

How to use FransiKey – Soft Token Application?

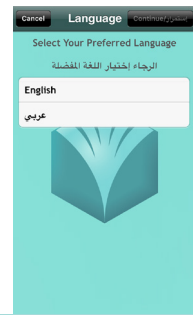
Below steps describe how to use all options in FransiKey – soft token application.

First login to FransiPlus, FransiPhone then press FransiKey option and register in FransiKey.



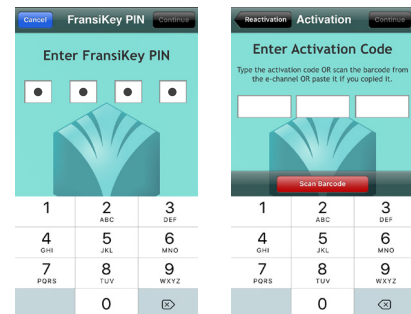
1- Select Language

Select your preferred language and click “Continue” button to proceed



2- Activate

- Internet connection is required for the activation.
- After you complete the registration, an activation code will be provided to you. Type it in the activation screen or use the barcode scanner if you have a smart phone and register through FransiPlus, FransiPhone channel.
- For more security, Enter a PIN code to be used to access FransiKey application.



3- One Time Password

- Internet connection is not required to generate one time password. For that, you can use FransiKey anywhere at any time.
- Click on generate to get a new one time password to use it in our e-channel services.



4- Sync

- Click on “Sync” button to sync your mobile device with our system especially when the channel rejects the new code and you make sure that you entered a correct code.
- Internet connection is required for this option.



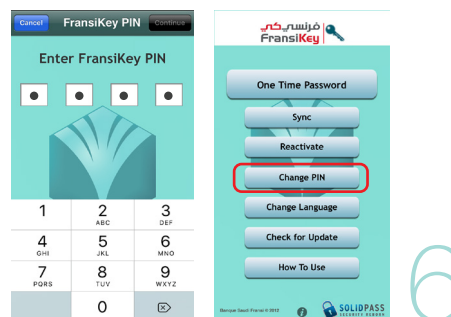
5- Re-Activate

- Internet connection is required for this option.
- To get the Activation code, login to e-channels and go to FransiKey management option, then select re-activate.
- You can re-activate at any time especially when you delete and download the application again, or forgot FransiKey PIN.



6- Change PIN

- Internet connection is not required for this option.
- Type a new password and confirm the entry again to complete the process.



7- Check for Update

- Internet connection is required for this option.
- Click on “Check for Updates” to ensure that you are using the latest version



8- How to use

- Internet connection is not required for this option.
- At any time, you can visit “How to use” screen to guide you to how to use FransiKey application.



Needs Internet to generate one-time-password?

Internet connection is not needed to generate one-time-password (OTP) through FransiKey to access our e-channel services.

- The internet connection is needed only for:
- Activation - Re-Activation - Forgot PIN – Synchronization
- Check for update The charges of

The internet will depend on your telecom provider fees.

From where I can download FransiKey application?

FransiKey Application is available on Apple Store, Android Market, Blackberry app world. For other mobile devices, type the following URL (<http://FransiKey.alfransi.com.sa>) in your mobile browser to download the application, after you complete the registration process, the channel will offer an option to send the URL by SMS to your mobile number.

After Download and installed FransiKey Application, How does FransiKey application I can look like?

FransiKey application icon look like the following image.



What are the steps to activate FransiKey?

After the registration, the channel will provide you with the activation code or barcode to be used in the activation process.

You are registered and want to re-activate FransiKey?

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

Forgot FransiKey PIN?

For security reason, you need to re-activate FransiKey in case you forgot your PIN

I want to change FransiKey PIN?

FransiKey main menu having an option “Change PIN” allows you to change the PIN at anytime.

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

You need to Sync your mobile with our system by clicking on “Sync” option in FransiKey main menu.

If still you cannot access the channel after the synchronization, Please contact our customer services to assist you

Toll Free Inside the kingdom 800-124-2121

Mobile or Outside the Kingdom +966-920000-576

Email: FransiKey@alfransi.com.sa

Check latest version of FransiKey?

FransiKey main menu having an option “Check for Updates” allows you to check if you are using up-to-date version.

