

# ONLINE BANKING MIGRATION



## Spar Key

Secure Customer  
Authentication

For **Android, iOS  
& Windows Desktop**

developed by

**SPARKASSE**  
Bank Malta plc

### 1. IN THE WEB BROWSER

Login to the Bank's Online Banking using your existing OTP Token.

### 2. IN THE WEB BROWSER

Migration Wizard Step 1 - Click on START on the "Transition Wizard".

#### STEP1 - SECOND FACTOR AUTHENTICATION MIGRATION

##### TRANSITION WIZARD - NEW VERSION OF ONLINE BANKING PLATFORM (STEP 1 OF 5)

You have been selected to transition onto the new version of the Bank's online platform. By completing five simple steps the access you currently enjoy to Sparkasse Bank Malta plc's online platform will benefit from an even greater level of security than is currently the case.

Following the migration, you will no longer need your physical OTP Token. Instead access will be achieved by way of an 'authentication application', which is available to be downloaded by following the steps outlined here.

Please review the notes below:

Note 1 - To download the authentication application you will need to pick from one of the three following Operating Softwares: Microsoft Windows (Desktop and Server), Apple iOS (Mobile) and Google Android (Mobile).

**Attention: Until 2019-08-21 the transition may be initiated at a time of your choice when accessing the online banking platform. Please be advised that from this date, the transition will be mandatory.**

START

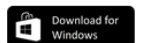
POSTPONE

### 3 IN THE WEB BROWSER

Migration Wizard Step 2 - If you opt to use Spar Key on Mobile, kindly download the Application from the respective App Store.

If you opt to use Spar Key on Windows Desktop, kindly download the application by clicking on the applicable link. When downloading the Windows Desktop Application, kindly ensure that the downloaded file is saved in an easily accessible location. Then click on "CONTINUE".

#### CHOOSE AND DOWNLOAD APP



CONTINUE

CANCEL

#### 4 . IN THE APPLICATION

##### Migration Wizard Step 3

Open the mobile phone application, grant all the permissions, click “START” and scan the QR code. This action links the phone to your online banking profile.

>>>

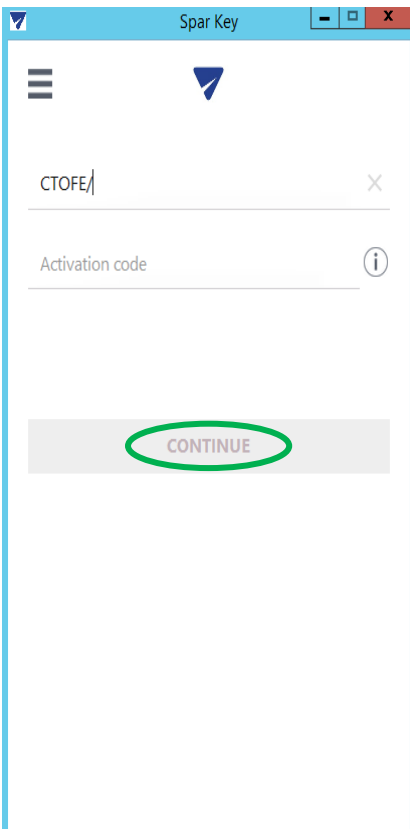
If you opt to use “Spar Key” on Windows Desktop, kindly insert:

Username: CTOFE/ (your login ID) refer to **amber** outline.

Activation code: (is visible in the area on screen outlined in **red** below).

Then click on “CONTINUE” (outlined in **green** below).

#### WINDOWS DESKTOP



#### STEP3 - SECOND FACTOR AUTHENTICATION MIGRATION

##### TRANSITION WIZARD - LINKING YOUR DEVICE TO YOUR PROFILE (STEP 3)

Once you have downloaded the application on the selected device, open the application and grant the requested permissions without which the application does not function correctly.

Kindly note that the authentication application is required to be secured via a "pin code" of your choice, OR a "fingerprint".

You will be asked to authenticate the application so as to link the device to your user profile. This is done in one of two ways.

EITHER insert the Activation Code OR use your device to scan the QR code displayed below.

If you opt to use the Activation Code, you must first insert your 9-digit Login Number with the code "CTOFE/" preceding it ("CTOFE/").

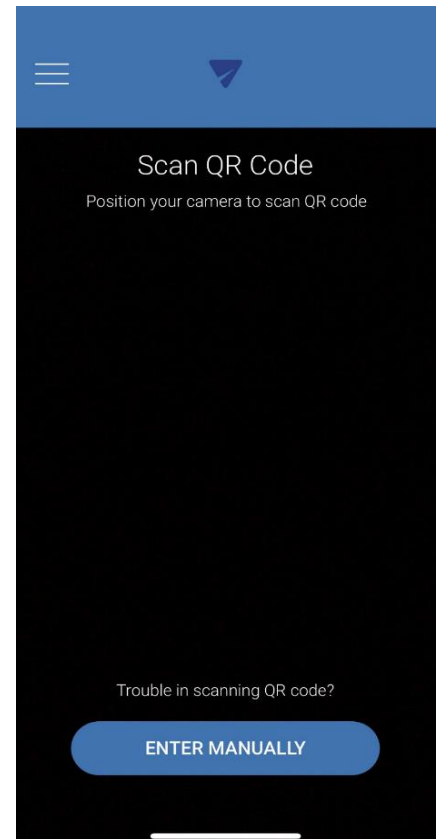
##### ACTIVATION

CODE:                     



CANCEL

#### MOBILE



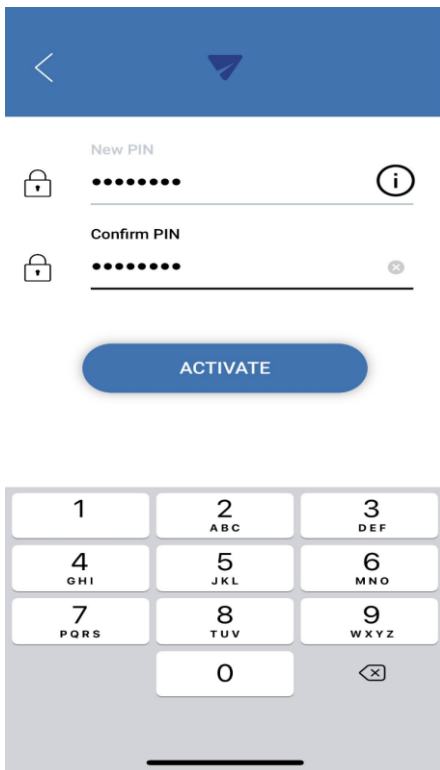
5.  
**IN THE APPLICATION**

Create an 8-digit PIN code and confirm the PIN code.

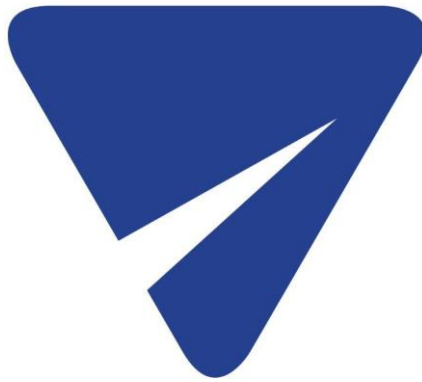
Then click “ACTIVATE” for Mobile version of Spar Key.

Or “ACTIVATION” for Windows Desktop version.

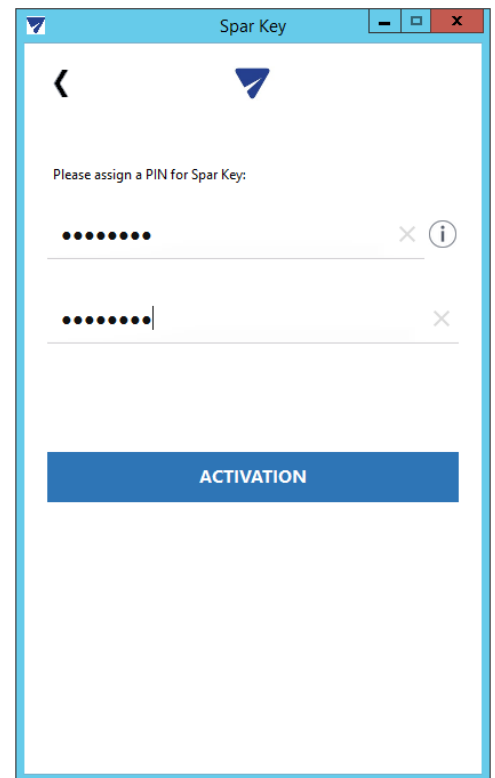
**MOBILE**



The mobile activation screen features a blue header with a back arrow and a Spar Key logo. Below the header, there are two input fields: "New PIN" and "Confirm PIN", each with a lock icon on the left and an information icon on the right. The "New PIN" field has a small 'i' icon on the right. Below the input fields is a blue "ACTIVATE" button. At the bottom of the screen is a numeric keypad with digits 1-9, 0, and a backspace icon.



**WINDOWS DESKTOP**

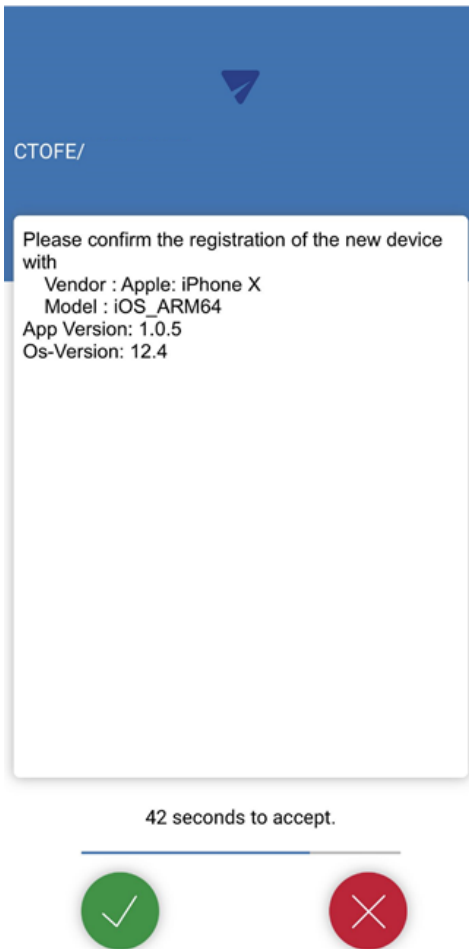


The Windows Desktop activation screen is titled "Spar Key" in the window header. It has a blue header with a back arrow and a Spar Key logo. Below the header, the text "Please assign a PIN for Spar Key:" is displayed. There are two input fields for the PIN, each with a lock icon on the left and an information icon on the right. Below the input fields is a blue "ACTIVATION" button.

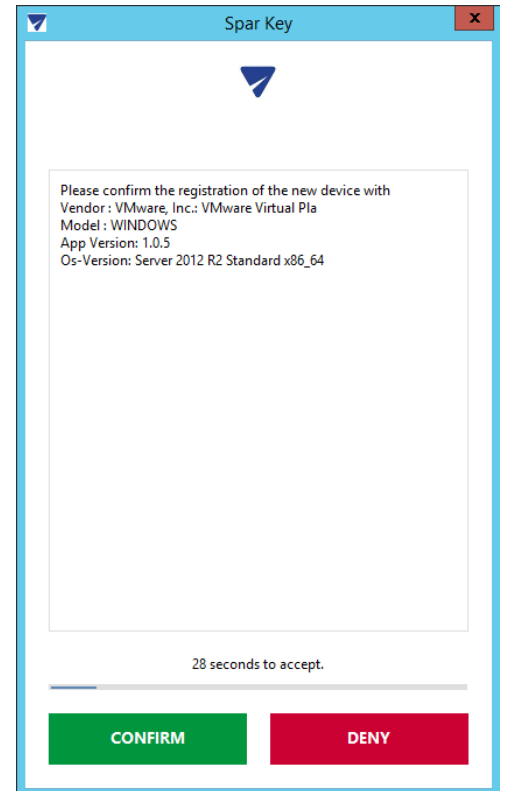
6 .  
**IN THE APPLICATION**

Click "LOGIN", enter your PIN and confirm the registration of the new device, by pressing or clicking the green buttons (as applicable).

**MOBILE**



**WINDOWS DESKTOP**



7.

## IN THE WEB BROWSER

Migration Wizard Step 5 – Click on “Finish”

After clicking on "Finish", the system will automatically log you out.

Input your Username and Password (these remain unchanged). Then, input the PIN Code into Spar Key and verify that the 4-letter Code showing on your Online Banking profile is the same as the 4-letter code showing on Spar Key.

After your confirmation, you will be logged in to your account. Confirming the verification code, binds the device to the online banking session.

### SECOND FACTOR AUTHENTICATION MIGRATION SETUP

#### TRANSITION WIZARD - COMPLETED (STEP 5 OF 5)

Congratulations! You have successfully transitioned onto the new online banking platform and linked the first device to your profile.

For security purposes, this session will now be terminated and you must now log on to the new online banking platform using the linked device.

To avoid reliance on a single device for online banking access we highly recommend that upon logging onto the banking platform you link at least one additional device to ensure operational continuity.

The physical OTP Token in your possession can no longer be used once a device is successfully linked to your profile. The OTP Token is now disabled and you may proceed to safely dispose of it. We kindly ask you to do so in an environmentally friendly manner.

The migration for user \_\_\_\_\_ was successful!

FINISH

# ADDING A 2<sup>ND</sup> DEVICE TO YOUR ONLINE BANKING

## 1. IN THE WEB BROWSER

Login to the Bank's Online Banking using your already linked device.

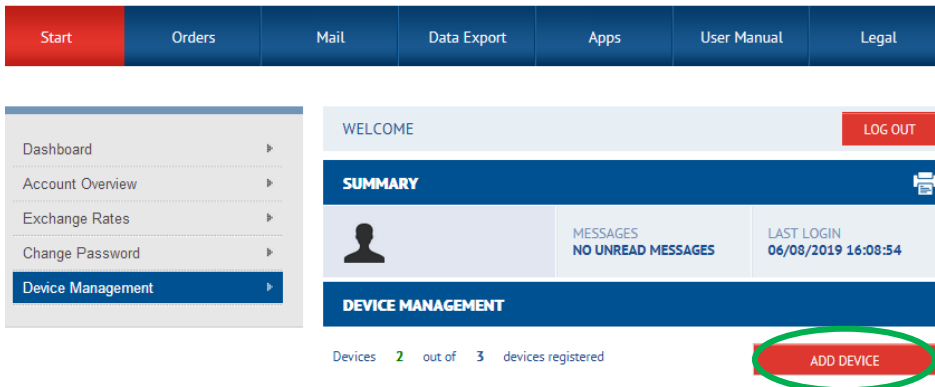
## 2. IN THE WEB BROWSER

Click on "START", "DEVICE MANAGEMENT" and then to "ADD DEVICE", outlined in green below (in Step 5).

## 3. IN THE WEB BROWSER

Migration Wizard Step 2 - If you opt to link Spar Key on Mobile, kindly download the Application from the respective App Store.

If you opt to use Spar Key on Windows Desktop, kindly download the application by clicking on the applicable link. When downloading the Windows Desktop Application, kindly ensure that the downloaded file is saved in an easily accessible location. Then click on "CONTINUE".



### CHOOSE AND DOWNLOAD APP



## 4. IN THE APPLICATION

Repeat step 4 to 6 same as for the **First device** that was added to your profile.

## 5. IN THE APPLICATION

Click "LOGIN" on **Second device**.

On the **First device** (which was used to log in), enter your PIN and confirm the registration of the new device by pressing or clicking the green button as applicable.

## 6. IN THE WEB BROWSER

You may click "back to "Device Management" and see two linked devices now.

The **First device**, will be listed as "ACTIVE", as it is bound to the online banking session and it is the only device that can receive confirmation requests for the duration of the session.