

## SACOMBANK MSIGN - FAQs

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## REGISTERING, SETTING AND ACTIVATING

### 1. What should I do to register mSign?

To register for using mSign, please follow these steps:

**Step 1:** Send SMS with below syntax to 8149

Retail Customer	Corporate Customer
MSIGN DANGKY UserID CMND	MSIGN DANGKY Mã KH.UserID

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

**Step 2:** Download and Install mSign.

**Step 3:** Activate mSign.

**For more details:** [https://www.sacombank.com.vn/canhan/Documents/InternetBanking/msign-token/HDSO\\_MSIGN\\_TOKEN.pdf](https://www.sacombank.com.vn/canhan/Documents/InternetBanking/msign-token/HDSO_MSIGN_TOKEN.pdf) or call 1800585888.

### 2. Is there any requirement for the device to use mSign?

mSign cannot be used on jailbroken, rooted devices. On the other hand, the operating system has to be qualified:

- For Iphone: iOS version 10 and above.
- For Android phones: version 7 and above.

### 3. What should I do if I cannot scan QR when I do not allow mSign to access camera?

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

### 4. “The QR code is invalid or expired”, what should I do?

Login to mBanking or iBanking and start the activation process again.

In case the error still exist, please check one of the followings:

- Activation code (8 digits) sent to your mobile number has been correctly entered?
- Date and Time on the device that is used for mSign is current date and time? Customer should choose “Auto” mode for Date and Time, and Timezone of the device.

### 5. I reactivate mSign but error message shows “This profile has been registered on the device. Please call 1800585888 for more details”.

To start the activation process, please follow these steps:

Option 1: mSign is used for 01 profile only

- Go to **Menu > Select “Reset”**
- Login mBanking or iBanking to start the activation process.

Option 2: mSign is used for multiple profiles

- **Select the profile which need to be re-activated > Go to “Menu” > Select “Delete profile”**
- Login mBanking or iBanking to start the activation process.

### 6. I want to use login with Fingerprint/ Face ID but mSign is not allowed

Fingerprint/Face ID is used to login mSign is the Fingerprint/Face ID to login the device (which has been registered). In case you are not allowed to login mSign with Fingerprint/Face ID, please check whether the Fingerprint/Face ID on the device has been enabled or not.

### 7. How many profiles can be used in one mSign app?

Currently, there is no limit for the number of profiles registered. To register for additional profile, please follow the below instruction:

[https://www.sacombank.com.vn/canhan/Documents/InternetBanking/mSign-token/HDSO\\_MSIGN\\_TOKEN.pdf](https://www.sacombank.com.vn/canhan/Documents/InternetBanking/mSign-token/HDSO_MSIGN_TOKEN.pdf)

**8. I set passcode for the new profile but mSign does not allow?**

There is only **ONE** passcode used for all profiles on the same mSign app.

**9. How can I login mSign?**

You can login with passcode, fingerprint, or face ID (for iPhone only)

**10. How can I disable login with fingerprint/Face ID?**

Login mSign > Menu > Disable Login Fingerprint/Face ID Authentication > System will send Push Notification > Select Agree (✓).

**11. How can I enable login with fingerprint/Face ID?**

Login mSign > Menu > Disable Login Fingerprint/Face ID Authentication > Enter current passcode > Click Agree (✓) > Confirm Fingerprint/Face ID.

**Note:** Fingerprint/Face ID registered on the device.

**12. Can I change the profile name on mSign?**

Yes, you can change the profile name:

- Login mSign > Menu > Select **Edit Profile Name**
- Enter and save new profile name (**Note:** Profile name should contain 1-20 characters and has to be different from all existing profiles on mSign)

## FUNCTIONALITIES

**1. Currently, which functions available on mSign?**

Functions	mCode	mConnected	mQR	Đăng nhập iBanking
Features	OTP is automatically generated	Transaction is authenticated on mSign	S-OTP is automatically generated after scanning QR Code containing transaction information	Login and change password on iBanking <b>Note:</b> only available on mSign that is already enabled Fingerprint/Face ID
Internet connection	X	✓	X	✓
Channels	- iBanking - mBanking - Sacombank Pay - e-Wallet - e-Payment	- iBanking - mBanking - Sacombank Pay	- iBanking	- iBanking

**2. How can I authenticate online transactions?**

**Step 1:** Initiate transactions on website as normal, choose the payment method as Sacombank Cards (Napas, Visa, Master...).

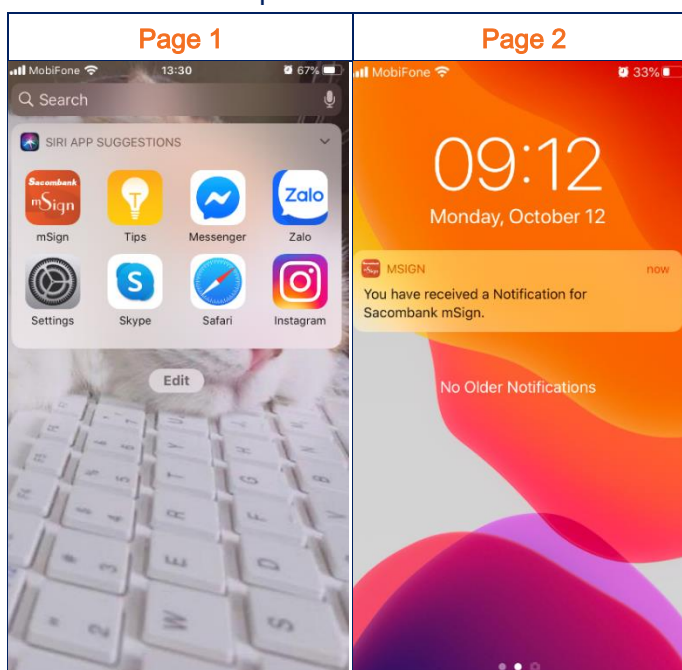
**Step 2:** Login mSign, get mCode and input into the transaction screen.

**3. Where can I find notification for authentication request?**

**Notification for authentication request** can be found in Notification Center. If the notification sent to your phone, but when you unlock your phone, the notification is disappeared, please pull the screen down from the top and click on the **authentication request** Sacombank mSign to start authentication.

**Note:** With iPhone, when pulling down, there are 02 pages:

- Page 1: Displaying Time and Date.
- Page 2: at page 1, swipe the screen and turn to page 2 to view recent Notifications, including notification for authentication request of Sacombank.



**RESET – DELETE PROFILE – LOCK - UNLOCK**

**1. I would like to change the device or reset all the profiles on mSign, what should I do?**

**Step 1:**

- New device: Download and Install mSign.
- Reset all profiles: Go to “Menu” and select “Reset Application”

**Step 2:** Please contact Hotline 1800585888 or any the branch for support

**Step 3:** Follow the User guide [here](#) to start the activation process again

**2. How can I delete profile on mSign?**

Login mSign, select the profile that you want to delete, select **Menu > Delete profile**

**3. What can I do if I forgot passcode/ wrongly login/ delete the application?**

Please follow the steps of reset all profiles on mSign.

#### 4. Can I register/block/unblock mSign through SMS?

Yes, send SMS with below syntax to 8149:

Request	Retail Customer	Corporate Customer
Register	MSIGN DANGKY UserID CMND	MSIGN DANGKY Mã KH.UserID
Block	MSIGN KHOA UserID CMND	MSIGN KHOA Mã KH.UserID
Unblock	MSIGN MOKHOA UserID CMND	MSIGN MOKHOA Mã KH.UserID

**Note:** SMS has to be sent from the mobile number that registered with Bank.

#### 5. I would like to send SMS to unlock mSign but I cannot, what should I do?

Unlock request through SMS will not apply for the following cases:

- mSign is locked through Contact Center or at the counter.
- mSign is locked due to wrongly input OTP/S-OTP more than 5 times.

**In this case, the respond message will be:** “dd/mm/yy hh:mm You cannot perform this request through SMS. For more details, please call 1800585888”.

## ENSURING SAFETY

In order to ensure safety in online transactions, you need to take the following precautions:

#### 1. Passcode – Biometric login

- In case Fingerprint/Face ID is already enabled on mSign, when you have any change regarding this on the device, the message will pop-up and the function will be automatically disabled. You will be asked to login with passcode and enable this function again.
- You should not use same user ID and Passcode/Password for many online accounts
- You should change Passcode/Password periodically

#### 2. For device

- When acknowledging of lost/stolen phone or illegal login, please call 1800585888 immediatly.
- Logout when not using the application; not only out of the app but also logout of the program.
- Do not save login password on computer, phone, or any other application that someone easily found the password when your phone is lost/stolen.
- Do not download programs or apps from unknown source, only download apps from official stores (App Store / CH Play) or from manufacturer's website.