



How to use FransiKey – Hard Token Below describing how to use FransiKey application?

Click on the blue button on the left to generate a one time password to access our e-channel services.



What are the steps to activate FransiKey?

After the registration, The Bank will ship to you the Hard Token device. After you receive the device, Visit any ATM or visit our e-channel services and activate the device by typing two one-time-password codes from the device.

You are registered and want to re-activate FransiKey?

To Activate or Re-Activate FransiKey Token, Login to our e-channel services and select FransiKey, Hard Token, Token management and then select Activate, Re-Activate option.

Typing correct one-time-password and the channel reject the entered value?

Activate the device again by login to one of our e-channels and select Activate option. If the channel keep rejecting the one-time-password after the activation, Please contact our customer services to assist you:

Inside the kingdom **800 124 2121**
Mobile or Outside the Kingdom **+966 920000 576**
Email **FransiKey@alfransi.com.sa**