

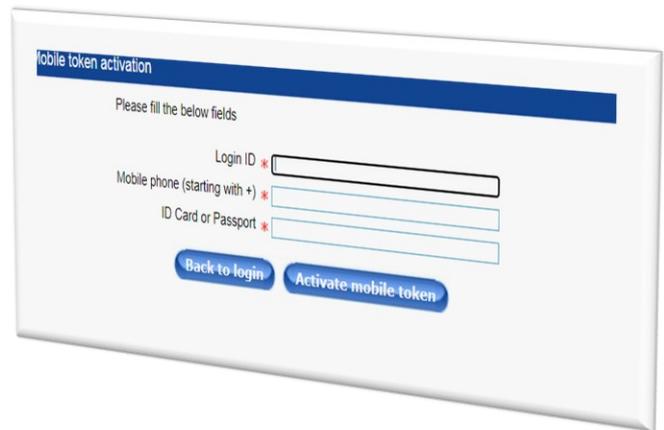
## Software Token Activation

*A software token is for use on an Android or iOS mobile phone and is used to generate Security Codes to login and to authenticate transactions executed from the Lombard Internet Banking Service. It can also be used to authorise on-line card transactions using biometrics.*

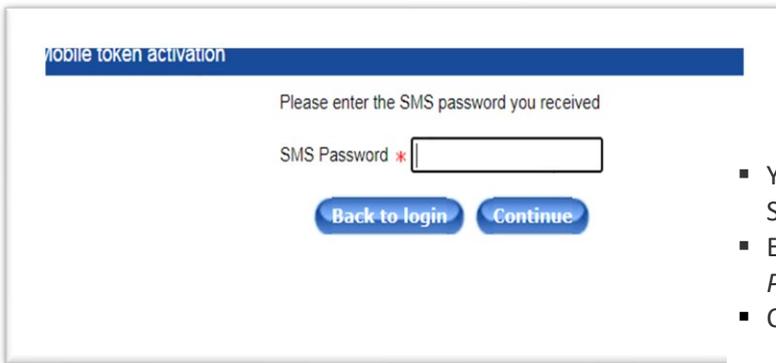
*Application for a software token may be made in person at any one of our branches– if you are not a subscriber to the Lombard Internet Banking Service you will need to submit an application and a Login ID will be issued once the application has been processed.*

- 1 Download and install the **Lombard Mobile Token** from the Google Play Store or iOS App Store.

- 2 Using a PC or laptop, visit the Bank’s website at: <https://www.lombardmalta.com/> and click on ‘Internet Banking Login’ > ‘Software Token Activation’. The Mobile token activation window will be displayed. Proceed to enter the details required and click on ‘Activate mobile token’



- 3
 

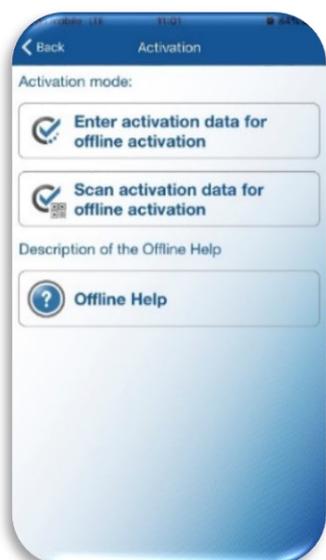


- You will receive an 8-digit password via SMS on your mobile phone.
- Enter this 8-digit password in the ‘SMS Password’ text box on your PC/laptop.
- Click on the ‘Continue’ button.

- 4 The system will prompt a QR code and an activation code.  
To continue activation, see step 5.



5



From the Lombard Mobile Token app select an activation method:

- either by entering details manually
- or by scanning QR code

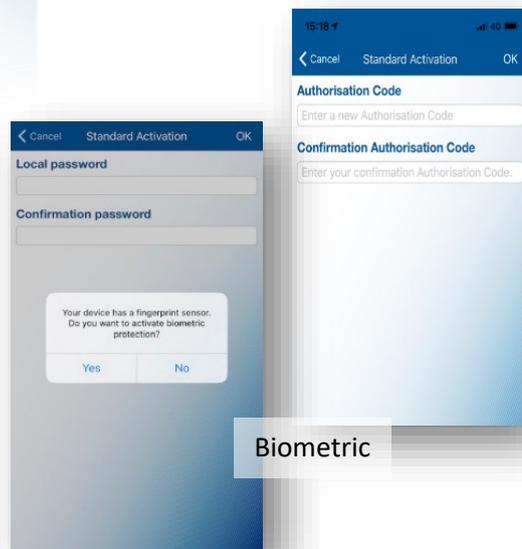


6

You will next be required to CREATE an Authorisation Code – a personal password/PIN. This must be memorised for future use.

Should your device support biometric protection you may enable this on the Lombard Mobile Token app.

As displayed below, the Mobile token generates a number, 'Your Mobile Token generated number is:



7



This number is to be entered on your PC/laptop in the field – 'Mobile token generated number' 'Your token has been successfully activated' will be displayed on your PC/laptop. At this point, your Lombard Mobile Token app is activated and ready to use.



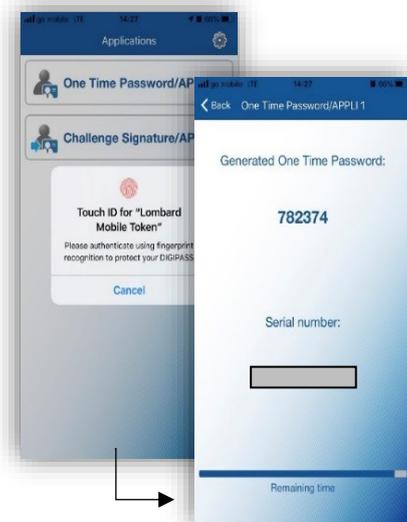
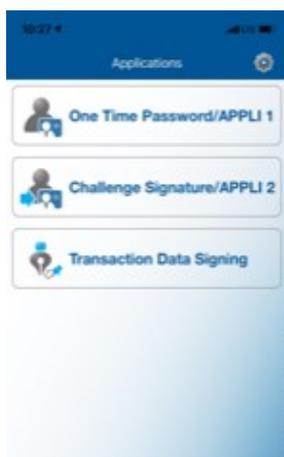
Logging in & Signing APPLI 1 Transactions

8

Using your mobile app, follow the below steps:-

1. Select the *One Time Password / APPL 1*
2. Enter Authorisation Code
3. Mobile will generate a 6-digit One-time password (OTP).

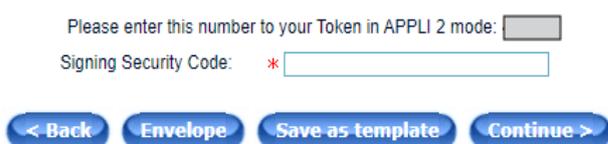
On your PC/laptop, input the Login ID and the generated password on the Lombard Internet Banking login window > ‘Security Code’ field, to access the Lombard Internet Banking portal.



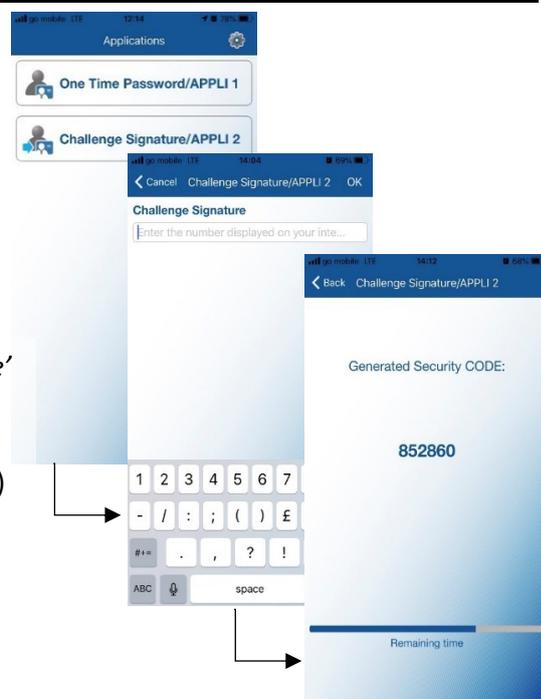
Signing APPLI 2 Transactions

9

The second option on the screen ‘Challenge Signature/APPLI 2’ is used to authorise financial transactions.



1. Once transaction details have been inserted, click on ‘Continue’
2. A 6-digit number (challenge) will be displayed on your screen. On your mobile app, select ‘Challenge Signature/APPLI 2’ and enter this 6-digit number. A security code (challenge response) will be generated and displayed on your mobile screen.
3. Enter this code in the relevant field on your PC/laptop to authorise your transaction.

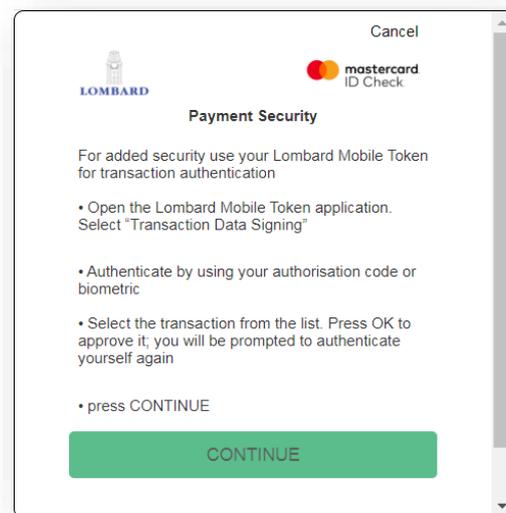


## Authorising Card Transactions using Biometrics.

10

The final option on the screen is *'Transaction Data Signing'*. This option is used to authorise on-line card transactions using biometrics (e.g. fingerprint, face recognition).

Once you reach the online checkout and input your card details, the following pop-up window may be presented.



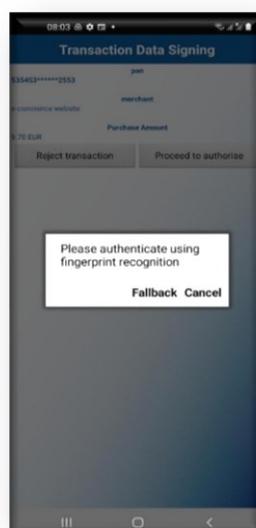
11

If so, follow the instructions on the pop-up window and open the Lombard Mobile Token and selecting *'Transaction Data Signing'*.



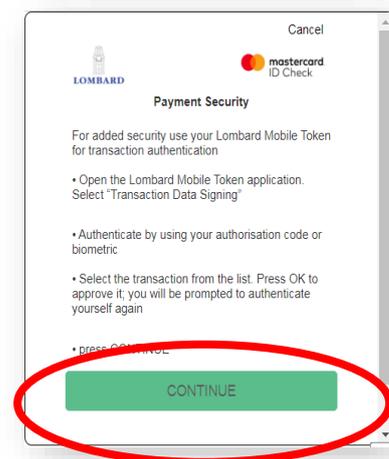
This process will trigger the Mobile Token to list the transactions to be authorised. *'Retrieving transactions please wait'* will appear on your mobile. Once the system retrieves the transactions, select the one to be authorised (if more than one transaction requires authorisation), the *'Transaction Data Signing'* screen will be displayed.

Should you wish to proceed with authorising the transaction, tap on *'Proceed to Authorise'*. A screen will be displayed to enable either *'Fingerprint Recognition'* or *'Face Detection'*.

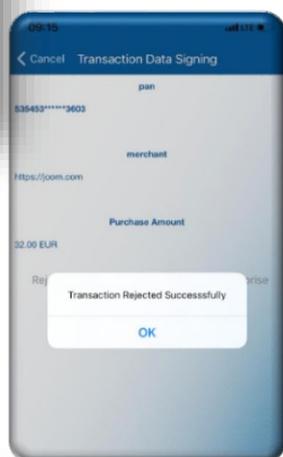
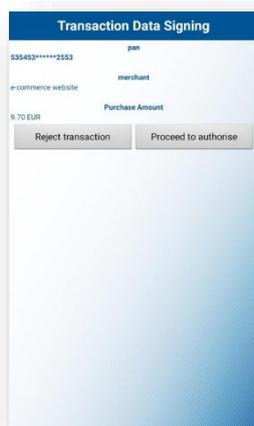


12

Once the above is finalised, go back to the payment page and Press CONTINUE to complete the process.



13



You may also opt to Cancel the transaction from the top right-hand corner of the payment page or reject the transaction from your mobile. Once you select '*Reject Transaction*' from your mobile, '*Transaction Rejected Successfully*' will appear. You need to press 'OK' to continue. In both cases, the payment shall not be effected.

14

If the above procedure is not followed, the payment page will expire. You may either follow the procedure again or opt to enter the Static Password and One Time Password (OTP).