

HOW TO CREATE USER ID WITH SOFT TOKEN AND PROCESS TO ACTIVATE IT

- 1- Open the website: https://www.cbd.ae/iBusiness/channel.jsp
- 2- Enter Your Admin ID and enter the PIN(4 digits) + TOKEN (6 digits number displayed on the user device)
- 3- Click on Login Button

ينك دبي الجاري Commercial Bank of Dubai		♥ Location
iBusiness		
Login	New User? Frequently Asked Questions Login Trouble	
PIN+Token	Live Chat	
LOGIN	Contact Us	

- 4- Click on Users & Roles Management at top bar
- 5- Click on User management
- 6- Click on Create User tab and then click on create user button on right

Users & Roles Management		Account Setup	Bulk Management	Queue	Reports	Services
iBusiness	A → Users Ma Blasse select the µ	anagement > Create User	a craste lucer			
Users Management	User Type	CORPORATE	JSER V			
Create User Modify User						CREATE USER
Activate User						
Deactivate User						

- 7- In the User profile page, enter the below mention mandatory details
 - a. First name: First Name of User assignee
 - b. Last name: Last Name of User assignee
 - c. Token serial number: Enter 9 digits dummy number like "123456789"
 - d. Select the User Bulk template ID mapping required box



- e. Email: Enter the Email you would like to register with user token
- f. Access Level: View Only (For View Access Only)

Maker (Access to make the transactions)

Checker & Verifier (Access to approve the transactions)

Maker & Checker (For complete access)

8- Click the **submit** button

Users & Roles Manager	ment	Account Setup	Bul	k Management	Queue	Reports	Services
iBusinoss		alutation	Mr	~			
06-08-2020 19:03:23 GMT +0530	Ľ	irst Name *	ADRIAN	Last	Name *	HODGES	•
Jsers Management		oken Serial No *	123456789				
View User							
Create User	· · · ·	lddress		City			
Modify User							
Activate User	F	hone Number		Coun	try		
Deactivate User		ax Number		ZipP	ostal Code		
Look User		Iser Bulk Template ID Mapping		Emai	e.	XXXX	@xx
Unlock User		lequired	0000				
Delete User		imits Package	CORP	~			
Revoke User							
oken Assignment/Activation	1	locess Level *	Maker	~			
loies Management	0						
uthorisations Management	0	indicates mandatory fields Please upload passport second page i	facolicable.				
		Please note Emirates ID is mandatory lote : The user will not be activated if inc	for UAE residents. correct/invalid documents	are uploaded in the system.			
						CANCEL	SUBMIT
							_

9- On next page, Scroll down select the below mentioned boxes and Enter the user ID* in **Internet** and Mobile Banking field and click on SUBMIT.

User ID* is the user name you are setting up for user token, It will be used to access the iBusiness.

- ✓ Channel Description
- ✓ Internet
- ✓ Mobile Browser
- ✓ Mobile Application



Channel Details		
	Channel Description	User ID
Internet and Mobile Banking	adm3919	
✓ Internet		
Mobile Browser		
Mobile Application		
	E	ACK SUBMIT

10- On next page, Scroll down and click on SUBMIT.

Access Level	Maker				
Limits Package	CORP				
Channel Assigned To User					
Channel Group	Internet and Mobile Banking	Subscribed Channel	Internet, Mobile Browser, Mobile Application		
User ID	adrn3919				
Mapped Customer					
Mapped Customer	Customer Type		Is Primary		
IR0000983203	Third Party Entity-Ba	Third Party Entity-Bank Customer			
			BACK SUBMIT		

11- On next page, Scroll Down and select all check boxes available next to predefined rules in order to give complete access(View and Transactions) to user except **BENE RESTRICTIONS** and click on **SUBMIT.**

Default Roles Default Roles Default Roles	DEFAULT ROLE MOBILEAPPLICATION
Pre-defined Roles	ALL ALL CORP DDS CORPORATE ENQUIRY & TRANSACTIONS

BACK

SUBMIT

12- On next page, Click on **CONFIRM.**

Role Assigned To Th	e User	
Role	DEFAULT ROLE	
	ALL	
	ALL	
	CORP	
	DDS	
	CORPORATE ENQUIRY & TRANSACTIONS	
	MOBILE	
	MOBROLETEST	
	MOBILEAPPLICATION	
		BACK CONFIRM

13- This will open the RSA token screen where you can enter the token code (PIN + 6 digits number displayed on the device). You will get a confirmation that User ID is created successfully.



谷 → Users Management →	Modify User > Authentication
Please enter security PIN along	with the code displayed on your RSA token:
RSA Token *	
* indicates mandatory fields.	SUBMIT

- 14- In order to place the request for token activation (For Transaction package Access), Click on Service Tab at top right corner
- 15- Select **E-Forms** from the menu on the left
- 16- Choose **Product** as iBusiness
- 17- Choose Service as Amendment Form
- 18- Choose Request as Additional Token
- 19- Choose the Charge Account
- 20- Select the Type as Soft token
- 21- Place a check mark next to User ID from Left side and provide the below mention details.
 - a. Device Binding ID: 24 characters alphanumeric appearing on soft user token home page
 - b. Device Operating System: IOS (For iPhone operating system) and ANDRIOD (For Android operating system)
 - c. Email: In this email you will receive the token activation link.
- 22- Accept Terms and Conditions and click on INITIATE

Image: Description of the sector of the s	Complaint Management E-Forms PCM Products Value Added Tax (VAT) Customer Profile Image: Complaint Token Image:	Users & Roles Management		Account Se	tup	Bulk Manageme	nt	Queue		Reports	Services
09-08-2020 16:57:52 GMT +0530 Product Name * iBusiness Complaint Management service * Amendment Form EForms Request * Additional Token PCM Products Charge Account * 1002382594 AED CBD PCM Customer Profile Type	09-08-2020 16:57:52 GMT +0530 Product Name * iBusiness * Complaint Management Service * Amendment Form * Feroms Request * Additional Token * PCM Products Caster * 1002382594 AED CBD PCM * Customer Profile Type • Hard Toker • Soft Token User ID Device Binding ID. Device Operating System Email @ abdi3507 1709a27e1d9e1336176cd5s2	iBusiness	→	Services > E-Reque	sts						
Complaint Management Service * Amendment Form * E-Forms Request * Additional Token * PCM Products Charge Account * 1002382594 AED CBD PCM * Customer Profile Type	Complaint Management E Forms PCM Products Value Added Tax (VAT) Customer Profile Type Hard Toker Image: Complaint Management User ID Device Binding ID. Device Operating System Email Image: Complaint Management Image: Complaint Management Value Added Tax (VAT) Image: Complaint Management Image: Complaint Management </td <td>09-08-2020 16:57:52 GMT +0530</td> <td>Produ</td> <td>ct Name *</td> <td>iBusines</td> <td>s v</td> <td>·</td> <td></td> <td></td> <td></td> <td></td>	09-08-2020 16:57:52 GMT +0530	Produ	ct Name *	iBusines	s v	·				
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Value Added Tax (VA1) Charge Account * 1002382594 AED CBD PCM Customer Profile Image: Charge Account * Image: Charge Account *	Value Added Tax (VAT)	'CM Products					- 7				
	Type Hard Toker User ID Device Binding ID. abdl3507 1709a27e1d9e1336176cd5s2 Android	Lustomer Profile	Charg	e Account *	1002382	594 AED CBD PCM 🔻	<u>´</u>				
	User ID Device Binding ID. Device Operating System Email abd/3507 1709a27e1d9e1336176cd5s2 Android xyz@cbd.ae		Туре		O Hard Tol	ken 💽 Soft Token					
User ID Device Binding ID. Device Operating System Email	✓ abdl3507 1709a27e1d9e1336176cd5s2 Android ✓ xyz@cbd.ae			User ID	Device Bind	ing ID.	Devic	e Operating Sy	ystem	Email	
✓ abd/3507 1709a27e1d9e1336176cd5s2 Android ✓ xyz@cbd.ae				abdl3507	1709a27e1	1d9e1336176cd5s2	And	roid	~	xyz@cbd.ae	
* Indicates mandatory fields	* Indicates mandatory fields		* Indic	ates mandatory fields							
[■] Indicates mandatory fields □ I Accept <u>Terms and Conditions</u>	* Indicates mandatory fields □ I Accept <u>Terms and Conditions</u>		* Indic	ates mandatory fields Accept <u>Terms and (</u>	Conditions						



23- Click the **SUBMIT** button.

Users & Roles Management	Users & Roles Management Account Setup		Bulk M	anagement	Queue	Reports	Services	
iBusiness		Services > E	-Requests					
Complaint Management	Produ Servio	ct Name ce	iBusir Amer	less dment Form				
E-Forms PCM Products	Reque	est	Addit	onal Token				
Value Added Tax (VAT) 📀 Customer Profile	Accou	Account Title CBD F		PCM Test Business 1				
	Accor	Int Currency	AED	ID1	Device OS	Email		
	at	odl3507 db9c0e02eee6288		28828004c14e	Android	xyz@cbd.ae		
							BACK	CONFIRM

24- It will navigate to the RSA token screen where you must enter the token code of the admin (PIN + 6 digits number displayed on the device). You will get the confirmation that request is created successfully.

Users & Roles Management		Account Setup	Bulk Management	Queue	Reports	Services
iBusiness	*					
09-08-2020 17:12:26 GMT +0530	Please e	enter security PIN along with the code				
Complaint Management	RS	A Token *				
E-Forms						
PCM Products	* in(dicates mandatory fields.				SUBMIT
Value Added Tax (VAT)						
Customer Profile						

- 25- In order to place the request for token activation (For INQUIRY package Access), Click on Users & Roles management
- 26- Click on Token Assignment/ Activation



Users & Roles Manage	ement	Account Setup	Bulk Management	Queue	Reports	Services
iBusiness						PRINT
09-08-2020 17:12:26 GMT +0530		iBusiness		د د ساري	لک دیے التج roial Rapk of Di	ببنا
Users Management	•			Commen	CIAI BAIK OF DI	
Token Assignment/Activation		Security Token Acknowledgement	/ Activation Form			
Roles Management	O					
Authorisations Management	۲	Customer Details Company Name: Company Account Number: Adminstrator ID:	CBD PCM Te 1000932242 ccadmin003	est Business 2		

- 27- Click on PRINT on top right corner and have the token activation form signed by Authorized signatories and send the RSA binding ID of each user along with the signed token activation form through your register email address to ssdescrow.ib@cbd.ae, it takes 1 business day for token activation.
- a. User ID: User ID for user token
- b. Device Binding ID: 24 characters alphanumeric appearing on soft user token home page
- c. Device Operating System: IOS (For iPhone operating system) and ANDRIOD (For Android operating system)
- d. Email: In this email you will receive the token activation link.