



CMS-i First Time Activation User Guide

Download Soft Token Application (iOS Application)

Download Soft Token Application (Android Application)

First Time Activation

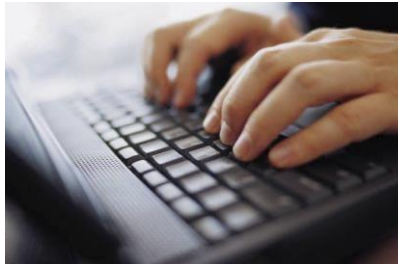
Soft Token Registration

Version : 5.0
Last updated : 15th April 2021

Overview

This document will get you started with our new Cash Management System.

The system is supported by Software Token (Soft Token) to ensure the use of the system and transactions carried out are properly authenticated and authorized.



Section 1: Getting Started

1.1(i) Download Soft Token Application (iOS Application)

1.1(ii) Download Soft Token Application (Android Application)

1.2 First Time Activation

1.3 Soft Token Registration

To access the alrajhicablebiz@24seven system for the first time, you have to complete the steps for the “**First Time Activation**” followed by “**Soft Token Registration**”.

Section 1: Getting Started

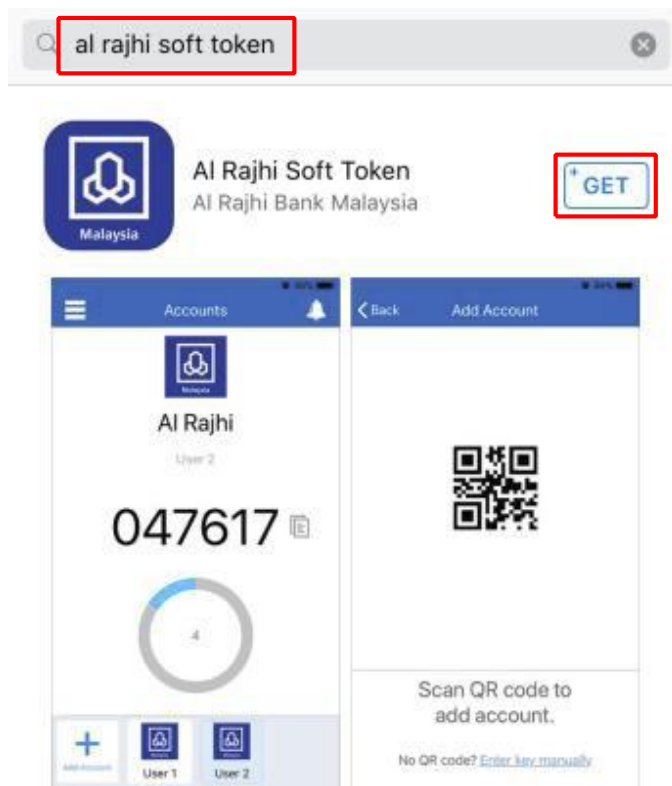
In order to proceed to register your Soft Token, you must download our Al Rajhi Soft Token Application on your mobile phone.

1.1 (i) Download Soft Token Application (iOS Application)

Step 1: Go to App Store



Step 2: Search Al Rajhi Soft Token > click on  (to Install)



Step 3: Click “Accept” after you have read the Term & Condition

Legal Terms

END USER LICENSE AGREEMENT

PLEASE SCROLL DOWN AND READ ALL OF THE FOLLOWING TERMS AND CONDITIONS OF THIS

“You” and “Your” refer to the individual or entity that has agreed to use the program (as de
“Apple” refers to Apple, Inc.. “Device” refers to the compatible Apple-
branded product running the iOS operating system that You own or control.
“Android” refer to mobile operating system developed by Google. “Device” refers to the co
“Soft Token” means the token used by the Bank to authenticate the identity of the Custome
“Oracle” refer to ORACLE AMERICA, Inc. Also refer as the program provider.
“CMS” refer all the Cash Management Services which add to or supplement all banking facil
“Program” refers to the software application provided with this Agreement and any program

INTRODUCTION

Your use of the Program is subject to the terms referenced herein.

LICENSE

Subject to the terms set forth in this Agreement and the App Store Terms of Service, the B

CONSENT TO USE LOCATION-BASED SERVICES AND DATA

The Program may contain or use location-
based services. If You enable, use or access such location-
based services in connection with the Program, You hereby consent to the collection, trans
If the Program provides real-
time location or route guidance, YOU ASSUME ALL RISKS ASSOCIATED WITH YOUR USE OF SL

DATA COLLECTION AND PRIVACY

The Program may collect information about or from Your use of the Program, including info
based services), Program usage, time stamp, Device and operating system identification, l
To the extent that Oracle receives information in relation with its provision of the Program
The Program may provide You with the ability to connect with non-
Oracle websites, services, and applications, which may allow the third party to collect or s
Oracle connections before using them or providing Your personal information to them.

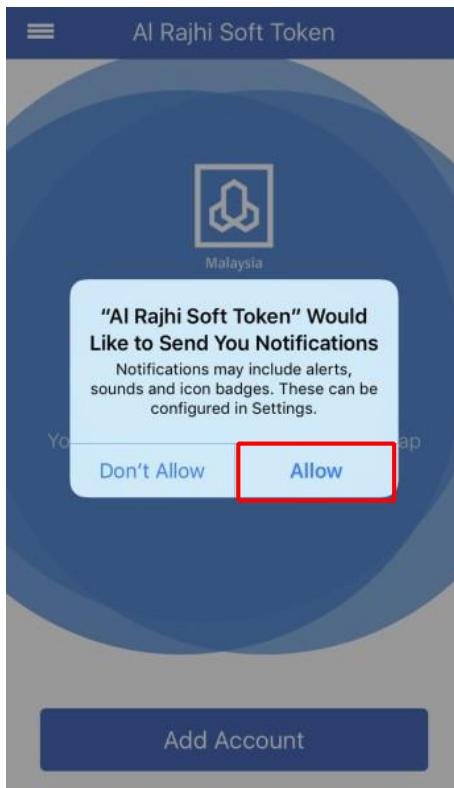
DISCLOSURE OF INFORMATION

The Bank may disclose or make available to the Bank’s agents, suppliers, vendors and servi
Whilst the Bank is committed to take reasonable care and use its best endeavours to ensure

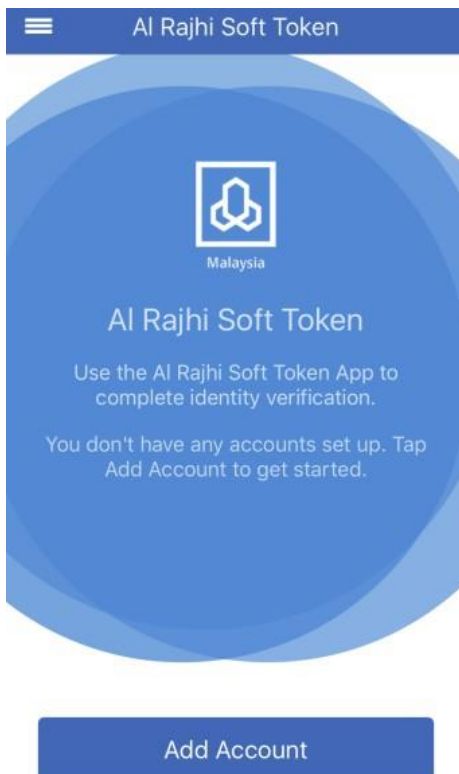
Accept

Deny

Step 4: Click “Allow” to proceed



Step 5: Al Rajhi Soft Token main page will appear



Step 6: *Al Rajhi Soft Token shortcut will be added to your mobile phone Home Page.*



Step 7: *Once Soft Token App is successfully downloaded, you may proceed to **Section 1.2 : First Time Activation (new user)***

Step 8: *Ensure your mobile phone timing is set to “Set Automatically”
(Setting ☐ General ☐ Date and Time)*

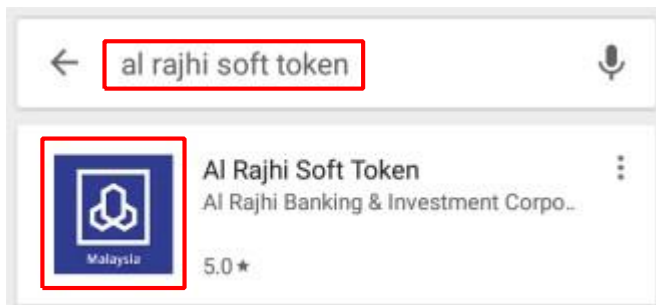


1.1 (ii) Download Soft Token Application (Android Application)

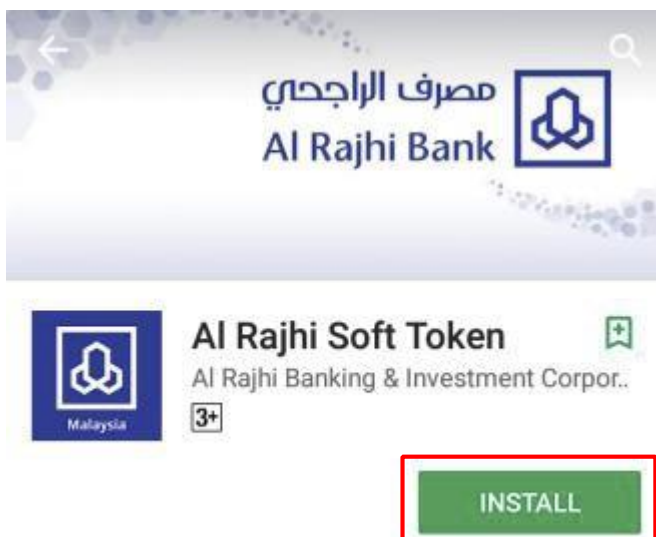
Step 1: Go to Play Store



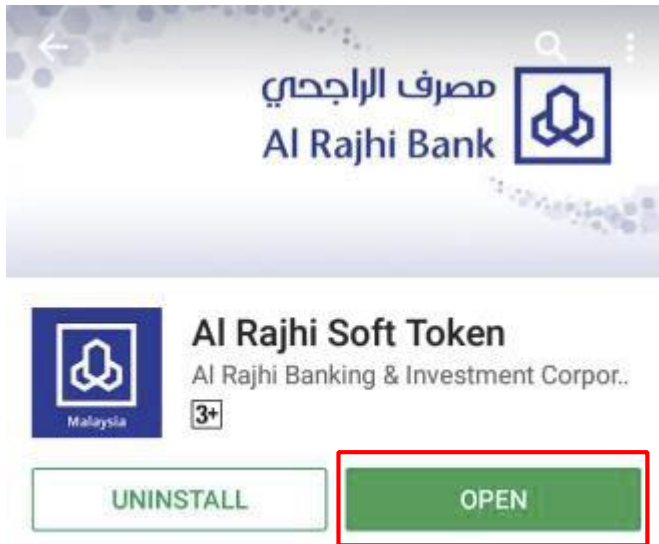
Step 2: Search Al Rajhi Soft Token > click to select



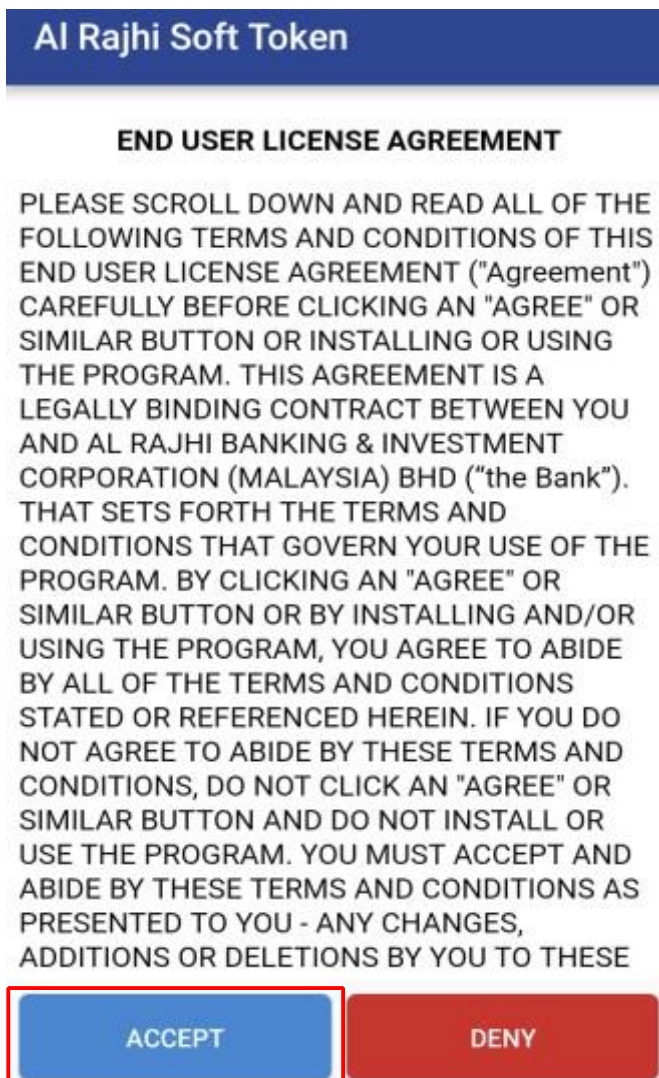
Step 3: Click "Install"



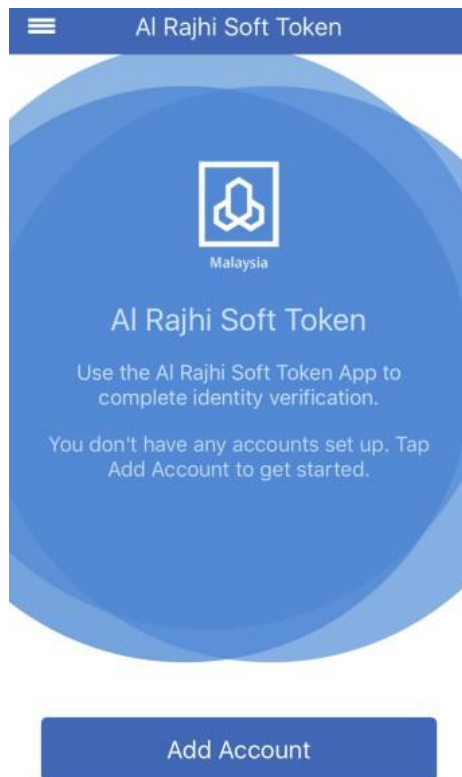
Step 4: Click “Open”



Step 5: Click “Accept” after you have read the Term and Condition

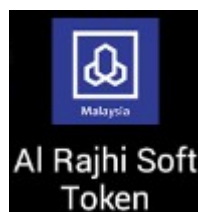


Step 6: Al Rajhi Soft Token main page will appear

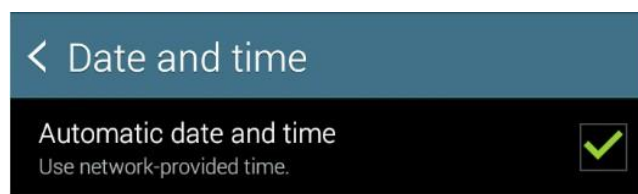


Step 7: *Al Rajhi Soft Token shortcut will be added to your mobile phone Home Page.*

Step 8: *Once Soft Token App is successfully downloaded, you may proceed to **Section 1.2: First Time Activation***



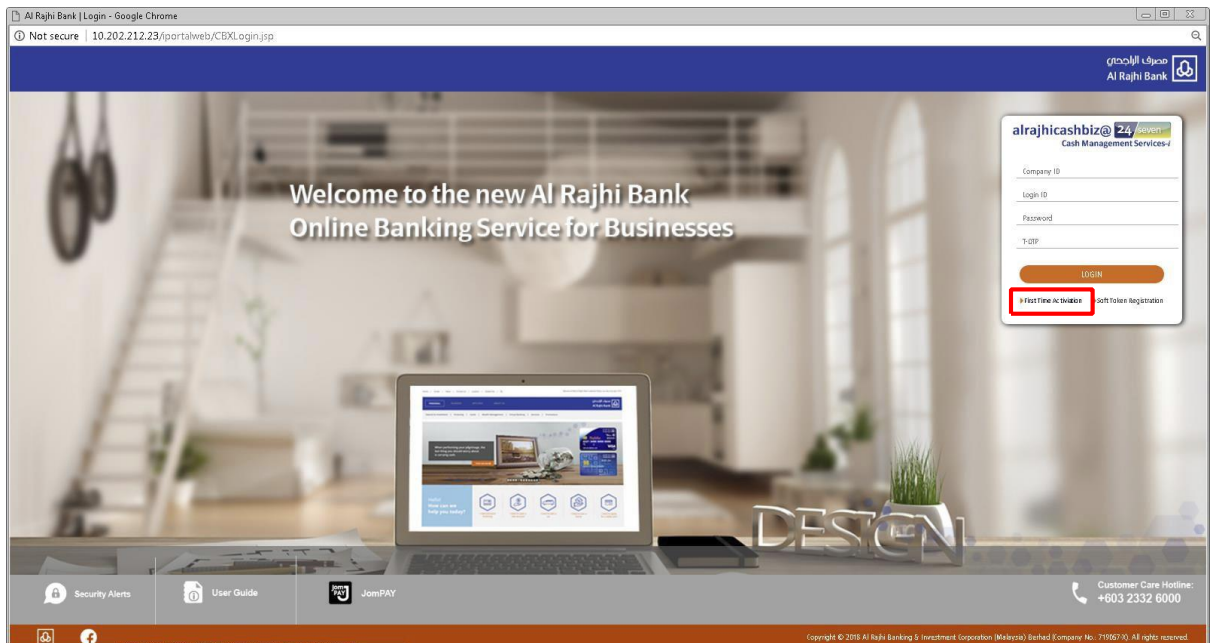
Step 9: *Ensure your mobile phone timing is set to “Automatic date and time”
(Setting ☐ Date and Time)*



1.2 First Time Activation

For activation, kindly ensure that the user has received the Pin Number for First Time Activation via registered email. If you have not received, please contact our support team at cmsops@alrajhibank.com.my

Step 1: Click “First Time Activation” at the Cash Management Services-i or <https://alrajhicashtbiz24seven.com.my/>



Step 2: Enter Company ID, Login ID, IC Number, Pin Number > Click “Submit”

Step 3: Once your information is successfully validated, proceed to retrieve your One Time Password (OTP) by clicking on “NEXT” button. The OTP will be sent to your registered email

Step 4: Retrieve One Time Password (OTP) via registered email

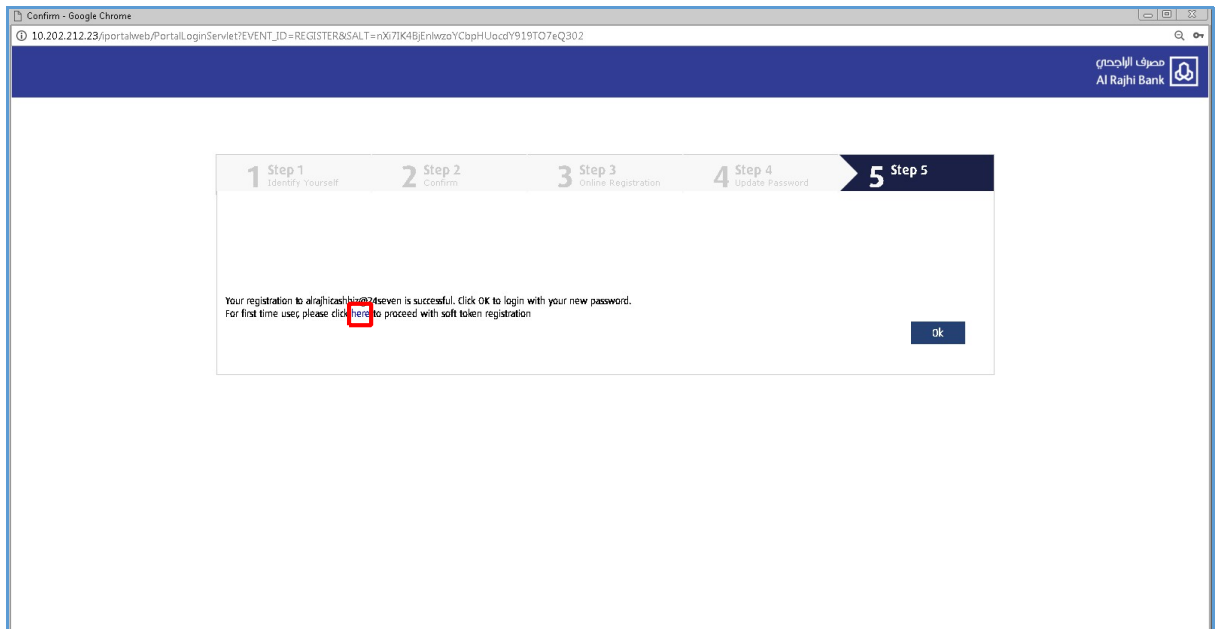
Step 5: Enter the One Time Password (OTP) received via email > Click “Submit”

The screenshot shows a web browser window with the URL `10.202.212.23/portalweb/PortalLoginServlet?EVENT_ID=REGISTER`. The page header includes the Al Rajhi Bank logo and name in Arabic. A progress bar at the top indicates five steps: Step 1 (Identify Yourself), Step 2 (Confirm), Step 3 (Online Registration), Step 4 (Update Password), and Step 5 (Enter OTP). The main content area prompts the user to "Please enter the One Time Password (OTP)". A message states: "The One Time Password has been sent to your registered mobile number and/or E-mail ID". Below this, there is a text input field labeled "One Time Password (OTP) *" containing four asterisks. To the right of the input field are two buttons: "Submit" (highlighted with a red box) and "Cancel".

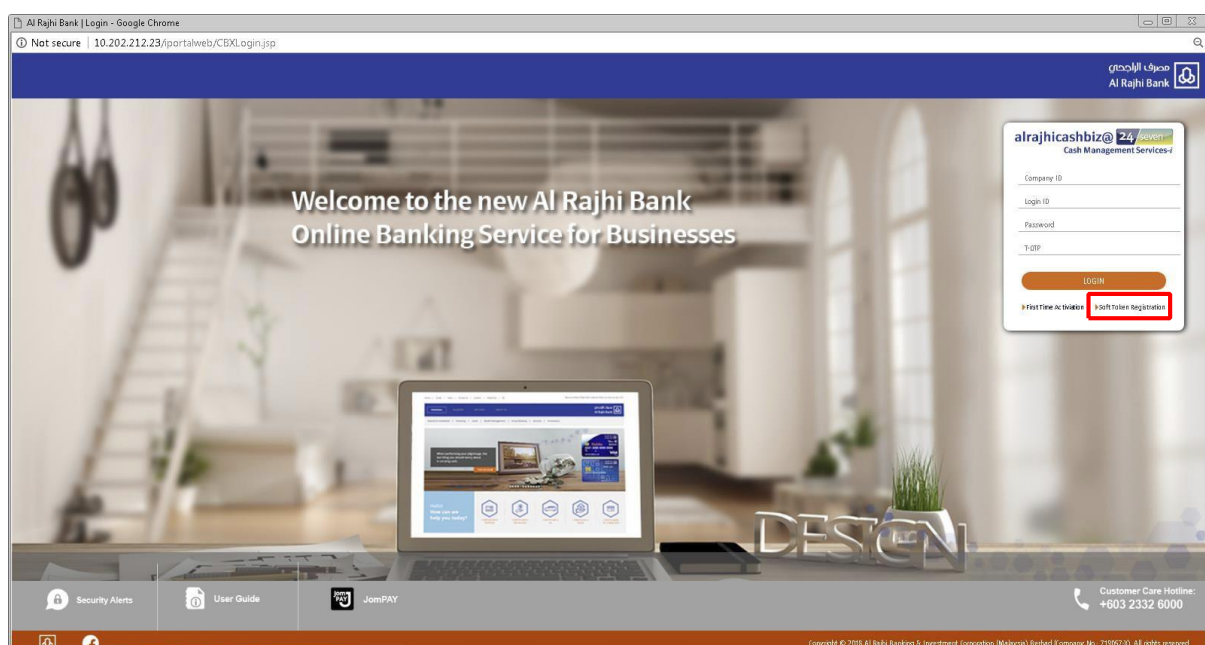
Step 6: Create new password and Confirm Password > Click “Submit”

The screenshot shows the same web browser window, but the progress bar now highlights Step 4 (Update Password). The main content area contains fields for "Corporate ID" (70000117) and "Login ID" (ANIEMAKER). Below these are two password fields: "Password *" and "Confirm Password *", both containing asterisks. To the left of the password fields is a "Password Rules" button. To the right is an "Online Virtual Keyboard" with a grid of characters. Below the keyboard is a checkbox labeled "Enable Virtual Keyboard". At the bottom left, a note states: "After password is updated, proceed to Self Token Registration on our Login Page". At the bottom right, there are two buttons: "Submit" (highlighted with a red box) and "Cancel".

Step 7: Click “[here](#)” > System will redirect you to Soft Token Registration



NOTE : The following steps in 1.3 Soft Token Registration is only applicable for First Time Registration in user’s mobile phone. Changing mobile phone or deleting the Soft Token Application, user is required to re-do the step at <https://alrajhicasbiz24seven.com.my/> and click “Soft Token Registration”

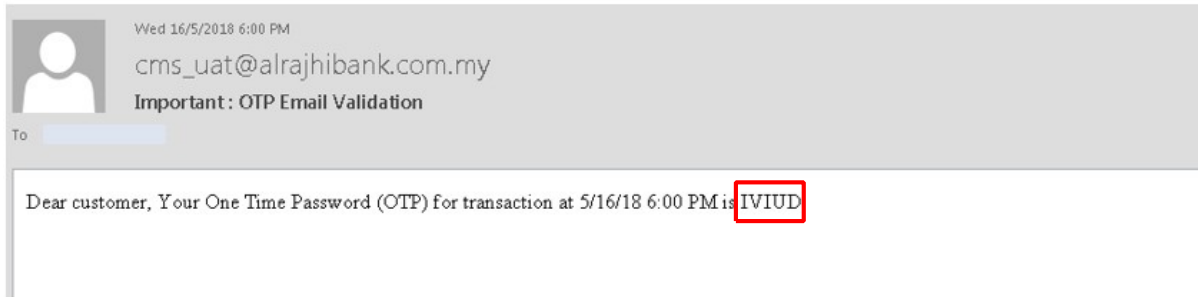


1.3 Soft Token Registration

Step 1: Enter Company ID, Login ID, Password > Click “Submit”

Step 2: Once your information is successfully validated, proceed to retrieve your One Time Password (OTP) by clicking on “NEXT” button. The OTP will be sent to your registered email

Step 3: Retrieve One Time Password (OTP) via registered email



Step 4: Enter the One Time Password (OTP) received via email > Click “Submit”

OTP - Google Chrome
Not secure | 10.202.212.23/portalweb/PortalLoginServlet?EVENT_ID=REGISTER

1 Step 1 Identify Yourself 2 Step 2 Confirm 3 Step 3 Enter OTP 4 Step 4 Unique Code 5 Step 5 Information

Please enter the One Time Password (OTP)

The One Time Password has been sent to your registered mobile number and/or e-mail ID

One Time Password (OTP) * [Redacted]

Submit Cancel

Step 5: The system will display your QR Code, Account and Unique Code will be automatically shown

Unique Code - Google Chrome
10.202.212.23/portalweb/PortalLoginServlet

1 Step 1 Identify Yourself 2 Step 2 Confirm 3 Step 3 Enter OTP 4 Step 4 Unique Code 5 Step 5 Information

Your Unique Code and QR CODE are here....

Account : 7000017ANEMAKER
Unique Code : 770XJ5VAREC0BUTUAVNF06UM

QR Code :

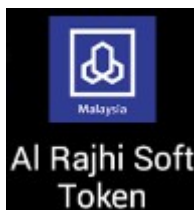
T-OTP

Please enter the Account and Unique Code in the Soft Token App or Scan the QR Code to complete the Soft Token Registration.

Submit Cancel

Disclaimer
1. To complete Token registration, please scan the QR Code or Key in the Account Details & Unique Code in your Soft Token Mobile App.
2. The QR Code or Unique Code is valid for 5 mins and will expire.
3. Entering an expired T-OTP will automatically generate a new code.
4. You will be required to re-scan a new QR Code or re-enter a new Unique Code along with Account Details in the Mobile App before entering the T-OTP to complete your registration.

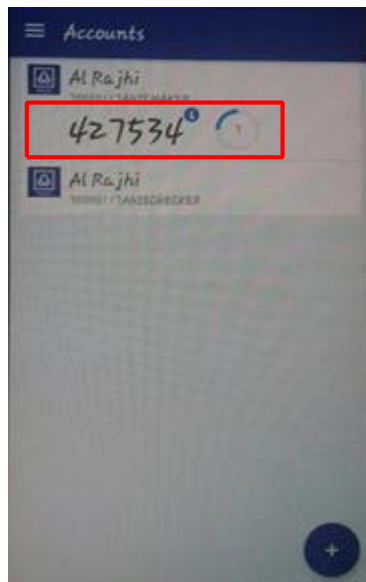
Step 6: Click on the **Al Rajhi Soft Token** icon on mobile phone



Step 7: Click “Add Account” > Scan the QR Code displayed on your PC or Enter Account and Unique Code manually
(**Add account is related to add or allow access to the accounts that are under the user’s entitlement)



Step 8: A Time-based One Time Password (T-OTP) will be generated in the Soft Token Applications



Step 9: Enter the T-OTP in the field provided > Click “Submit”

Unique Code - Google Chrome
Not secure | 10.202.212.23/portalweb/PortalLoginServlet

1 Step 1 Identify Yourself 2 Step 2 Confirm 3 Step 3 Enter OTP 4 Step 4 Unique Code 5 Step 5 Information

Your Unique Code and QR CODE are here....

Account : 7000017ANEMAKER
Unique Code : 7WUXF3V2E0BUFTUAVNF06UM

QR Code :

T-OTP : 496020

Please enter the Account and Unique Code in the Soft Token App or Scan the QR Code to complete the Soft Token Registration.

Submit Cancel

Disclaimer
1. To complete Token registration, please scan the QR Code or Key in the Account Details & Unique Code in your Soft Token Mobile App.
2. The QR Code or Unique Code is valid for 5 mins and will expire.
3. Entering an expired T-OTP will automatically generate a new code.
4. You will be required to re-scan a new QR Code or re-enter a new Unique Code along with Account Details in the Mobile App before entering the T-OTP to complete your registration.

NOTE : Please scan and enter the T-OTP within 15 minutes, OTHERWISE THE SOFT TOKEN REGISTRATION IS CONSIDERED INVALID and user will not able to login at all. User is required to repeat the same step of 1.3 Soft Token Registration

Step 10: Click “[here](#)” > System will redirect you login to the system

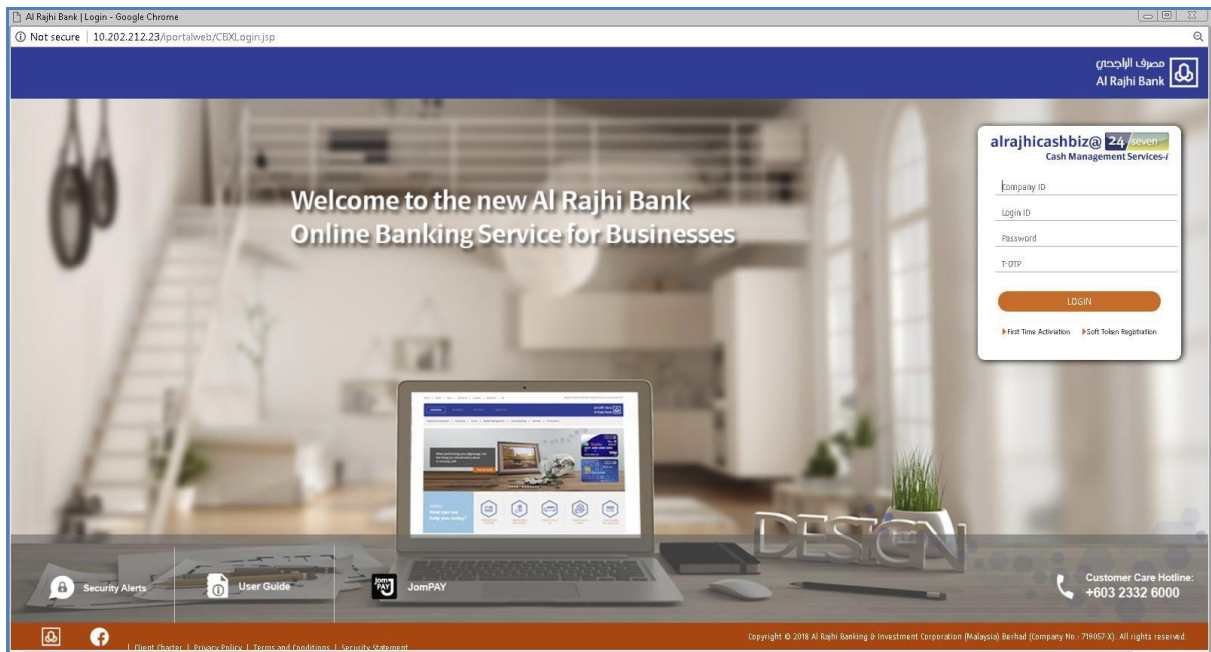
Information - Google Chrome
10.202.212.23/portalweb/PortalLoginServlet?EVENT_ID=REGISTER

مصرف الراجحي Al Rajhi Bank

1 Step 1 Identify Yourself 2 Step 2 Confirm 3 Step 3 Enter OTP 4 Step 4 Unique Code 5 Step 5 Information

Your T-OTP is validated and mapped to SoftToken app.
Your Soft Token Registration is successful. You may now proceed to login. Click [here](#) to login

- Step 11:** Enter **Company ID, Login ID, Password and T-OTP****
(*T-OTP is required for each login and authorization. Generate T-OTP via the Mobile Soft Token Application)
- Step 12:** Click **“Login”**





For further inquiries, kindly contact our support team at:
cmsops@alrajhibank.com.my