

**Q: How do I store my Security Token?**

**A:** Make sure you store your token where it cannot be accessed by anyone else. Never store your Security Token, Login ID and Login Password in the same place. Your security token is not waterproof and should not be allowed to come in contact with water.

**Q: What do I do if my Security Token is lost, stolen or compromised?**

**A:** It is an important condition that you tell us as soon as you become aware your Security Token has been lost, stolen or compromised. Call the CommBiz Help Desk on 13 23 39.

**Q: How long will the batteries in my Security Token last and can they be replaced?**

**A:** Your batteries should last up to five years. Battery life will depend on how frequently you use your tokens. Batteries cannot be replaced. When the batteries run low (screen will display Low Batt), please contact us on 13 23 39 and order a replacement Security Token.



## Online Security Token User Guide

For more information

Visit our website

**[www.commbiz.com.au](http://www.commbiz.com.au)**

or call the CommBiz Help Desk on

**13 23 39**

If calling from outside Australia

**+61 2 9641 2506**

The Security Token is a device designed to ensure that your Internet transactions with the Commonwealth Bank are protected.

When you enter your Token PIN, a randomly generated six-digit One Time Password (OTP) will appear. You will be prompted by the system to use this OTP when you:

1. Login to CommBiz
2. Authorise Transactions



## Important

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- Please note that your Security Token is set with an initial Token PIN, which will be displayed to you during the token activation process – see your letter for instructions. Please do not enter an invalid Token PIN as you will lock your Security Token.
- Please note your login account will expire if you do not login within 28 days of the date of the letter included in this mailing.

## To change your Token PIN (once Security Token is activated)

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1. Turn on the Security Token by pressing the red button
2. Enter the existing Token PIN
3. Press the red button for two seconds
4. Enter a new Token PIN, chosen by you
5. Re-enter your chosen Token PIN to confirm
6. Your new Token PIN is now activated.

## How to use your Security Token

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1. Turn on the Security Token – press the red button
2. Enter your Token PIN to unlock the Security Token
3. Your Security Token will display APPLI '(application)'
4. Press 1 to continue
5. Your Security Token will display a unique 6 digit One Time Password (OTP)
6. Input the OTP into the 'OTP' field on the CommBiz screen.

## If you have locked your Security Token

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- Your screen will display – 'Lock PIN' and a seven digit number
- You can reset your Token PIN at 'My Security Centre' on the CommBiz website
- Select 'Reset PIN' tab
- Follow the steps to receive your 'Unlock Code'

If you have any difficulties please contact the CommBiz Helpdesk on 13 23 39.

## If you have forgotten your Security Token PIN

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- For security reasons you will need to lock your token by entering an incorrect Token PIN five (5) times. Then follow the unlock steps outlined in this brochure.

## To Authorise Transactions

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You will be prompted to enter your Login Password and your OTP when you authorise transactions. These authorisation screens will appear automatically. Simply follow the prompts and enter your Login Password and OTP from your Security Token.

## Frequently Asked Questions

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**Q: Will I need to do anything to activate my Security Token?**

**A:** The first Security Token you receive will be automatically activated during the registration process in the 'My Security Centre' site. All subsequent Security Tokens will require activation. You will be able to activate tokens by following the instructions in 'My Security Centre' on the website.

**Q: How will I access 'My Security Centre'?**

**A:** Enter the website [www.commbiz.com.au](http://www.commbiz.com.au) and then select 'My Security Centre' from the right hand menu under Useful Links.

**Q: How long will the OTP remain on the Security Token screen?**

**A:** The OTP will remain on the screen for 20 seconds.

**Q: What happens if I press the button and no OTP appears?**

**A:** Follow the steps to obtain the OTP again. If no OTP is displayed, please call the CommBiz Help Desk on 13 23 39.

**Q: Can I have more than one Security Token?**

**A:** Every Authoriser or Administrator will need their own Security Token. Security Tokens must not be shared.

**Q: What if I enter the OTP incorrectly?**

**A:** Follow the 'How to use your Security Token' steps to obtain a new OTP and re-enter the new OTP in the 'OTP' field.