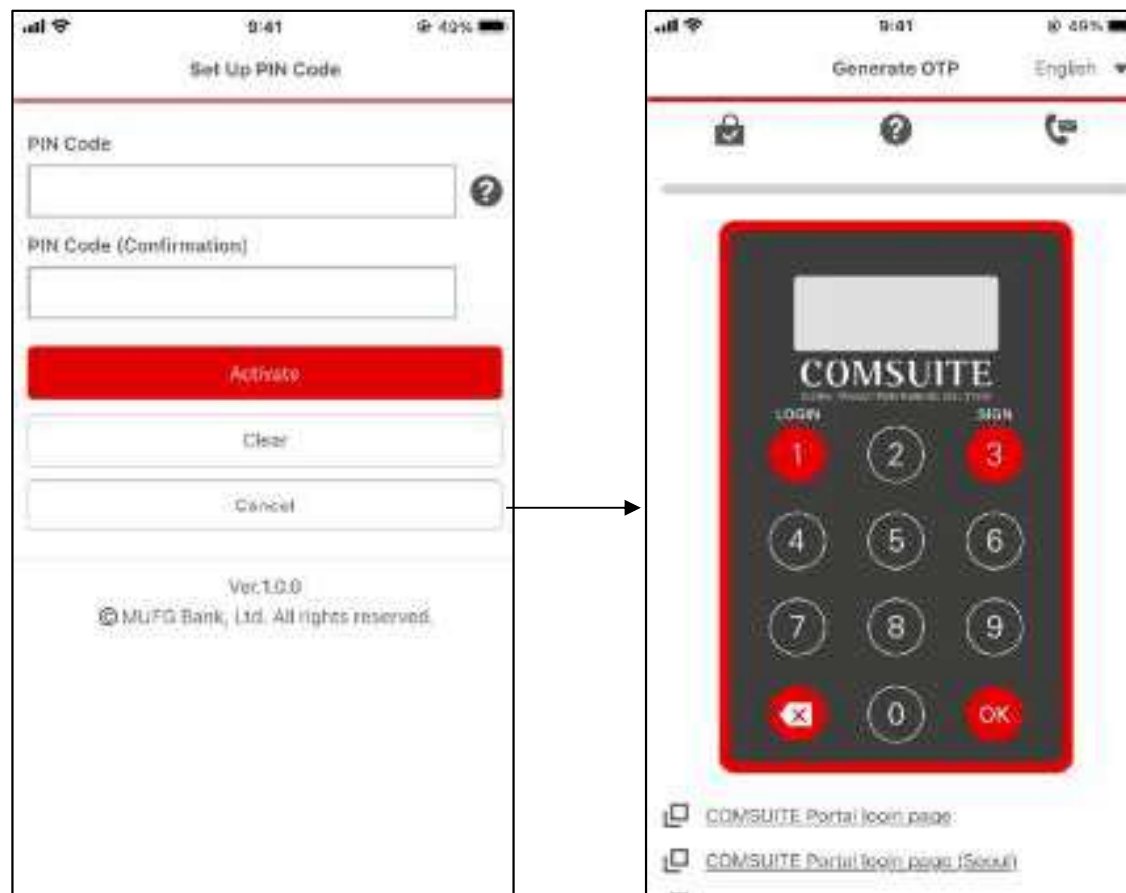
- Header: Request Authentication Passcode
- Fields: COMSUITE Customer ID, COMSUITE User ID
- Buttons: Next (red), Clear
- Footer: Ver.1.0.0, © MUFG Bank, Ltd. All rights reserved.

Right Screenshot: Enter Authentication Information

- Header: Enter Authentication Information
- Fields: COMSUITE Customer ID (filled with 'aaa'), COMSUITE User ID (filled with 'aaa'), Passcode (SMS), Passcode (e-mail), COMSUITE User Name
- Buttons: Next (red), Clear, Cancel
- Footer: Ver.1.0.0, © MUFG Bank, Ltd. All rights reserved.

(New users) Steps to set up Mobile Token – Step 2

- d) Set up a 6-digit PIN code that you need to enter each time you open the Mobile Token App. Do note that same numbers (eg.111111) or sequential numbers (eg.123456) are not allowed. Tap [Activate].
- e) You will see the Mobile Token screen which you can use to generate an OTP. You will also receive a notification email to confirm that your Mobile Token activation is complete. You can now login to COMSUITE with your Mobile Token.



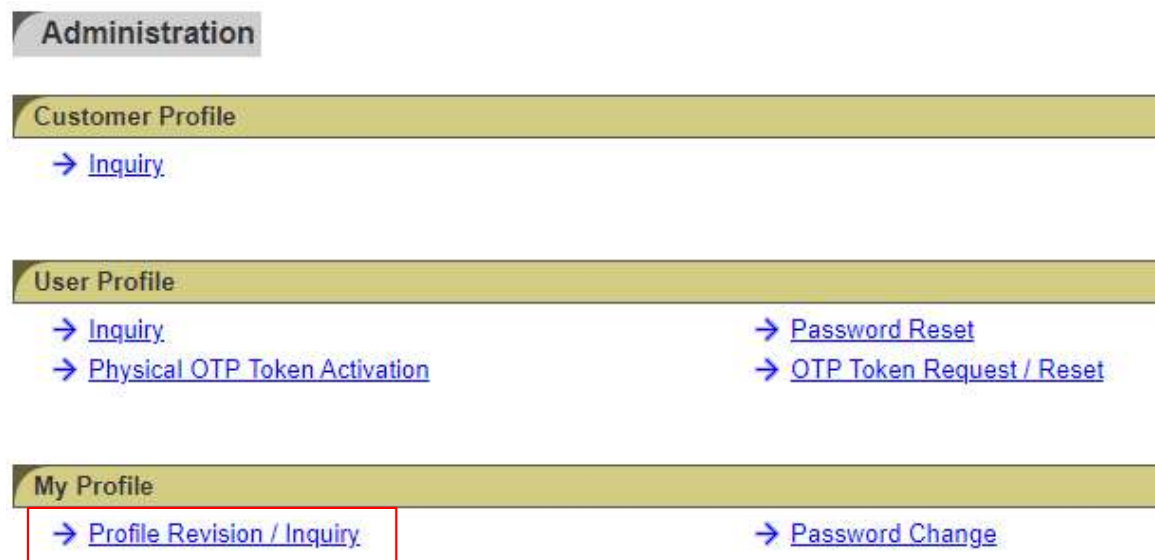
(Existing users) Steps to set up Mobile Token – Step 1

Step 1: Register your mobile number

a) After logging into COMSUITE, click on the [Administration] link on the top of the page.



b) Click on [Profile Revision / Inquiry] under [My Profile].



(Existing users) Steps to set up Mobile Token – Step 1

- c) Enter your mobile number and verify that your email address is correct (otherwise, update this concurrently, then click [OK].

User Profile		
COMSUITE	User ID	ADMIN01
	User Name	George Sato
	Administrator	Yes
e-mail Address		gsato@abccorp.com
e-mail Notification for Approval Flow		<input checked="" type="checkbox"/>
e-mail Address for Password / Challenge Code Notification		gsato4password@abccorp.com
Mobile Phone Number (CountryCode / Number)		(+ <input type="text"/>) <input type="text"/>

- d) You will see a message to show that your User Profile has been successful registered.

My Profile Revision / Inquiry: Entry		
User Profile has been successfully registered.		

User Profile		
COMSUITE	User ID	ADMIN01
	User Name	George Sato
	Administrator	Yes
e-mail Address		gsato@abccorp.com
e-mail Notification for Approval Flow		<input checked="" type="checkbox"/>
e-mail Address for Password / Challenge Code Notification		gsato4password@abccorp.com
Mobile Phone Number (CountryCode / Number)		(+ 81 <input type="text"/>) 12345678901

(Existing users) Steps to set up Mobile Token – Step 2

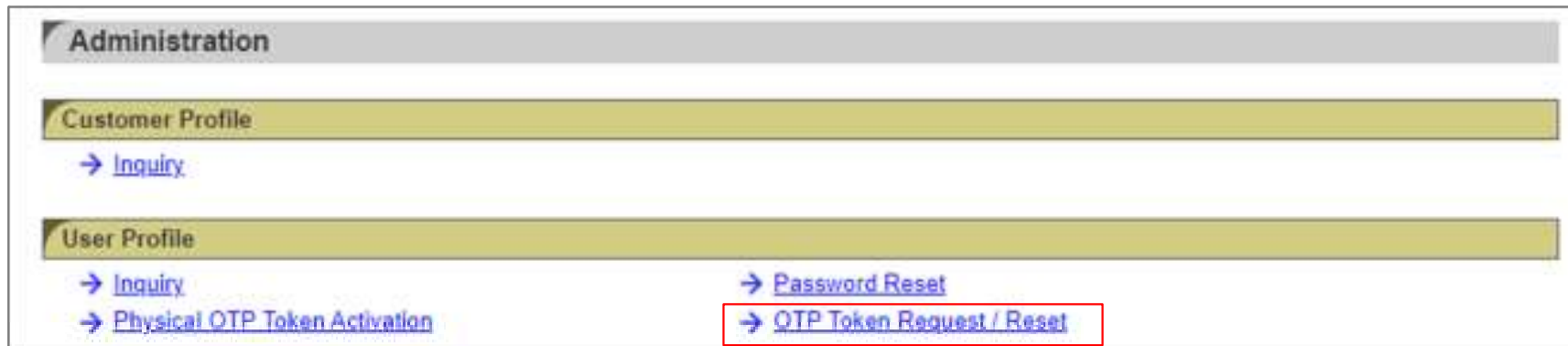
Step 2: Administrator to apply for Mobile Token request for user

Your Administrator need to follow the steps below:

- a) After logging into COMSUITE, click on the [Administration] link on the side menu of the page.



- b) Click on [OTP Token Request / Reset] in the [User Profile] section.



(Existing users) Steps to set up Mobile Token – Step 2

- c) Select [Mobile OTP Token Request] from the [Request Type] drop-down list and click [Search].

OTP Token Request / Reset: List ECM130101

Search Criteria

Request Type * Mobile OTP Token Request ▼

Search

- d) Select the user(s) you wish to approve for Mobile token usage and click [Approve].

User List					
All <input type="checkbox"/>	Request Type	COMSUITE User ID	COMSUITE User Name	e-mail Address	Mobile Phone Number
<input type="checkbox"/>	Mobile OTP Token Request	000000001	xxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111
<input type="checkbox"/>	Mobile OTP Token Request	000000002	xxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111
<input type="checkbox"/>	Mobile OTP Token Request	000000003	xxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111
<input type="checkbox"/>	Mobile OTP Token Request	000000004	xxxxxxxxxxxx	xx****xx@mail.jp	(+81)****1111

Approve

(Existing users) Steps to set up Mobile Token – Step 2

e) Authorise the request(s) with your physical token and click [Confirm].

OTP Token Request / Reset: Confirmed Saved to U: Drive ECM130102

Please confirm the User(s) below.
• To proceed, click the "Confirm" button.

User List

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

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 Code000177

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

Transaction Authorization Code

Click the "Confirm" button to finish transaction authorization.



Confirm

(Existing users) Steps to set up Mobile Token – Step 2

- f) You will see the message below if the authorisation is successful.

OTP Token Request / Reset: ResultECM130103

Your Request has been successfully approved.

Go to Administration Menu

User List

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

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The approved users for Mobile Token can now proceed to download the Mobile Token app and start the activation process.

(Existing users) Steps to set up Mobile Token – Step 3

Step 3: Activate your Mobile Token on your smartphone

- a) Search for “COMSUITE OTP Token” in the app store and install the app. Alternatively, you can scan the QR code below. Please note that the App is supported on iOS version 14/15 and Android version 10/11/12*.

Android Google Play



Apple App Store



- b) Open the app and enter your COMSUITE Customer ID and COMSUITE User ID. Tap [Next] and this will trigger a passcode to be sent to both your registered mobile number and registered email in COMSUITE.



**This will change when there is an OS version update. Please refer to <https://www.bk.mufg.jp/ebusiness/e/ebiz/cs.html> for the latest supported OS versions*



(Existing users) Steps to set up Mobile Token – Step 3

- c) Retrieve the passcodes from the SMS and email sent from MUFG and input the passcodes and your COMSUITE User Name. (Your User Name can be retrieved from your profile in COMSUITE.) Tap [Next].
- d) Set up a 6-digit PIN code that you need to enter each time you open the Mobile Token App. Do note that same numbers (eg.111111) or sequential numbers (eg.123456) are not allowed. Tap [Activate].
- e) You will see the Mobile Token screen which you can use to generate an OTP .

The image displays three sequential screenshots of the MUFG Mobile Token app setup process:

- Screen 1: Enter Authentication Information**
 - Fields: COMSUITE Customer ID (aaa), COMSUITE User ID (aaa), Passcode (SMS), Passcode (e-mail), COMSUITE User Name.
 - Buttons: Next (red), Clear, Cancel.
 - Footer: Ver.1.0.0, ©MUFG Bank, Ltd. All rights reserved.
- Screen 2: Set Up PIN Code**
 - Fields: PIN Code, PIN Code (Confirmation).
 - Buttons: Activate (red), Clear, Cancel.
 - Footer: Ver.1.0.0, ©MUFG Bank, Ltd. All rights reserved.
- Screen 3: Generate OTP**
 - Header: Generate OTP, English.
 - Visual: A virtual token device with a numeric keypad (0-9, *, #) and OK/Cancel buttons.
 - Footer: COMSUITE Portal login page, COMSUITE Portal login page (Smsd).

Things to note

1. If you wish to change your mobile number or email address during the Mobile Token activation process, please update the relevant information in your User Profile before informing your Administrator.

Your Administrator will need to approve the request type shown below.

OTP Token Request / Reset: List		ECM130101
Search Criteria		
Request Type *	Mobile Phone Number and e-mail Address Update for authentication ▼	
		Search

Once it is approved, please restart the activation from step 3b (slide 12) onwards.

2. Once you have successfully logged into COMSUITE using the Mobile Token App, your physical token will be invalid for future usage.
3. If you wish to switch back to physical token from Mobile Token, do note that your Administrator will need to raise a request as shown below to request for a new physical token.

OTP Token Request / Reset: List		ECM130101
Search Criteria		
Request Type *	Physical OTP Token Request ▼	
		Search

Other Functions in Mobile Token App

