



AmBank Group

AmAccess
Trade

A faint, grayscale world map is centered in the background of the slide.

Token Login User Guide



▼ INTRODUCTION

AmAccess Trade is a **web-based trade solution** for connecting your business for growth. It offers the fast and efficient way to access your international and local trade transactions. The key features of AmAccess Trade are:

- Online Trade Application
- Online Advice retrieval
- Email notifications

[Introduction](#)

[About The Token](#)

[Activating Your Token](#)

[Changing Your Token PIN](#)

[Unlocking Your Token](#)

[Token Login Guide](#)

[Steps to Log In](#)

Helpdesk

For help on AmAccess Trade, you may reach our Contact Centre at:
T | +603 2058 2800
F | +603 2026 1716
E | AmAccessTrade@ambankgroup.com

Business Hours:

Monday – Thursday: 8.45am to 5.45pm
Friday: 8.45am to 4.45pm
Weekend & Public Holiday : Closed



▼ TOKEN - ABOUT THE TOKEN

Security and Technology Overview

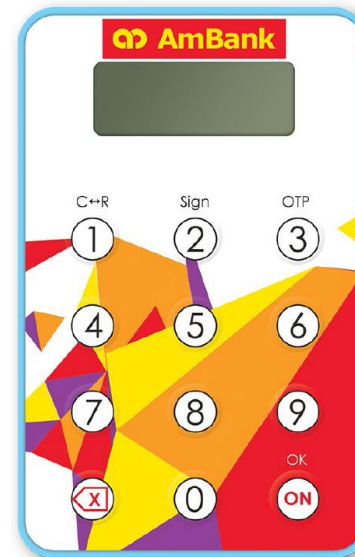
- Token Based Users are authenticated using a Two-Factor Authentication token which is activated by a Personal Identification Number (PIN), in addition to your Login ID. Each time you enter your Login ID, a Challenge will be provided. A Response to the Challenge has to be generated from a VASCO® token device that is assigned to your Login ID. The Challenge will be refreshed every 50 seconds to prevent fraudulent use of expired Response.

Battery Life

- Manufacturing warranty of 3 years.

Lost Token/Replacement

- Please call +603 2058 2800 or email to AmAccessTrade@ambankgroup.com



[Introduction](#)

[About The Token](#)

[Activating Your Token](#)

[Changing Your Token PIN](#)

[Unlocking Your Token](#)

[Token Login Guide](#)

[Steps to Log In](#)



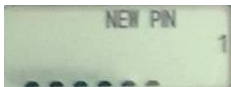
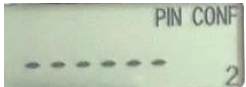


Helpdesk

For help on AmAccess Trade, you may reach our Contact Centre at:
T | +603 2058 2800
F | +603 2026 1716
E | AmAccessTrade@ambankgroup.com

Business Hours:

Monday – Thursday: 8.45am to 5.45pm
Friday: 8.45am to 4.45pm
Weekend & Public Holiday : Closed

▼ TOKEN –ACTIVATING YOUR TOKEN

Step #	As shown on Token's Display Screen	Description
Step 1		Press 'ON' for 2 seconds until ' SELECT ' appears on screen
Step 2		Press '1' to start the Challenge Response module. ' NEW PIN ' will appear on screen
Step 3		Enter your preferred 6-digit PIN and press 'OK'. *If ' BAD PIN 1 ' appears on screen or 'NEW PIN' is not showing, your token might have been activated /changed PIN before, immediately call our Contact Centre at 03-21783188
Step 4		Re-enter your preferred 6-digit PIN and press 'OK' to activate the token. Your PIN has been successfully configured when ' PIN CONF ' appears on screen.
Step 5		Press  to switch off your token.

[Introduction](#)

[About The Token](#)

[Activating Your Token](#)

[Changing Your Token PIN](#)

[Unlocking Your Token](#)

[Token Login Guide](#)

[Steps to Log In](#)


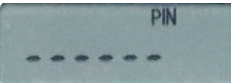
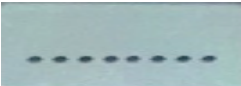
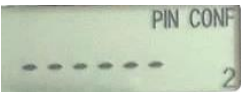
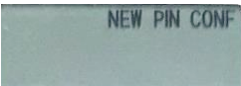
Helpdesk

For help on AmAccess Trade, you may reach our Contact Centre at:
 T | +603 2058 2800
 F | +603 2026 1716
 E | AmAccessTrade@ambankgroup.com

Business Hours:
 Monday – Thursday: 8.45am to 5.45pm
 Friday: 8.45am to 4.45pm
 Weekend & Public Holiday : Closed



▼ TOKEN – CHANGING YOUR TOKEN PIN

Step #	As shown on Token's Display Screen	Description
Step 1		Press 'ON' for 2 seconds until ' SELECT ' appears on screen
Step 2		Re-press 'ON' button for 5 seconds until 'PIN' appears on screen. Key-in your current 6-digit PIN followed by 'OK'.
Step 3		When ' NEW PIN ' appear on screen, key-in your new 6digit PIN and press 'OK'.
Step 4		Re-enter your new PIN and press 'OK'.
Step 5		Your PIN has been successfully changed when ' NEW PIN CONF ' appears on screen.

[Introduction](#)

[About The Token](#)

[Activating Your Token](#)

[Changing Your Token PIN](#)

[Unlocking Your Token](#)

[Token Login Guide](#)

[Steps to Log In](#)



Helpdesk

For help on AmAccess Trade, you may reach our Contact Centre at:
T | +603 2058 2800
F | +603 2026 1716
E | AmAccessTrade@ambankgroup.com

Business Hours:
Monday – Thursday: 8.45am to 5.45pm
Friday: 8.45am to 4.45pm
Weekend & Public Holiday : Closed



▼ TOKEN – UNLOCKING YOUR TOKEN

Step #	As shown on Token's Display Screen	Description
Step 1		If 'BAD PIN' appears on screen, you have entered an incorrect PIN. You may try up to 5 times before the token is locked.
Step 2		If your token is locked, immediately contact AmBank's Contact Centre at 03-2178 3188.

[Introduction](#)

[About The Token](#)

[Activating Your Token](#)

[Changing Your Token PIN](#)

[Unlocking Your Token](#)

[Token Login Guide](#)

[Steps to Log In](#)

Helpdesk


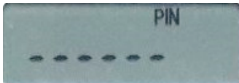


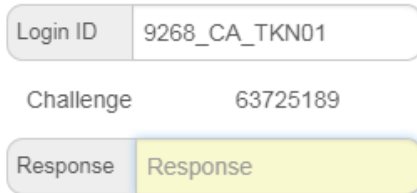
For help on AmAccess Trade, you may reach our Contact Centre at:
T | +603 2058 2800
F | +603 2026 1716
E | AmAccessTrade@ambankgroup.com

Business Hours:

Monday – Thursday: 8.45am to 5.45pm
Friday: 8.45am to 4.45pm
Weekend & Public Holiday : Closed



▼ TOKEN – TOKEN LOGIN GUIDE

Step #	As shown on Token's Display Screen	Description
Step 1		Press 'ON' for 2 seconds until ' SELECT ' appears on screen
Step 2		Press '1' to start the Challenge Response module
Step 3		Enter your 6-digit PIN and press 'OK'. 8 dashes will appear on screen
Step 4	 	Enter the 8-digit Challenge number displayed on AmBank's Corporate Internet Banking login page and press 'OK'

[Introduction](#)

[About The Token](#)

[Activating Your Token](#)

[Changing Your Token PIN](#)

[Unlocking Your Token](#)

[Token Login Guide](#)

[Steps to Log In](#)

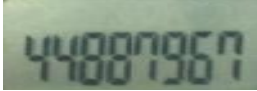
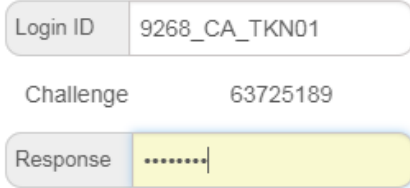


Helpdesk

For help on AmAccess Trade, you may reach our Contact Centre at:

T | +603 2058 2800
 F | +603 2026 1716
 E | AmAccessTrade@ambankgroup.com

Business Hours:

Monday – Thursday: 8.45am to 5.45pm
 Friday: 8.45am to 4.45pm
 Weekend & Public Holiday : Closed

Step #	As shown on Token's Display Screen	Description
<p>Step 5</p>		<p>Your token will display the 8-digit Response Code. Enter the Response Code at the Response Field of the login page and click 'Sign In'</p> 
<p>Step 6</p>		<p>Press  to switch off your token.</p>

[Introduction](#)

[About The Token](#)

[Activating Your Token](#)

[Changing Your Token PIN](#)

[Unlocking Your Token](#)

[Token Login Guide](#)

[Steps to Log In](#)

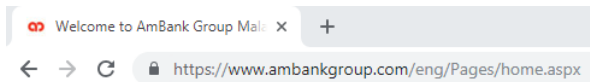
Helpdesk

For help on AmAccess Trade, you may reach our Contact Centre at:
 T | +603 2058 2800
 F | +603 2026 1716
 E | AmAccessTrade@ambankgroup.com

Business Hours:
 Monday – Thursday: 8.45am to 5.45pm
 Friday: 8.45am to 4.45pm
 Weekend & Public Holiday : Closed



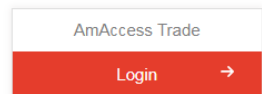
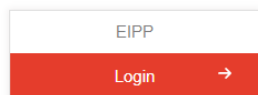
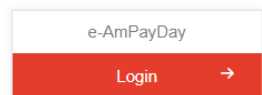
STEPS TO LOG IN



1 Visit www.ambankgroup.com.

About Us Career Newsroom Online Login Contact Us

2 Click on **Online Login**



3 Click on **Login** under AmAccess Trade

AmBank Welcome to AmAccess Trade

Online Trade Transaction

AmAccess Dynamic and

Input your **Company Abbreviation** and **Login ID** and refer to Token Login Guide on page 7 & 8

Online Trade Finance
Login to AmAccess Trade Islamic

*Company ABC123
*Login ID CUCHECKER
Challenge 7131 4489
*Response

Clear Login

Password Login Click Here

New User Activation
Forgotten / Change Password Enable User ID

TIPS!
Click on the **Security Tips** to review the guide to:

- Steps to Authenticate Website
- Easy Ways Protecting Yourself
- Email Security Tips

Once you click here, the webpage will redirect you to **AmAccess Trade Islamic**

4

[Introduction](#)

[About The Token](#)

[Activating Your Token](#)

[Changing Your Token PIN](#)

[Unlocking Your Token](#)

[Token Login Guide](#)

[Steps to Log In](#)

Helpdesk

For help on AmAccess Trade, you may reach our Contact Centre at:
T | +603 2058 2800
F | +603 2026 1716
E | AmAccessTrade@ambankgroup.com

Business Hours:

Monday – Thursday: 8.45am to 5.45pm
Friday: 8.45am to 4.45pm
Weekend & Public Holiday : Closed



AmBank Group

AmAccess
Trade



Thank you