

SOFT TOKEN FAQ



1. What is a soft Token?

CBA Soft token is an application, resident on your mobile phone and/or PC, used to authorize access to CBA's Internet Banking Services.

2. Features/Benefits

A soft token increases the flexibility in accessing our Internet Banking services, giving you more convenience and improving your experience online. There are also no costs incurred while utilizing the CBA Soft Token.

3. How can I access a Soft Token?

You will be able to download and activate Soft Tokens on your mobile phone, tablet or on your Personal Computer. CBA Soft Token can run on Apple, Android & Blackberry mobile platforms and Windows platforms for the PC token.

[Click here to view device compatibility.](#)

To download the Mobile Token, access your phones application store, search for CBA Mobile Token and select Download.

Apple Devices (iPhone, iPad)

<https://itunes.apple.com/us/app/cba-mobile-token/id685962341?mt=8>

Android Devices

<https://play.google.com/store/apps/details?id=com.hidglobal.ia.token.cbagroup>

For Blackberry Devices

<http://appworld.blackberry.com/webstore/content/33681888/?countrycode=KE>

For the PC Token, Select the link below and download the token on your personal computer or laptop.

(PC Link to be provided)

4. How will I use the soft token?

Firstly, download the soft token (mobile &/or PC). Before using the soft token to access Online Banking, you will be required to register the soft token to your Internet Banking profile. Access the CBA Internet Banking Internet Banking Home Page & Select login to the Self Service Portal to register your token(s)

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5. Can I have more than one Soft Token

You can download a soft token on any of the compatible devices that you have. Each token you download will require to be registered through the Self Service Portal before it can be used to Log into CBA Internet Banking.

6. How do I activate my soft token

Select Register from the CBA Internet Banking Login Page and follow the guided steps displayed on the screen to activate your token(s).

7. Device Compatibility

Apple (iOS)	
Minimum Operating System Support	OS 4 up to latest version.
Platforms Support	Up to iPod Touch 5 th Generation Up to iPhone 5 Up to iPad 4, iPad Mini
Android	
Minimum Operating System Support	OS 2.1 up to 4.1
Platforms Support	Smart Phone-sized screens Tablets-sized screens.
Blackberry	
Minimum Operating System Support	Blackberry OS 5 and above.
Personal Computer	
Operating System Support	Windows XP Professional Windows Vista Microsoft Windows 7 (x86 and x64 versions) Microsoft Windows Server® 2003 Microsoft Windows Server 2008 Microsoft Windows Server 2008 R2 (x86 and x64 versions)