CA Mobile OTP Application JOB CARD

To obviate the issue of delivery of SMS, the CA Mobile OTP application has been available for the customers (Retail & Corporate) who are using mobile handset supporting Apple, Android, Windows and blackberry.

Users having CA Mobile OTP application will generate the OTP manually in their mobile handset without using mobile network/GPRS/Internet Service. The OTP generated through CA Mobile OTP application will used at the time of login to the Bank of Baroda Internet Banking or during Transaction through Internet Banking.

This application is only for Bank of Baroda Internet Banking customers and it is protected by PIN which was set by the user. This functionality is specifically beneficial to NRIs/ Customers frequently visiting overseas, facing issue of OTP over SMS.

The step by step detailed process are mentioned below:

1. Downloading and Installation of "CA Mobile OTP" Application:

Downloading and Installation of "CA Mobile OTP" Application is the prerequisite or the first step for using this application.

Before activation of "CA Mobile OTP" application, customer has to first install the "CA Mobile OTP" application in his/her mobile handset, by opening/visiting the respective app store of his/her mobile handset, i.e. play Store for android user and App store for IOS users etc.

For Android Users:

• Go to play store, search "CA Mobile OTP", and click "install" button as shown in below screen.



• After clicking "install" button, the CA Mobile OTP will be installed in your mobile and the below screen will be displayed to user.

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Ur	install	Open		

• After successful installation of CA Mobile OTP application, the icon of the "CA Mobile OTP" will be added to the user's mobile apps, as shown in the below snap.



For IOS Users:

 Go to IOS/Iphone App store, search "CA Mobile OTP", and click "GET" button as shown in below screen.



• After clicking "GET" button, the CA Mobile OTP will be installed in your mobile and the below screen will be displayed to user.



• After successful installation of CA Mobile OTP application, the icon of the "CA Mobile OTP" will be added to the user's mobile apps, as shown in the below snap.



The above mentioned process is same for the other OS mobile users.

After carrying above mentioned steps, the Downloading and installation process of "CA Mobile OTP" will be completed by the user.

This is the one time process or the same can be repeated to re-install the "CA Mobile OTP" application in case of:

- The "CA Mobile OTP" application was uninstalled from the mobile handset 'or'
- The mobile handset was formatted 'or'
- User changed his/her mobile handset 'or'
- By any reason the "CA Mobile OTP" application is not available in the handset of the user.

2. Activation & setting login PIN for CA Mobile OTP Application

This is the second step after downloading and installation of "CA Mobile OTP" application.

Customer/user has to activate and set the login PIN for using the "CA Mobile OTP" application. The steps are mentioned below:

Activation of using "CA Mobile OTP" facility:

- Login to Baroda Connect Internet Banking by visiting <u>www.bobibanking.com</u>. (Retail customer has to login to their retail Internet Banking and corporate has to login to their corporate Internet Banking).
- Go to services tab after login and clicks on "Mobile OTP activation" as shown in the below screen. (The "Mobile OTP activation" option will be displayed to those customers who has not activated this facility).

Home Accoun	ts Funds Transfer Bill Paym	ent Services Invest	
our are here: Home >>	Services		
Messages	Services		
Alerts	My Profile	Inquiries	Тах
BARODA CONNECT Retail eBanking	 Personal Details Change Sign-On Password Change Transaction Password 	Cheque Status Lien Inquiry Temporary Over Draft	 Regenerate Tax Challan Form 26AS Tax Deduction Inquiry
Password Alerts	Change Personal Message Change Security Question	 Clearing Instrument Activity History 	 Login To E-Filing Interest Certificate
Transaction Password expiring in	Mobile OTP activation		TDS Certificate

• The below mentioned screen will be displayed to customer. Click on "Start Activation" button as shown in the below screen.

Home	Accounts	Funds Transfer	Bill Payment	Services	Invest
/our are her	e: Home >> Servi	ces >> My Profile >> <mark>Reg</mark>	gister for Mobile OT	P	
Regist	er for Mobile	OTP			0
At Bank of security lay and have l	Baroda, We have i rer in form of Secu aunched the Mobil	ntroduced "Baroda iSecu rity QnA and One Time P e OTP application. This v	rre" an application t assword(OTP), whi will help you genera	to enhance the securi ich is sent to your regi ate the OTP on your m	ty of your online Internet Banking with additional istered mobile number. We have extended this feature obile handset instead of receiving it through SMS.
At Bank of security lay and have I NOTE: 1. Since th SMS.	Baroda, We have i rer in form of Secu aunched the Mobil is facility enables y	ntroduced "Baroda iSecu rity QnA and One Time P e OTP application. This v you to generate OTP on y	ure" an application t assword(OTP), whi will help you genera our mobile phone,	to enhance the securi ich is sent to your regi ate the OTP on your m registering for this fac	ty of your online Internet Banking with additional istered mobile number. We have extended this feature obile handset instead of receiving it through SMS.

• After clicking "Start Activation" button, the mentioned screen will be displayed to the customer with some information, where customer has to select the tick the "I AGREE" check box.

Home	Accounts	Funds Transfer	Bill Payment	Services	Invest	
Your are her	e: Home >> Servio	ces >> My Profile >> <mark>Reg</mark>	gister for Mobile OT	P-Download Applica	tion	
Regist	er for Mobile (OTP-Download A	oplication			
1 Dow	nload Application	✓ 2 A	ctivate Applicati	on		
BEFORE		THIS FACILITY, PL	EASE ENSUR	E THAT MOBILE	APPLICATION "CA M	IOBILE OTP" IS

I AGREE.

• After ticking the "I AGREE" check box, the screen will be changed as shown in below screenshot.

Home	Accounts	Funds Transfer	Bill Payment	Services	Invest
our are here	e: Home >> Servic	es >> My Profile >> Re	egister for Mobile OT	P-Download Applicat	tion
Registe	er for Mobile (OTP-Download A	pplication		
1 Down	nload Application	~ 2 /	Activate Applicatio	on	
BEFORE DOWNL(OPTING FOR	THIS FACILITY,P	LEASE ENSURE	E THAT MOBILE NDSET.	APPLICATION " <u>CA MOBILE OTP</u> " IS
✓ I AGREE					
Android use from blackt	ers can download berry app store and	"CA MOBILE OTP" from d Windows phone user	n Android Market, iPh s can download it fro	one users can down om Windows mobile a	Iload it from App Store, Blackberry users can download i app store.
Once you h	ave downloaded th	he application, please	click on 'Submit' butto	on.	
Please sel	ect the type of ope	erating system used by	y your mobile Select	Mobile OS	
Transac	tion Password Va	alidation	IPhone Windo	e ws	
Enter Yo	our User Id:		Blackb	perry	
Enter yo	our Transaction Pa ble Virtual Keyboa	assword:			

- In the above mentioned screenshot customer has to enter his/her user ID and transaction password after selecting the operation system of his/her mobile handset. Then after customer has to click on "Submit" button.
- After clicking the submit button, the below screen will be displayed to customer with the message as shown in the below screenshot.

Home	Accounts	Funds Transfer	Bill Payment	Services	Invest
our are he	re: Home >> Servic	es >> My Profile >> <mark>Re</mark> g	gister for Mobile OTI	P-Activate Application	E.
Regist	ter for Mobile C	TP-Activate App	lication		
1 Dov	wnload Applicati	on 🕜 🛛 2 A	ctivate Application		
<u> </u>					
SMS has b	been sent to your re	gistered mobile number	r XXXXXXXX	equired activation de	etails.

 A SMS will be received immediately on the registered mobile number of the user with his user ID and activation link and code. The screenshot of the sample SMS is mentioned below:



• User has to click/open the activation link as displayed in above sample SMS screenshot. (Please note, in case of non-opening of this link, clear all the opened websites of your default browser of the mobile handset). After clicking/opening of this link the below mentioned screen will be opened in the user's mobile handset.



• Click "NEXT" button, the below screen will be displayed with USER ID of the respective customer.

VOUR USERID WILL BE DISPLAYED HERE	1:35 🖼	21월 17월 고대 27월 고대 - 74 % 💼
YOUR USERID WILL BE DISPLAYED HERE	Cancel	Add Account
YOUR USERID WILL BE DISPLAYED HERE		
YOUR USERID WILL BE DISPLAYED HERE		
YOUR USERID WILL BE DISPLAYED HERE		
YOUR USERID WILL BE DISPLAYED HERE		
YOUR USERID WILL BE DISPLAYED HERE		
YOUR USERID WILL BE DISPLAYED HERE		
		YOUR USERID WILL BE DISPLAYED HERE
Previous	Previous	Next

• Again click "NEXT" button, the below screen will be displayed with the OTP received in the SMS.

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Cancel			count		
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Previous					Next
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- Again click "NEXT" button, the below screen will be displayed where user has to set his/her login PIN for "CA Mobile OTP" application installed in his/her mobile.
- User has to enter the PIN in the box displayed in the below mentioned screenshot of his/her own choice. The login PIN will be any numeric value from 0 to 9 with length of four digit.

1:35 🖬			산88 년후H 산88H	74% 💼
Cancel		Add Accoun	t	
		Create Pin		
		Confirm PIN		
Provious				Done
	111	0	<	

• After entering new login PIN in above mentioned screen, click on "Done" button. After clicking "Done" button a message will be displayed to customer as shown in below screenshot.

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		The structure of the st	Mode
		Enter PIN	
	Co	ongratulations! Account added	
		ок	- 10

This completes the process of activation and setting of login PIN for using the "CA Mobile OTP" application for Baroda Connect Internet Banking user.

The user with "CA Mobile OTP" facility will get below screen for entering the OTP generated through "CA Mobile OTP" application available/installed in his/her mobile handset.

Please ente installed on	r the ONE TIME PASSWORD Generated on CA MOBILE OTP your mobile handset
*OTP:	
Submit C	ancel
	Click Here If you have forgotten the CA MOBILE
	OTP application PIN or Changed the Mobile handset
	ny difficultion to log in to your eccount or you pood only guidance

<u>Please note:</u> The OTP generated through "CA Mobile OTP" application will be used only where above screen will be displayed to customer with text "<u>Please enter the ONE TIME PASSWORD Generated on</u> <u>CA MOBILE OTP installed on your mobile handset</u>". At all other places where customer has to put/enter the OTP, such OTP will be received through SMS to the customer's registered mobile number.

3. How to use CA Mobile OTP Application

After completion of downloading, installation, activation and setting of login PIN process, the "CA Mobile OTP" application available in the customers mobile handset is ready for use globally anywhere in India or outside India, for generating OTP manually without using network/GPRS/Internet of the mobile handset of the customer.

- technologies Mobile OTP A Mobile
- To use this application, open the "CA Mobile OTP" application icon available in your mobile, wherever customer is getting the below mentioned screen for entering the OTP with text "Please enter the ONE TIME PASSWORD Generated on CA MOBILE OTP installed on your mobile handset":

Please enter th installed on you	e ONE TIME PASSWORD Ge r mobile handset	enerated on CA MOBILE OTP
*OTP:		
Submit Cano	el	
	Click Here If you ha OTP application PIN or	ave forgotten the CA MOBILE Changed the Mobile handset
If you have any	difficulties to log-in to your ac	count or you need any guidance,

- After opening the "CA Mobile OTP" application icon will be opened as shown below.
- Customer enter his/her four digit "CA Mobile OTP" application login PIN and click on "Done" button.

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 After click on "Done" button the user logged into the application where application generate a OTP for the respective customer which will be valid for few seconds as shown in the below screenshot.



- The application also display the expiration time of the generated OTP and again re-generates the new OTP after its expiry. It will be continued till customer clicks the "Done" button Enter the OTP generated by this application.
- Customer has to enter this OTP which is generated though "CA Mobile OTP" application only where Bank of Baroda Internet Banking display the screen for user to enter the OTP with text "<u>Please enter the ONE TIME PASSWORD Generated on CA MOBILE OTP installed on your</u> <u>mobile handset</u>" as shown below:

Please e installed	nter the O on your m	NE TIME PASSV obile handset	VORD Generated on CA MOBILE OTP
*OTP:	[
Submit	Cancel		
		Click Here OTP application	If you have forgotten the CA MOBILE on PIN or Changed the Mobile handset
If you hav please s	e any diffi ee FAQs.	culties to log-in Click Here	to your account or you need any guidance

• Close the application or click "Done" button in the application screen after successful use of the OTP generated through "CA Mobile OTP" application.

4. De-Activation of CA Mobile OTP Application

A user with "CA Mobile OTP" facility can easily deactivate this facility anytime.

To deactivate this facility:

- Login to Baroda Connect Internet Banking by visiting <u>www.bobibanking.com</u>. (Retail customer has to login to their retail Internet Banking and corporate has to login to their corporate Internet Banking).
- Go to services tab after login and clicks on "Mobile OTP deactivation" as shown in the below screen. (The "Mobile OTP deactivation" and "Mobile OTP-Application PIN reset" option will be displayed to those customers who has already activated this facility).

Home Acco	unts Funds Transfer Bill Payme	nt Services Invest			
Your are here: Home	>> Services				
Messages	Services	Services			
Alerts	My Profile	Inquiries			
BARODA CONNECT Retail eBanking	 Personal Details Change Sign-On Password Change Transaction Password 	 Cheque Status Lien Inquiry Temporary Over Draft 			
Password Alerts	 Change Personal Message Change Security Question 	 Clearing Instrument Activity History 			
 Transaction Password expiring 167 days 	Mobile OTP deactivation Mobile OTP-Application PIN Reset				

• After Clicking "Mobile OTP-Application deactivation", the following screen will be displayed to the customer, where user has to enter his/her user ID and transaction password and click on "Click to Deactivate" button.

lome	Accounts	Funds Transfer	Bill Payment	Services	Invest
ur are he	re: Home >> Servi	ces >> My Profile >> De	activate Mobile OTP		
Deacti	ivate Mobile O	TP			
Deactivati	ng "Baroda iSecure	• mobile application will	enable receipt of O	TP through SMS on y	your registered mobile number
Transa	ction Password V	alidation			
Enter Y	our User Id:	[
Enter v	our Transaction P	assword:			

 After clicking the "Click to Deactivate" button the below screen will be displayed to the user with the message as shown in the below screenshot and the facility for using "CA Mobile OTP" application will be deactivated for the user



Please note: Customer may anytime Activate/Deactivate this facility anytime by following above mentioned process from point 1 to 4.

5. Reset login PIN of CA Mobile OTP Application

Any customer who is using "CA Mobile OTP" application facility may anytime reset his/her login PIN of his/her "CA Mobile OTP" application. The resetting of login PIN will be required only in case of:

- The "CA Mobile OTP" application was uninstalled from the mobile handset 'or'
- The mobile handset was formatted 'or'
- User changed his/her mobile handset 'or'
- User forgot the login PIN 'or'
- By any reason the "CA Mobile OTP" application is not available in the handset of the user.

Customer may reset his/her login PIN of "CA Mobile OTP" application by using:

- A. "Mobile OTP-Application PIN Reset" option under services tab post login into the Internet Banking (<u>This option can be used if customer able to login successfully into his/her Internet</u> <u>Banking</u>):
 - Login to Baroda Connect Internet Banking by visiting <u>www.bobibanking.com</u>. (Retail customer has to login to their retail Internet Banking and corporate has to login to their corporate Internet Banking).
 - Go to services tab after login and clicks on "Mobile OTP-Application PIN Reset" option as shown in the below screen. (The "Mobile OTP deactivation" and "Mobile OTP-Application PIN reset" option will be displayed to those customers who has already activated this facility).

Home A	ccounts	Funds Transfer B	Bill Payment Services Invest		
our are here: Ho	me >> <mark>Servi</mark>	ces			
Messages	S	Services			
Alerts		My Profile	Inquiries		
Retail eBankin	g P	Personal Details Change Sign-On Password	Cheque Status Lien Inquiry Temporary Over Draft		
Password Aler	ts 🕨	Change Personal Message Change Security Question	Clearing Instrument Activity History		
 Transaction Password expi 167 days 	ring in	Mobile OTP deactivation Mobile OTP-Application PIN	Reset		

• After Clicking "Mobile OTP-Application PIN Reset" option, the following screen will be displayed to the customer, where user has to enter his/her user ID and transaction password after selecting the operating system of his/her mobile and clicks on "Submit" button.

Mobile OTP-Application PIN	N Reset
ease select the type of operating sys	tem used by your mobile Andriod
Transaction Password Validation	
Enter Your User Id:	
Enter your Transaction Password:	

• A message will be displayed to customer as shown in the below mentioned screenshot.

Home	Accounts	Funds Transfer	Bill Payment	Services	Invest
our are he	re: Home >> Servi	ces >> My Profile >> Mot	bile OTP-Application	PIN Reset	
Mobile	OTP-Applica	tion PIN Reset			
SMS bas h	oon cont to your re	adistared mobile number	r XXXXX	quired reset details	

• A SMS will be received immediately on the registered mobile number of the user with his user ID and reset PIN link and code. The screenshot of the sample SMS is mentioned below:



- User has to click/open the reset PIN link as displayed in above sample SMS screenshot. (Please note, in case of non-opening of this link, clear all the opened websites of your default browser of the mobile handset).
- After clicking/opening of this link the below mentioned screen will be opened in the user's mobile handset.



• Click "NEXT" button, the below screen will be displayed with USER ID of the respective customer.



 Again click "NEXT" button, the below screen will be displayed with the OTP received in the SMS.

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Cancel	Add Ad	ccount	
OTP RECE	EIVED IN SMS WILL BE D	DISPLAYED AUTOMATICA	LLY HERE
		••	
Previous			Next
	C	\supset	<

- Again click "NEXT" button, the below screen will be displayed where user has to set his/her login PIN for "CA Mobile OTP" application installed in his/her mobile.
- User has to enter the PIN in the box displayed in the below mentioned screenshot of his/her own choice. The login PIN will be any numeric value from 0 to 9 with length of four digit.

1:35 🖼		2路 5季 . 司 288 . 司 - 74% 💼
Cancel	Add Accoun	t
	Create Pin	
	Confirm PIN	
Provious		Done
1		<

• After entering new login PIN in above mentioned screen, click on "Done" button. After clicking "Done" button a message will be displayed to customer as shown in below screenshot.

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=	tautanta	Mode
	Enter PIN	
Cor	ngratulations! Account added	
	ок	

 This completes the process of resetting of login PIN for using the "CA Mobile OTP" application for Baroda Connect Internet Banking user.

- B. By using pre login option for resetting "CA Mobile OTP" application login PIN reset option which is available as link "Click Here" at the login page.
 - This option can be used only if customer is not able to login to his/her Internet Banking
 - Look the "Click Here" link circled in black color as shown in the below screen.

Bank has revised the service charges w.e.f. 01.04.201
One Time Password Please enter the ONE TIME PASSWORD Generated on CA MOBILE OTP installed on your mobile handset *OTP: Submit Cancel Click Here If you have forgetten the CA MOBILE

- Click on the link "Click Here" link available at the login page. (This option will be displayed only to those customers who has already this facility in active state).
- The following screen will be displayed to the customer, where user has to enter his/her user ID and transaction password after selecting the operating system of his/her mobile and clicks on "Submit" button.

Mobile OTP-Application Pl	N Reset	
Please select the type of operating sy	stem used by your mobile Andriod	~
Transaction Password Validation		
Enter Your User Id:		1
Enter your Transaction Password:		

• A message will be displayed to customer as shown in the below mentioned screenshot.



SMS has been sent to your registered mobile number XXXXX with required reset details. Please click on the link provided in the SMS to reset the application pin.

• A SMS will be received immediately on the registered mobile number of the user with his user ID and reset PIN link and code. The screenshot of the sample SMS is mentioned below:

Thank you for registring for Baroda iSecure Mobile OTP Application. To activate it, click <u>https://bobsecure.com/botp/ret</u> 2uid= &code=		Thursday, 26 December 2019
. did	3	Thank you for registring for Baroda iSecure Mobile OTP Application. To activate it, click https://bobsecure.com/botp/ret ?uid= &code=

- User has to click/open the reset PIN link as displayed in above sample SMS screenshot. (Please note, in case of non-opening of this link, clear all the opened websites of your default browser of the mobile handset).
- After clicking/opening of this link the below mentioned screen will be opened in the user's mobile handset.



 Click "NEXT" button, the below screen will be displayed with USER ID of the respective customer.



 Again click "NEXT" button, the below screen will be displayed with the OTP received in the SMS.



- Again click "NEXT" button, the below screen will be displayed where user has to set his/her login PIN for "CA Mobile OTP" application installed in his/her mobile.
- User has to enter the PIN in the box displayed in the below mentioned screenshot of his/her own choice. The login PIN will be any numeric value from 0 to 9 with length of four digit.

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Cancel	Add Ac	count	
	Create	e Pin	
	Confirm	n PIN	
Provious			Done
1		> <	

• After entering new login PIN in above mentioned screen, click on "Done" button. After clicking "Done" button a message will be displayed to customer as shown in below screenshot.

1:36 🖬 사망 또는 네가와	감왕 또 제 감왕 제 74% 💼		
	Mode		
Enter PIN			
Congratulations! Account added successfully			
ок			

• This completes the process of resetting of login PIN for using the "CA Mobile OTP" application for Baroda Connect Internet Banking user.