

DEVICE AUTHENTICATION FAQ'S



2021

Device Authentication FAQ's

What is device Authentication?

Device authentication ensures that customer's devices are validated against a customer's mobile banking profile. Any unidentified device will have to go through a self-linking process.

How do I link my device?

The Mobile Banking app will prompt you to link the device when you attempt logging in with a device that is not registered.

Can I link more than one device to my profile?

By default only one device is allowed however if you wish to link more than one devices you must send a signed instruction to the bank.

What if I lose my device?

Lost linked devices must be reported immediately to contact Center on **+250788149555** or send written, signed instruction to the bank.

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Can I delink my device?

No. Delinking of a device can only be done by bank staff upon instruction from the customer.

Can I have both device authentication and OTP enabled for my profile?

By default only device authentication is set however OTP and Device authentication can be enabled upon customer's written request.

For Joint accounts with either to sign mandate, can all the devices of the account holders be linked?

Yes

Will I still use the OTP and my password with device authentication enabled?

You will use your Password to login.

OTP will only be used when registering the device and when a customer has instructed the bank to enable both OTP and Device authentication.

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How do i changed my PIN with device authentication enable and how does it affect the other linked devices?

Go to login page, enter your mobile number and select Forgot PIN. The PIN remains the same regardless of the device being used.

What happens when I try to login with unauthorized device?

The NCBA Mobile Banking App does not allow login using unauthorized/not linked devices.

When transacting using one device do other linked devices get notifications/alerts?

No. The only device that receives notifications is the device with the Telephone number registered on T24.

Do all the linked devices have the same access rights to my profile?

Yes

Can I view all the devices linked to my profile?

Yes

THANK YOU