

**BOC eTOKEN  
AUTHENTICATION TOOL  
FOR YOUR ONLINE BANKING**



**QUICK USER GUIDE**

Bank of China Limited Singapore Branch  
Website: [www.bankofchina.com/sg](http://www.bankofchina.com/sg)  
Customer Service Hotline:  
1800-6695566(Singapore)  
+65 67795566(Outside Singapore)



# Bank of China eToken User Guide

## About Our eToken

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BOC eToken is introduced to protect you against fraud and other security threats when you use our online and mobile banking services. eToken allows you to verify your identity and access a full range of online services.

## Functions on our eToken



### **1. How to power on/off my eToken?**

You can press the Power on/off button to power on/off the token. The eToken will be automatically power off if it's not used within sixty seconds or you can press the **<Power>** button to turn it off.

### **2. Do I need to perform a one-time activation for my eToken?**

You are required to perform a one-time activation for your eToken only if you have received your eToken via post.

If the message on your eToken is shown as **“Thank you for using BOC eToken”**, this indicates that your eToken has already been activated so you **DO NOT NEED** to perform a one-time activation for your eToken. You can login immediately to your Online Banking or Mobile Banking.

If the message on your eToken is shown as a 12-digit Activation Code XXXX XXXX XXXX, then you will need to perform a One-Time Activation for your eToken.

### **3. What are the steps to activate my eToken?**

#### **Step by Step Guide to activate the eToken**

##### **Part A:**

1. Visit [www.bankofchina.com/sg](http://www.bankofchina.com/sg)

2. Click on **Personal Online Banking Login** on the top right corner.
3. Read the notice and click on **<Confirm and Login Online Banking>**.
4. Click on **<Activate and bind eToken>**.
5. Enter the default username and password for your BOC Personal Online Banking as stated in your PIN mailer and click **<Login>**. Note: Please ensure you enter the correct default username and password as shown in the PIN mailer for **BOC Personal Online Banking service**).

#### **Part B:**

1. Enter the serial number as shown on the back of your eToken and click on **<Activate>**.
2. Press and hold the **<Power>** to turn on your eToken and get an application code.

3. Enter this application code onto your computer screen and click on **<Obtain Activation Code>**.
4. Once the activation code is displayed on the computer screen, press **<OK>** on the eToken.
5. Enter the Activation Code on your computer screen and press **<OK>** to submit.
6. Click on **<Next Step>** to proceed.
7. Press the **<OTP>** button on the eToken to generate a One-Time Password (OTP).
8. Enter the OTP on the computer screen and click on **<Bind>** to complete the activation>.

Once all the above steps have been completed, you can now start to access BOC

Personal Online and Mobile Banking services with your new BOC eToken.

#### 4. How to generate a One-Time Password (OTP)?

An OTP is a 6-digit random password and can only be used once in the course of each authentication of your transaction. This dynamic password will be randomly updated every 60 seconds.

##### Steps:

- a. Press the **<Power>** to switch on the eToken.
- b. Press the **<OTP>** to generate a OTP.
- c. Input the OTP in the system as per instruction.

## 5. How to generate a Transaction Signing Password (TSP)?

Transaction Signing is an enhanced process that has been introduced to increase the level of security for specific online banking transactions.

This process requires you to enter a challenge code which is specific to the online transaction that you are performing into the eToken. The eToken will then generate a unique 6-digit security code known as Transaction Signing Password (TSP).

### Steps:

- a. Press the **<Power>** to switch on the eToken.
- b. Press the **<SIGN>** to enter the Challenge code as instructed on the screen.
- c. Press the **<OK>** to obtain a TSP.
- d. Input the TSP in the system as per instruction.

## 6. What are the transactions which that will require Transaction Signing?

The transactions below will require Transaction Signing:

- Add new payee
- Transactions with amounts higher than the OTP threshold\*
- Update of personal information
- Update of funds transfer limits

## 7. How to access the Function Menu?

You can press the **<Function>** on the eToken to view the serial number. and version number of the eToken.

## 8. What if I have more questions on the eToken

Please contact our 24-hour customer service hotline at **1800 66 95566** (from Singapore) or **+ (65) 677 95566** (from overseas) for assistance on our Online and Mobile Banking services.

## Important Notice

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1. BOC eToken allows you to verify your identity when logging on to Online or Mobile banking services. The eToken is also used to authorize certain transactions and account updates. Hence, it is important to keep this eToken properly and ensure that it is only used for your personal banking needs.
2. If you have lost your eToken, please contact our 24-hour customer service hotline at **1800 66 95566** (from Singapore) or + **(65) 677 95566** (from overseas) for assistance. You can proceed to any BOC branch to do a replacement.
3. Please refer to the back on the eToken for the expiry date. You are advised to proceed to any BOC branch to do a replacement at least one month before expiry.
4. The eToken is designed to be water resistant but not waterproof. Please take care of the eToken and avoid placing it in water or near fire sources, and dropping from height.
5. If your eToken is faulty, or out of battery, you can proceed to any BOC branch to do a replacement.

# 中行网银安全认证工具 动态口令牌



## 使用手册

中国银行新加坡分行  
网站: [www.bankofchina.com/sg](http://www.bankofchina.com/sg)  
客户服务电话:  
1800-6695566(新加坡)  
+65 67795566(境外)

中银<sup>®</sup>令 中行网银  
BOCNET



# 中银e令使用手册

## 关于中银E令

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为了与我行增强安全可靠性的目标相一致, 中国银行新加坡分行启用了新一代中银e令, 保障我行个人网上银行的环境安全, 从而防止网络诈骗的发生。

## 功能说明



### 1. 如何开/关机?

按下开关机键即可开/关中银e令。  
若60秒内无操作行为,则令牌自动关机。

### 2. 收到令牌后,我是否需要激活令牌?

只有通过邮寄方式收到令牌的客户才需要进行令牌激活。对于在柜台开通网银的客户,令牌已激活,可直接使用。

如果您令牌的开机信息显示为“Thank you for using BOC eToken”,这表明您的令牌已激活,无须再点击“激活绑定二代令牌”。您可以立即登录您的网银。

如果您令牌的开机信息显示为12位的激活码xxxx xxxx xxxx,您此时需要点击“激活绑定二代令牌”,激活您的令牌。

### 3. 如何激活令牌?

#### A部分:

- 1、访问<http://www.bankofchina.com/sg>
- 2、点击右上角“个人网上银行登录”
- 3、阅读电子银行服务使用说明并点击“我已知晓 确认登录网银”
- 4、点击“激活绑定二代令牌”
- 5、输入您的网银初始用户名和密码并点击“登录”(请确认您输入的账号密码与中行密码函中显示的初始账号密码一致)。

#### B部分:

- 1、输入令牌背面的序列号并点击“激活”
- 2、按令牌上的电源键启动令牌并得到一个申请码
- 3、将令牌上显示的申请码输入电脑屏幕上显示的栏位并点击“获取激活码”
- 4、您的激活码将会在屏幕上显示,按令牌上的确认键

- 5、在令牌上输入电脑屏幕上显示的激活码,按令牌上的确认键提交
- 6、按“下一步”继续操作
- 7、按令牌上的" OTP"键生成动态口令
- 8、将口令输入屏幕上显示的栏位并点击“绑定”完成令牌激活与绑定

操作完成,您已成功地激活您的令牌。您现在可以使用您的令牌进行中国银行的个人网银与手机银行登录与其他服务验证。

#### 4. 如何生成一次性动态密码 (OTP)?

一次性动态密码OTP是六位随机密码,且每一次认证只能使用一次。动态密码每60秒随机更换一次。

## 获取步骤:

- 按下开机键
- 按下生成动态口令键获得OTP
- 根据系统提示输入OTP

## 5. 如何生成交易签名口令 (TSP)?

交易签名是一种新式为特定网上银行交易增强安全保障的方法。这种方法要求您在令牌输入用于指定网上交易的挑战代码。之后,中银e令会生成唯一的六位安全码,即交易签名。

## 获取步骤:

- 按下开机键
- 按下交易签名口令键并根据屏幕提示输入挑战码
- 按下确认键获得TSP
- 根据系统提示输入TSP

## 6. 哪些交易需要交易签名?

下述交易需要交易签名:

- 增加新的收款人
- 交易金额超过动态密码的权限范围
- 更新个人信息
- 更新转账限额

## 7. 如何查看功能菜单?

按下功能菜单键即可查看令牌序列号与版本信息。

## 8. 如果我对中银e令有更多疑问, 怎么办?

您可以拨打我们的24小时客户服务帮助热线1800 66 95566(新加坡拨打)或者+65 677 95566(海外拨打)寻求帮助。

## 注意事项

1. 中银e令是您电子银行登录和交易的通行证, 请妥善保管, 不要示与他人或给他人使用。
2. 如不慎遗失中银e令, 请您第一时间拨打中国银行24小时客服热线1800 66 95566 (新加坡) 或 + (65) 677 95566 (海外) 进行挂失。您可前往新加坡任意一家中行网点柜台进行补领。
3. 中银e令使用有效期具体时间以令牌背面标示为准。为保证您的正常使用, 建议您在令牌到期前一个月前往网点柜台进行更换。
4. 中银e令采用防水封装设计, 请避免令牌受到严重撞击、承受重压或从高处跌落。
5. 如在有效期内令牌出现问题, 您可前往网点柜台进行更换。