

Activating a Locked Straight2Bank Token

(where the user has forgotten the 8-digit PIN)

1

Turn the Token on by long-pressing the green button for four seconds:



2

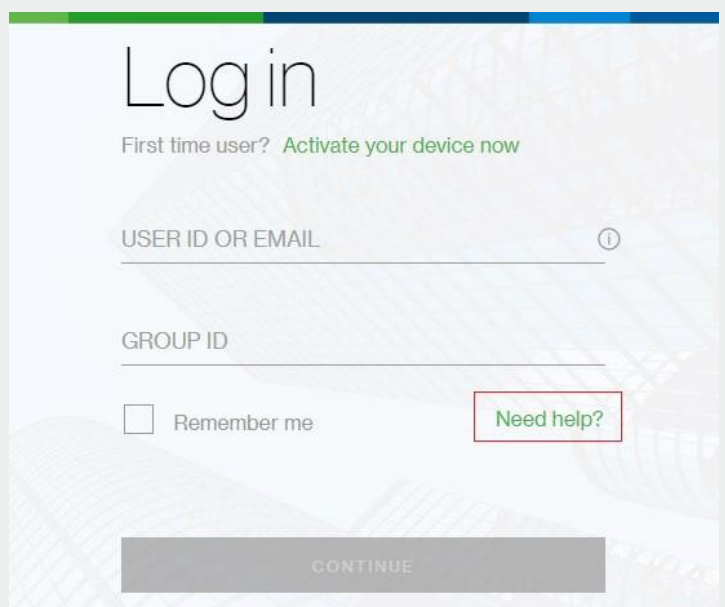
The word PIN will be displayed. Enter 8 random digits into the token and press the green button once. It will generate the words Fail 1.

3

Repeat step 2 above four more times until the token displays the words Fail 5. Allow it to switch off by itself.

4

Access the Straight2Bank login page through web address: <https://s2b.standardchartered.com/unifiedlogin/login/index.html?source=classic>, and then click on *Need Help at the bottom*:



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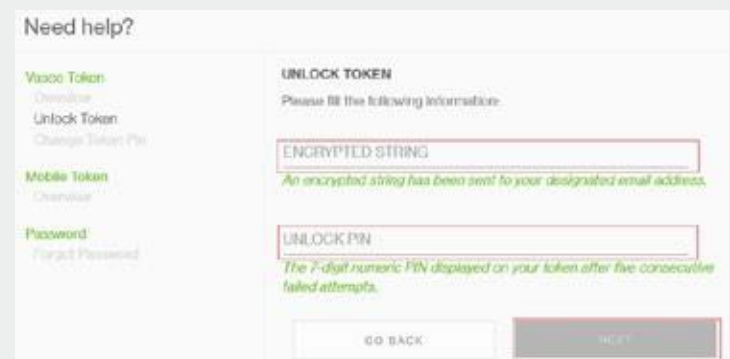
5

Click on *Unlock Token*. Enter Straight2Bank activation credentials User ID, Group ID, and Token Serial Number (located behind the Token) – as requested on the page. Click *Next*:



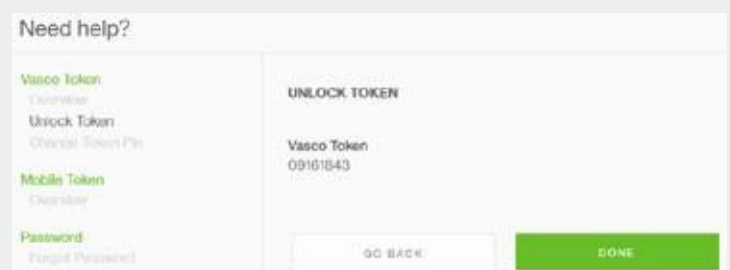
6

Straight2Bank will request the user to input Encrypted String and Unlock PIN. The Encrypted String is sent to the user's registered email address. Copy and paste the string into the page. Turn on the token, it will display an Unlock PIN. Key the PIN into Straight2Bank and then click on *Next*:



7

Temporary PIN will be displayed:



8

While the token is on and still displaying the Unlock PIN, press the green button once, key in the Temporary PIN and then press the green button once. The token will prompt the user to enter New PIN.

9

Enter the new 8-digit PIN and press the green button once. The Token will display PIN CONF. Repeat the new 8-digit PIN and press the green button once. The Token will display the words NEW PIN CONF, then word APPLI. This means that it has accepted the new PIN.

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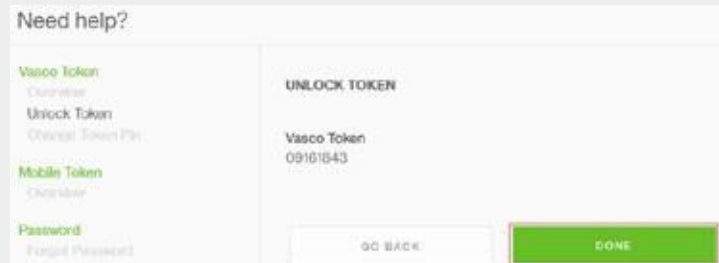
(where the user has forgotten the 8-digit PIN)

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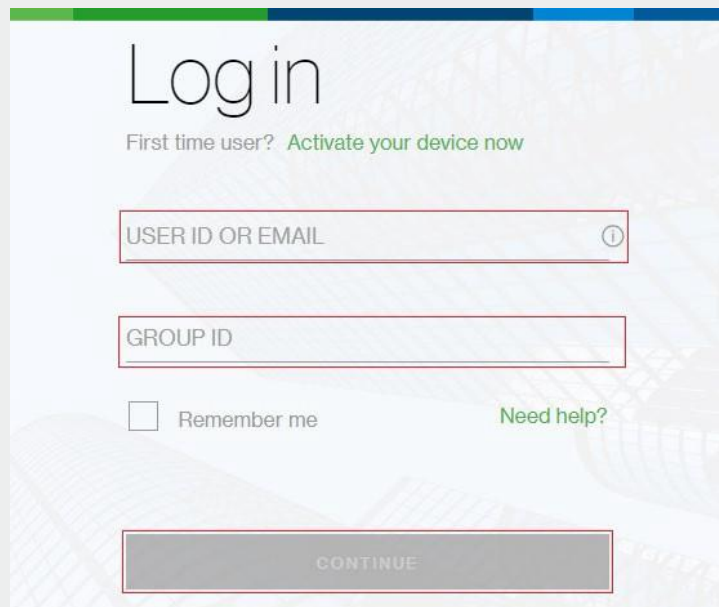
10

Click *Done* on Straight2Bank:



11

Straight2Bank will display the login screen. Key in User ID, Group ID, and then click on *Continue*:



12

Straight2Bank will display the login screen. Key in User ID, Group ID, and then click on *Continue*:



13

The token will generate an 8-digit pass code. Enter the code under Password and then click on *login*

For further assistance, our Support Team is available 24/7 through the following channels:
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