FAQ MOBILE TOKEN – AGRONet

GENERIC QUESTION		
NO.	**QUESTION**	**ANSWER**
1	What is Mobile Token?	Mobile Token is a security feature which used only authenticates transactions performed via **AGRONet**
2	Does authentication method TAC via SMS is required for **AGRONet**?	• For transaction amounting to RM10,000.00 and below, SMS TAC is required to authenticate the transaction. • For transaction amounting above RM10,000.00, Mobile Token is required to authenticate the transaction.

3	How do I activate Mobile Token?	Step 1:
		  • Download Agro Key app and install to mobile device
		Step 2:
		  • Click Active New Mobile Token at **AGRONet** website to activate Mobile Token

4	Can I activate Mobile Token for **AGRONet** more than one mobile devices?	For security reasons, Mobile Token can only be activated on one mobile device at a time.
5	What If I change the Mobile Device?	• Please contact our Contact Center at 1300882476 (Malaysia) or +60320790600 (Oversea) immediately to deactivate the Mobile Token. • To use Mobile Token on new mobile devices, complete steps as FAQ (3) above to install and activate Mobile Token into the mobile device.
6	What if my Mobile Device is lost or stolen?	• Please contact our Contact Center at 1300882476 (Malaysia) or +60320790600 (Oversea) immediately to deactivate the Mobile Token on the device • To use Mobile Token on new mobile devices, complete the steps as stipulated in FAQ (3) above to install and activate Mobile Token into the mobile device.
7	How do I authorise transactions using Mobile Token?	Step 1: Complete steps in FAQ (3) Step 2: Login AGRONet and initiate a transaction Step 3: Use Agro Key app and click Log In Step 4: Enter your Passcode Step 5: Click Transaction Signing Step 6: Scan QR code > Challenge Question Step 7: Agro Key app displays Challenge Response Code Step 8: Key in Challenge Response Code into Challenge Response Code box at the transaction page
8	Can I share Challenge Response Code to authenticate transaction with other party?	For security reasons, do not share the Challenge Response Code with others.