



SMS One Time Password Client Instruction

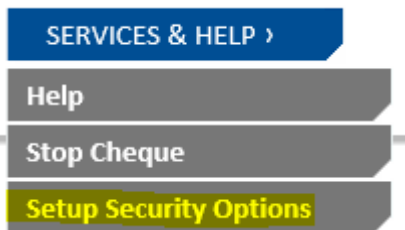
SMS OTP functionality is available for clients who have full access logins and authorise transactions through CDF Online. SMS OTP is used for the Password Reset functionality.

Password reset will not work for view only or data entry logins

1.1 SMS One Time Password Client Activation For Password Reset

For a client to use SMS OTP in any matter, their mobile number & email must be confirmed with CDF then client can 'self-register' for SMS OTP through CDF Online.

- a. This is done through the **Services and Help menu, Setup Security Options**



- b. Click on Request



Status: Not Requested

- c. Confirm mobile number is correct and click Request

Request SMS One Time Password

You can request an SMS One Time Password to enhance your Internet Banking security by completing the details below:

Send SMS One Time Passwords to the following mobile number:

0439 192 047

REQUEST

CANCEL

d. Click OK to confirm

Confirm SMS One Time Password Request

You have requested to use SMS One Time Passwords. Please click OK to confirm.

OK

PREVIOUS

CANCEL

e. Click Finish to confirm

SMS One Time Password Request Receipt

Your request was successful.

You can now use an SMS One Time Password to log on to Internet Banking.

Details Transaction Date/Time 14 SEP 21 - 11:12am

FINISH

Client is now registered to use SMS OTP functionality

Password Reset

Password Reset functionality works for full access logins that are registered for SMS OTP.

Password Reset will not work for Data Entry logins, or logins that have been blocked.

1.2 Password Reset

A client can 'self-service' when they have forgotten their password.



An SMS has been sent to your registered mobile number XXXX XXX 047

Reset your Password

Enter a One Time Password

You will need to generate a one time password using your Token or Phone to continue

One Time Password

SMS

GET SMS

One Time Password

Click Get SMS to send an SMS One Time Password to your mobile phone

NEXT

CANCEL

Once the SMS OTP is received, enter into One Time Password field and click Next

User will then be asked to create a new Password before entering CDF Online