



**LOGIN IBANKING
WITHOUT PASSWORD**

Sacombank mSign

FREQUENTLY ASKED QUESTIONS

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1. What should I do to change authentication mode to mSign?

To register for using mSign, please follow the instructions:

Step 1: Send SMS with the following syntax MSIGN_DANGKY_User ID_National ID to 8149 (“_”: is space).

SMS has to be sent from registered mobile number with Bank.

Step 2: Download and install mSign.

Step 3: Complete the activation process.

Customers can refer to mSign user guide or call Sacombank hotline 1900555588

https://www.sacombank.com.vn/canhan/Documents/InternetBanking/msign-token/HDSO_MSIGN_TOKEN.pdf

2. Is there any requirement for the device to install Sacombank mSign App?

Sacombank mSign App cannot be used on root/jailbreak devices. In addition, it is compatible with mobile devices which have:

- IOS 9 and above.
- Android 6 and above.

3. I cannot scan QR code because I do not allow mSign to access camera, what should I do?

Please go to Setting > Privacy > Camera > Select Sacombank mSign.

4. “Invalid QR code or QR code expired”, what should I do?

In this case, customer must login www.isacombank.com.vn and start your activation process again. If customer re-login and start the activation process again but still face the issue, please check one of the followings:

- Activation code (8 digits) sent to your mobile phone has been correctly entered or not?
- Time and Date of your mobile phone is set as current date, it is the best if Time Zone is set as Auto.
- The activating profile already existed on mSign. Customer needs to delete this profile before activating.

5. I cannot login mSign with Fingerprint/ Face ID, what should I do?

This feature can only be used when mSign application has Fingerprint/Face ID enabled.

6. How many profiles that I can add on mSign?

mSign does not limit the number of profiles registered.

Customers can refer to mSign user guide or call Sacombank hotline 1900555588.

https://www.sacombank.com.vn/canhan/Documents/InternetBanking/msign-token/HDSO_MSIGN_TOKEN.pdf

7. Can I register different passcodes for different profiles on the same mSign App?

There is **only ONE** passcode to be used for all profiles on each mSign App.

8. How can I login to Sacombank mSign App?

Customer can login by passcode and biometrics.

9. I want to disable Fingerprint/Face ID on mSign App, what should I do?

Customer should follow this guide: **Login mSign > Select Menu > Select Disable Fingerprint/Face ID Authentication > System will send a notification to ask for confirmation > Select (✓).**

10. I want to enable Fingerprint/Face ID on mSign App, what should I do?

Customer should follow this guide: **Login mSign > Select Menu > Select Enable Fingerprint/Face ID Authentication > Input passcode > Select (✓) > Confirm fingerprint/Face ID.**

Note: Make sure that your fingerprint/Face ID has been registered on your device.

FEATURES OF MSIGN

1. What features are currently provided by mSign?

Feature	mCode	mConnected	mQR	Login iBanking
Uses	The OTP is automatically generated by mSign application periodically	Allows customer to authenticate transactions directly on mSign application	The S-OTP generated by mSign application when customer scans QR code containing transaction information	Login and change password on iBanking. Note: This feature can only be used when mSign application has Fingerprint or Face ID enabled
Internet Connected	X	✓	X	✓
Channel	- iBanking - mBanking - eWallet - Payment gateways	- iBanking - mBanking	- iBanking	- iBanking

2. How can I use mSign to authenticate online transactions on website?

Step 1: Initiating transaction on website and select Sacombank Cards as payment method (Visa, MasterCard, Passport Plus...)

Step 2: Login mSign app, get OTP and input in transaction confirmation screen to complete your payment (mCode mode only).

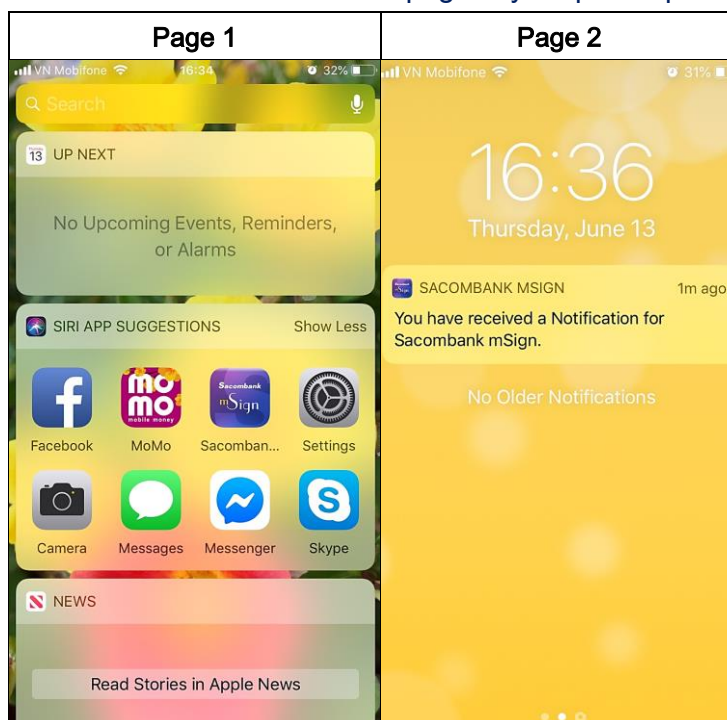
3. Where can I find authenticated notification?

Authenticated notification is in notification center of your mobile. If customer saw notification but when unlocking your phone, it is disappeared, please pull down the screen to see the list and select the notification from Sacombank mSign to authenticate the transaction.

Note: With iPhones, when customer pulls down the screen, there are two pages:

- Page 1: Date and Time, Weather, Siri App suggestions...
- Page 2: Display a list of recent notifications, including notification from Sacombank mSign.

Customer can switch between 02 pages by swipe the phone.



RESET APPLICATION – DELETE PROFILE – LOCK – UNLOCK

1. I want to reset all profiles on mSign.

Step 1: Open mSign app, select “Reset Application” from Menu.

Step 2: Customer needs to send a SMS with the following syntax **MSIGN_RESET_User ID_National ID to 8149** (“_”: *is space*).

Note: SMS must to be sent from registered mobile number with Bank.

Step 3: Complete the activation process.

Customers can refer to mSign user guide or call Sacombank hotline 1900555588
https://www.sacombank.com.vn/canhan/Documents/InternetBanking/msign-token/HDSO_MSIGN_TOKEN.pdf

2. I want to delete one by one profile on mSign.

Customer login mSign and select the profile which you want to delete, from **Menu > Delete Profile**.

3. I forgot login passcode/ entered wrong login passcode/ uninstalled mSign.

Please follow all the steps of Reset Application.

4. Can I register/reset/lock/unlock mSign using SMS?

Yes, customer only needs to send a SMS with the following syntax and send to 8149:

- MSIGN_DANGKY_User ID_NATIONAL ID
- MSIGN_RESET_User ID_NATIONAL ID
- MSIGN_KHOA_User ID_NATIONAL ID
- MSIGN_MOKHOA_User ID_NATIONAL ID

(“_”: *is space, not compulsory to use capital letters*)

Note: SMS must be sent from a registered mobile number with Bank.

5. In which case I am not allowed to UNLOCK mSign using SMS?

Customer is not allowed to Unlock mSign using SMS when there is one of the followings:

- mSign is locked at Branch or through Contact Center
- mSign is locked because customer inputs wrong passcode more than 05 times

In this case, **notification sent to customer is:** “dd/mm/yy hh:mm Quy khach khong the thuc hien yeu cau nay qua canh SMS. Chi tiet vui long lien he: 1900555588”.

ENSURING SAFETY

In order to ensure your safety when banking online, customer should follow these:

1. With login options

- Any fingerprint or Face ID registered on the phone can be used to login to Sacombank mSign app. Therefore, customer should not allow others to register his/her fingerprint or Face ID on your phone.
- Customer should change login passcode periodically.

2. With device

- If you lose your mobile device, or detect an illegal access through your accounts, please call Sacombank Contact Center as soon as possible via our hotline 1900 5555 88.
- Do not store your passcode on your computer, smartphone, or in an app where it could be discovered if your device is stolen.
- Avoid downloading programs and apps from unknown sources. Download programs and applications from a trusted source, like your phone’s app store (App Store/CH Play) or the manufacturer’s website.