

Software Token Client User Guide — Mobile



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Table of Contents

Overview	3
Prerequisites	3
Software Activation Key	3
Soft Token Registration	4
Using the Soft Token	5

Software Token Client (Soft Token) Mobile

Overview

The Commercial Online Banking **Software Token Client App (NB Token App)** provides streamlined access to the **Software Token Client (Soft Token) One-Time-Passcode (OTP)** authentication. The NB Token App is simply another channel to access OTPs for the purpose of creation and/or approval of ACH Payments and/or Wire Transfers. Passcodes generated via the NB Token App may be used in place of the desktop Soft Token.

Prerequisites

Clients must navigate to the application store of their mobile carrier to search for the NB Token App and download the application to their smartphone or tablet.

Software Activation Key

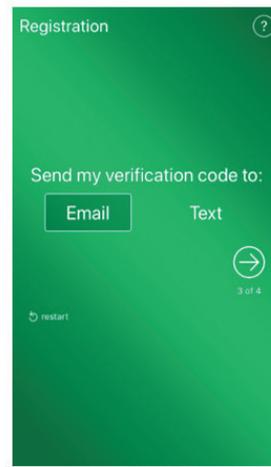
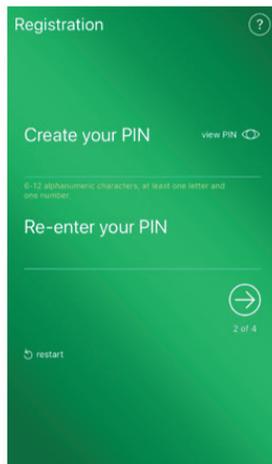
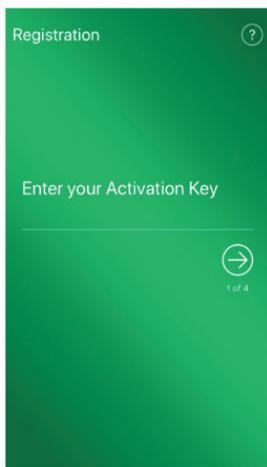
A **Software Activation Key (SAK)** is required to download Soft Token. This can be found under each individual user profile but only viewable by bank users and Company Administrators (Admins). To locate a user SAK, bank users and Admins can search for the desired user and select **Edit Profile** to be directed to the user's main profile page where the SAK is stored. Admins can locate their own SAK by selecting **My Settings, My Profile**. The SAK section details remaining uses and the expiration. The activation key is not case sensitive. If a SAK is expired, bank users and Admins can select the **Reset** button to generate a new key.



Software Activation Key	39HMR439
Remaining Uses: 3 Expires: Nov 19, 2019 9:13 AM MST	Reset Copy

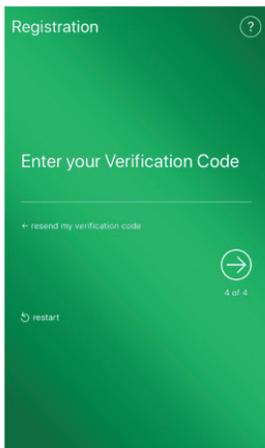
Soft Token Registration

The client will enter their SAK and tap the arrow button to continue. Next, create a **Personal Identification Number (PIN)**. The PIN must consist of 6-12 alphanumeric characters, at least one upper case and lower case letter, and a number. Enter and re-enter the PIN, and tap the arrow button to continue. Next, select how to receive the **Verification Code**. Based on the selection, the code will be delivered to the email address or mobile phone number stored in the user profile.



Note: If SMS enrollment has not been completed under the user profile, it will not be listed as a selectable option and the user must proceed with email.

Next, enter **Verification Code**. Once all steps have been successfully entered, a **Success!** message will be presented indicating the registration process was completed effectively.



Using the Soft Token

Launch the NB Token App and enter the PIN created during the registration process. A passcode will display which can be used to authenticate a transaction. The passcode is valid for 60 seconds.

