

CA Mobile OTP Application JOB CARD

To obviate the issue of delivery of SMS, the CA Mobile OTP application has been available for the customers (Retail & Corporate) who are using mobile handset supporting Apple, Android, Windows and blackberry.

Users having CA Mobile OTP application will generate the OTP manually in their mobile handset without using mobile network/GPRS/Internet Service. The OTP generated through CA Mobile OTP application will be used at the time of login to the bob World Internet or during Transaction through bob World Internet.

This application is only for bob World Internet customers and it is protected by PIN which was set by the user. This functionality is specifically beneficial to NRIs/ Customers frequently visiting overseas, facing issue of OTP over SMS.

The step by step detailed process are mentioned below:

1. Downloading and Installation of “CA Mobile OTP” Application:

Downloading and Installation of “CA Mobile OTP” Application is the prerequisite or the first step for using this application.

Before activation of “CA Mobile OTP” application, customer has to first install the “CA Mobile OTP” application in his/her mobile handset, by opening/visiting the respective app store of his/her mobile handset, i.e. play Store for android user and App store for IOS users etc.

For Android Users:

- Go to play store, search “CA Mobile OTP”, and click “install” button as shown in below screen.



- After clicking “install” button, the CA Mobile OTP will be installed in your mobile and the below screen will be displayed to user.



- After successful installation of CA Mobile OTP application, the icon of the “CA Mobile OTP” will be added to the user’s mobile apps, as shown in the below snap.



For IOS Users:

- Go to IOS/iPhone App store, search “CA Mobile OTP”, and click “GET” button as shown in below screen.



- After clicking “GET” button, the CA Mobile OTP will be installed in your mobile and the below screen will be displayed to user.



- After successful installation of CA Mobile OTP application, the icon of the “CA Mobile OTP” will be added to the user’s mobile apps, as shown in the below snap.



The above mentioned process is same for the other OS mobile users.

After carrying above mentioned steps, the Downloading and installation process of “CA Mobile OTP” will be completed by the user.

This is the one time process or the same can be repeated to re-install the “CA Mobile OTP” application in case of:

- The “CA Mobile OTP” application was uninstalled from the mobile handset ‘or’
- The mobile handset was formatted ‘or’
- User changed his/her mobile handset ‘or’
- By any reason the “CA Mobile OTP” application is not available in the handset of the user.

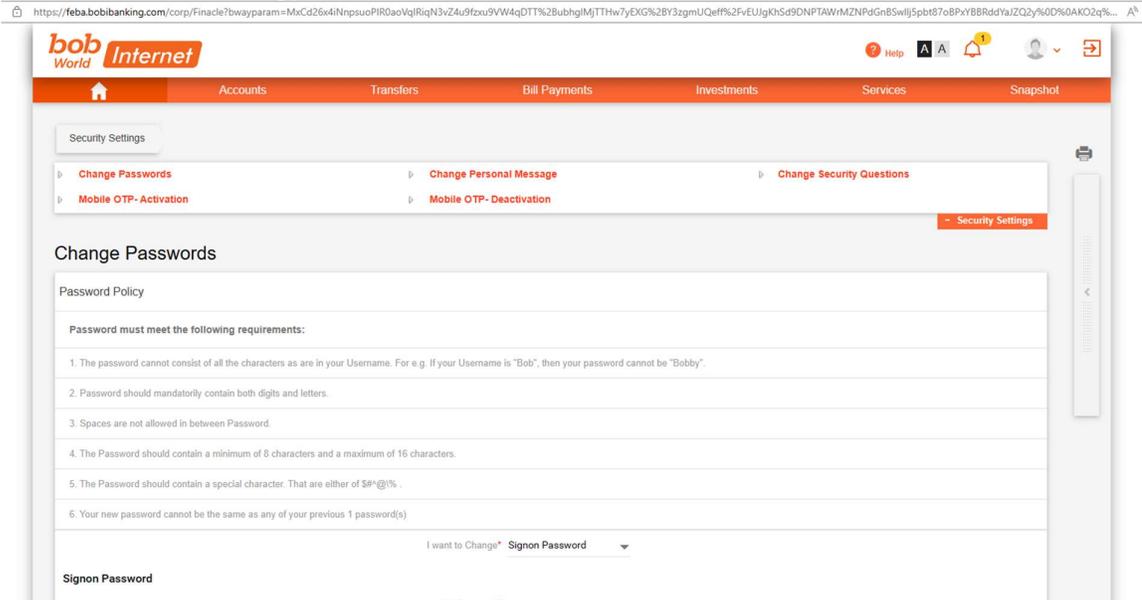
2. Activation & setting login PIN for CA Mobile OTP Application

This is the second step after downloading and installation of “CA Mobile OTP” application.

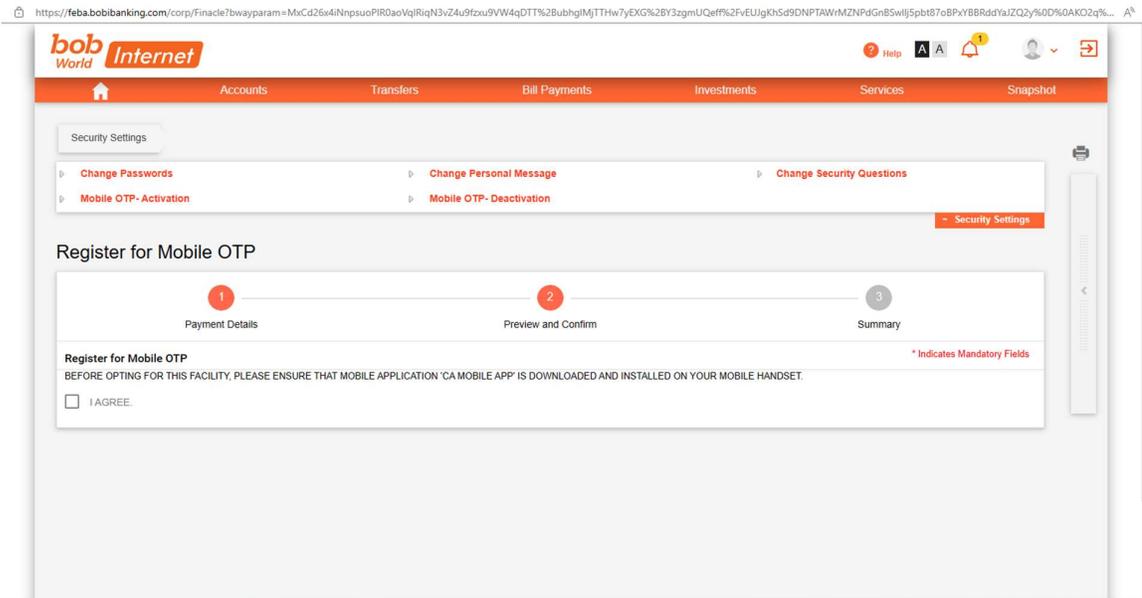
Customer/user has to activate and set the login PIN for using the “CA Mobile OTP” application. The steps are mentioned below:

Activation of using “CA Mobile OTP” facility:

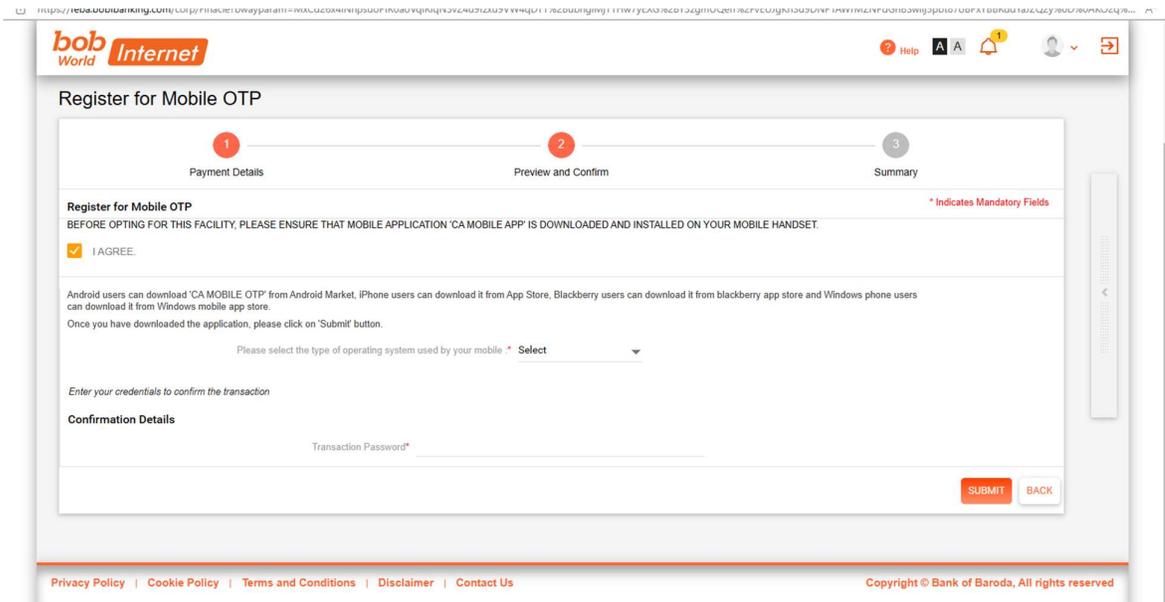
- Login to bob World Internet by visiting www.bobibanking.com. (Retail customer has to login to their retail bob World Internet and corporate has to login to their corporate bob World Internet).
- Go to my profile after login and click on security settings “Mobile OTP activation” as shown in the below screen.(The “Mobile OTP activation” option will be displayed to those customers who have not activated this facility).



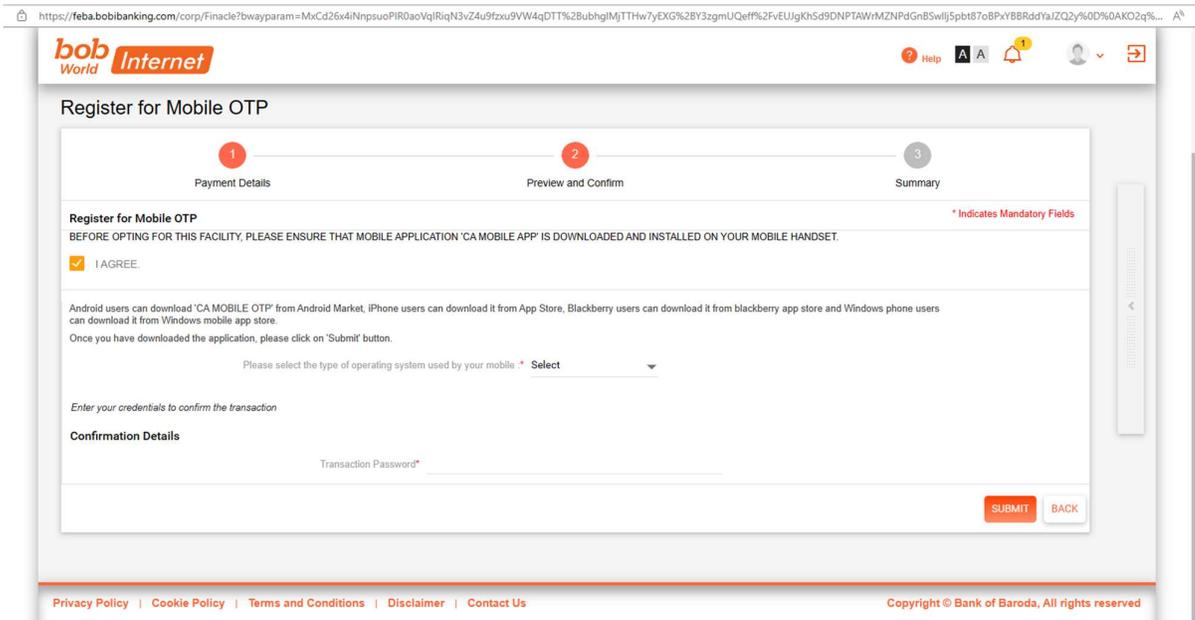
- The below mentioned screen will be displayed to customer. Click on “Start Activation” button as shown in the below screen.



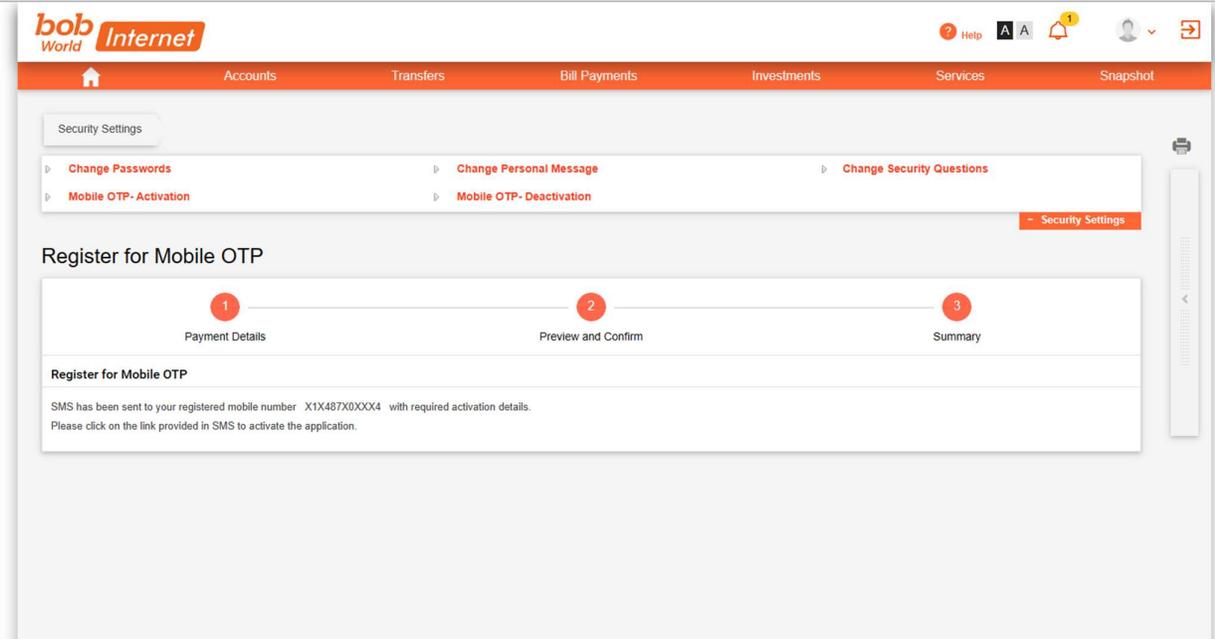
- After clicking “Start Activation” button, the mentioned screen will be displayed to the customer with some information, where customer has to select the tick the “I AGREE” check box.



- After ticking the “I AGREE” check box, the screen will be changed as shown in below screenshot.



- In the above mentioned screenshot customer has to enter the type of operating system being used by his/her mobile and then customer has to enter his transaction password.
- After clicking the submit button, the below screen will be displayed to customer with the message as shown in the below screenshot.



- A SMS will be received immediately on the registered mobile number of the user with his user ID and activation link and code. The screenshot of the sample SMS is mentioned below:

Thankyou for registering Baroda iSecure Mobile OTP Appl. To activate, click https://motp_bobsecure.com/botp/ret?uid=104261467&code=39085714 - Bank of Baroda

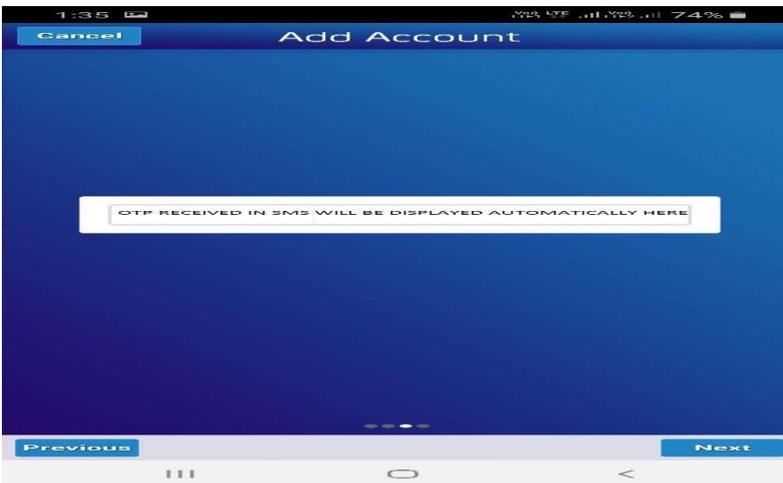
- User has to click/open the activation link as displayed in above sample SMS screenshot. (Please note, in case of non-opening of this link, clear all the opened websites of your default browser of the mobile handset). After clicking/opening of this link the below mentioned screen will be opened in the user's mobile handset.



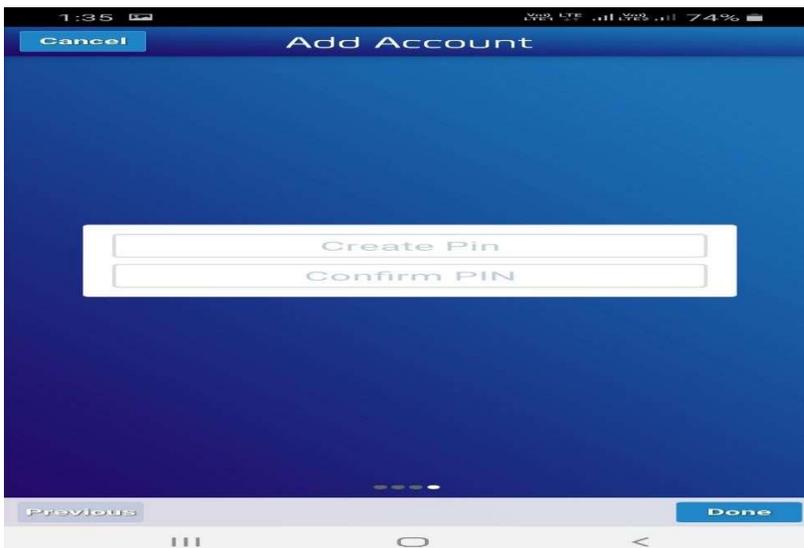
- Click “NEXT” button, the below screen will be displayed with USER ID of the respective customer.



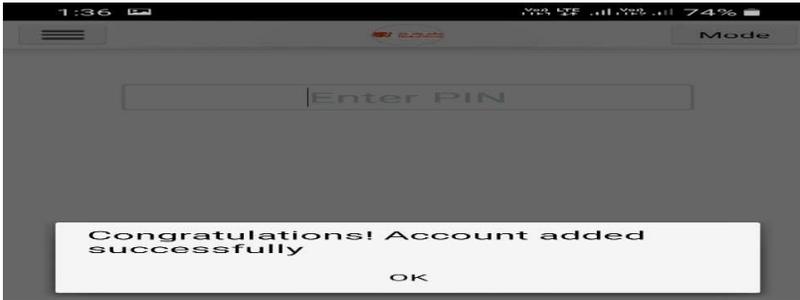
- Again click “NEXT” button, the below screen will be displayed with the OTP received in the SMS.



- Again click “NEXT” button, the below screen will be displayed where user has to set his/her login PIN for “CA Mobile OTP” application installed in his/her mobile.
- User has to enter the PIN in the box displayed in the below mentioned screenshot of his/her own choice. The login PIN will be any numeric value from 0 to 9 with length of four digit.



- After entering new login PIN in above mentioned screen, click on “Done” button. After clicking “Done” button a message will be displayed to customer as shown in below screenshot.



This completes the process of activation and setting of login PIN for using the “CA Mobile OTP” application for bob World Internet user.

The user with “CA Mobile OTP” facility will get below screen for entering the OTP generated through “CA Mobile OTP” application available/installed in his/her mobile handset.

A screenshot of a web form titled "One Time Password". The form contains the following elements: a heading "One Time Password", a paragraph "Please enter the ONE TIME PASSWORD Generated on CA MOBILE OTP installed on your mobile handset", a label "*OTP:" followed by a text input field, two buttons labeled "Submit" and "Cancel", a link "[Click Here](#)" with the text "If you have forgotten the CA MOBILE OTP application PIN or Changed the Mobile handset", and a footer paragraph "If you have any difficulties to log-in to your account or you need any guidance, please see FAQs. [Click Here](#)".

Please note: The OTP generated through “CA Mobile OTP” application will be used only where above screen will be displayed to customer with text “**Please enter the ONE TIME PASSWORD Generated on CA MOBILE OTP installed on your mobile handset**”. At all other places where customer has to put/enter the OTP, such OTP will be received through SMS to the customer’s registered mobile number.

3. How to use CA Mobile OTP Application

After completion of downloading, installation, activation and setting of login PIN process, the “CA Mobile OTP” application available in the customers mobile handset is ready for use globally anywhere in India or outside India, for generating OTP manually without using network/GPRS/Internet of the mobile handset of the customer.



- To use this application, open the “CA Mobile OTP” application icon available in your mobile, wherever customer is getting the below mentioned screen for entering the OTP with text **“Please enter the ONE TIME PASSWORD Generated on CA MOBILE OTP installed on your mobile handset”**:

One Time Password
Please enter the ONE TIME PASSWORD Generated on CA MOBILE OTP installed on your mobile handset

*OTP:

[Click Here](#) If you have forgotten the CA MOBILE OTP application PIN or Changed the Mobile handset

If you have any difficulties to log-in to your account or you need any guidance, please see FAQs. [Click Here](#)



- After opening the “CA Mobile OTP” application icon available in customer’s mobile, the “CA Mobile OTP” application will be opened as shown below.
- Customer enter his/her four digit “CA Mobile OTP” application login PIN and click on “Done” button.

- After click on “Done” button the user logged into the application where application generate a OTP for the respective customer which will be valid for few seconds as shown in the below screenshot.

- The application also display the expiration time of the generated OTP and again re-generates the new OTP after its expiry. It will be continued till customer clicks the “Done” button Enter the OTP generated by this application.
- Customer has to enter this OTP which is generated though “CA Mobile OTP” application only where Bank of Baroda Internet Banking display the screen for user to enter the OTP with text **“Please enter the ONE TIME PASSWORD Generated on CA MOBILE OTP installed on your mobile handset”** as shown below:

- Close the application or click “Done” button in the application screen after successful use of the OTP generated through “CA Mobile OTP” application.

4. De-Activation of CA Mobile OTP Application

A user with “CA Mobile OTP” facility can easily deactivate this facility anytime.

To deactivate this facility:

- Login to bob World Internet Banking by visiting www.bobibanking.com. (Retail customer has to login to their retail Internet Banking and corporate has to login to their corporate Internet Banking).
- Go to my profile after login and clicks on security settings “Mobile OTP deactivation” as shown in the below screen.

- After Clicking “Mobile OTP-Application deactivation”, the following screen will be displayed to the customer, where user has to enter his/her user ID and transaction password and click on “Click to Deactivate” button.

- After clicking the “Click to Deactivate” button the above screen will be displayed to the user with the message as shown in the below screenshot and the facility for using “CA Mobile OTP” application will be deactivated for the user

Please note: Customer may anytime Activate/Deactivate this facility anytime by following above mentioned process from point 1 to 4.