“Shacom Business” User Guide



Table of Contents:

- Login……P. 2 - 4
- Registration of Mobile Security Token……..P. 5 - 9
- Change Security Passcode……P.10 - 12
- Forgot Security Passcode……..P.13 - 15
- Account Enquiry and Transaction History....P.16 - 17
- Submit Fund Transfer Transaction……P.18 - 19
- Submit Foreign Exchange Transaction…….P.20 - 21
- Transaction Approval……P.22 - 26
- Personalized Layout……P.27 - 28
- View e-Statement ……P.29 - 30

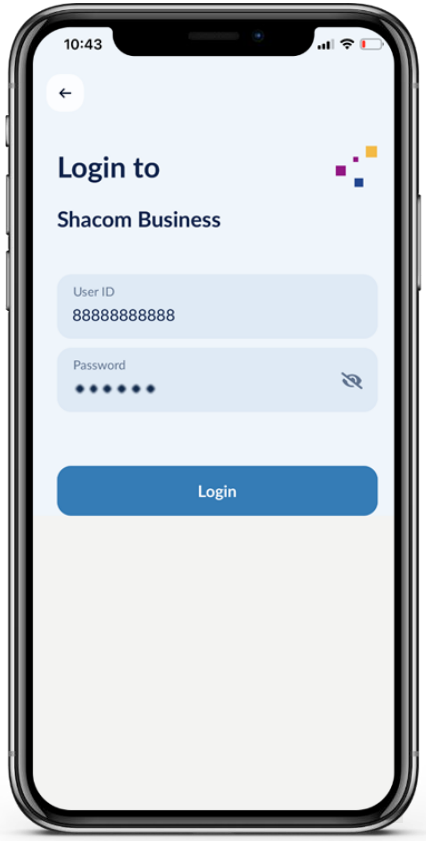
May 2023

Login to
“Shacom Business”

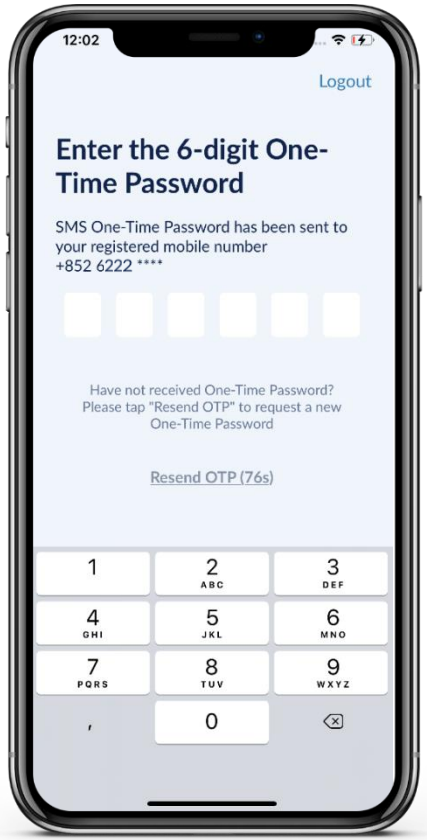
Login (Using User ID, Password and SMS OTP)



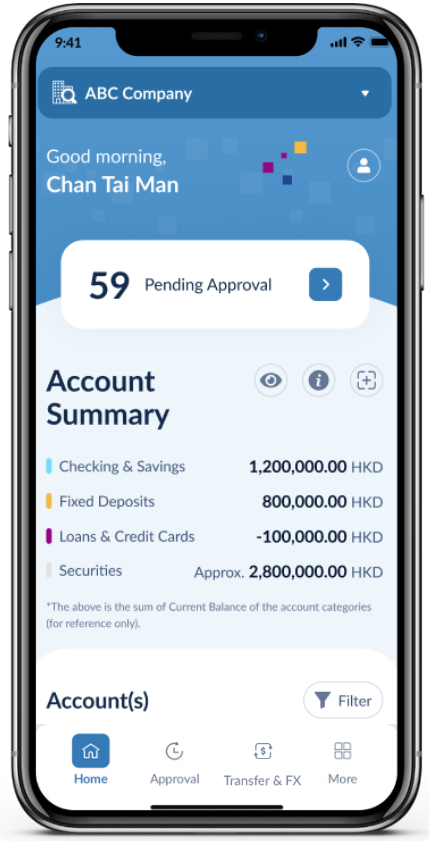
Step 1:
Tap “Login”



Step 2:
Input your Corporate Internet Banking’s User ID and password



Step 3:
Input SMS OTP as 2FA (only applicable to Authorizer and Administrator)



Step 4:
Successfully logged in to Corporate Mobile Banking and view all your accounts

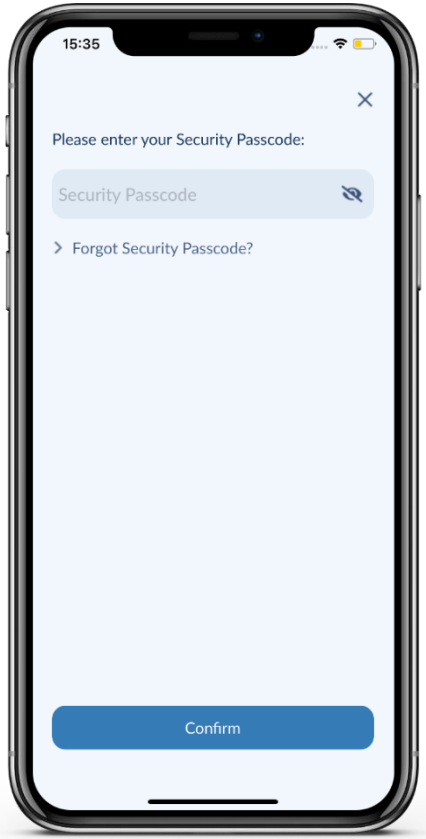
Login (via Mobile Security Token)



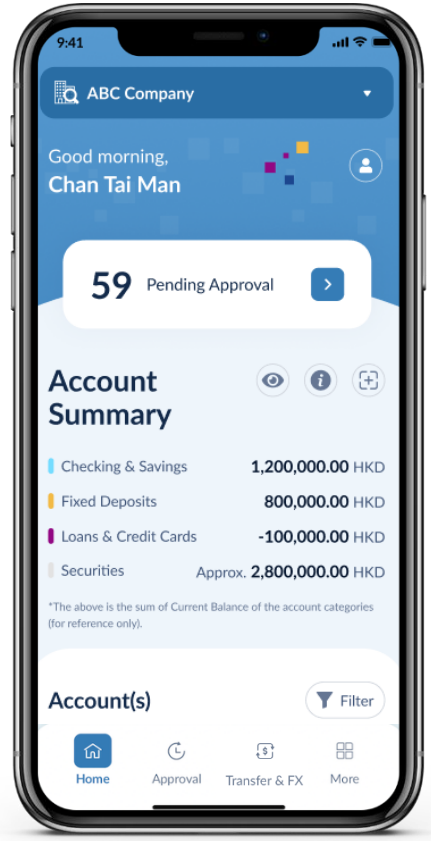
Step 1:
Tap “Login”



Step 2(a):
Verify your Face ID / Touch ID / Fingerprint
OR tap “Use Security Passcode”



Step 2(b): Enter your Security Passcode



Step 3:
Successfully logged in to Corporate Mobile Banking and view all your accounts

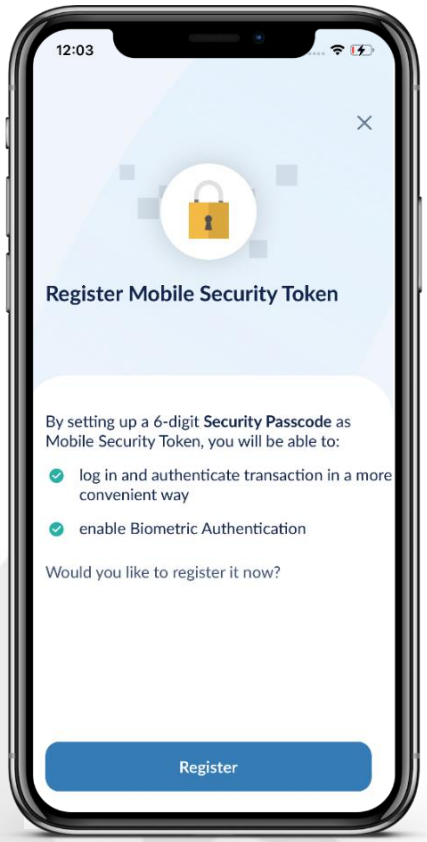
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Registration of Mobile Security Token

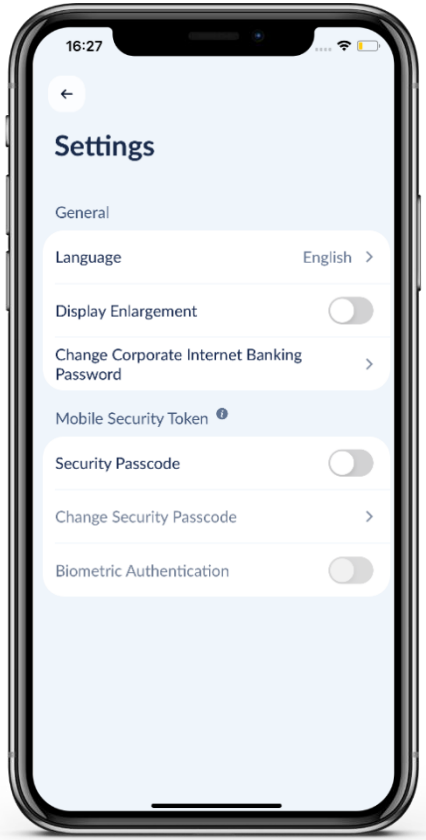
(Security Passcode and Biometric Authentication)

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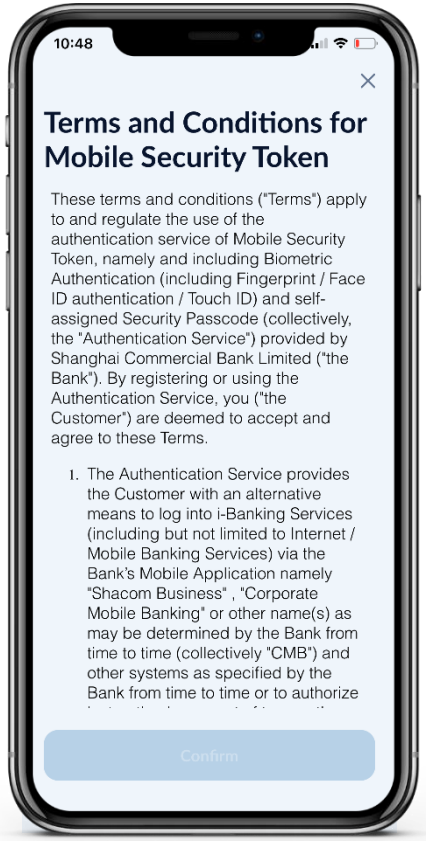
Registration of Mobile Security Token through Security Passcode Setup (1/2)



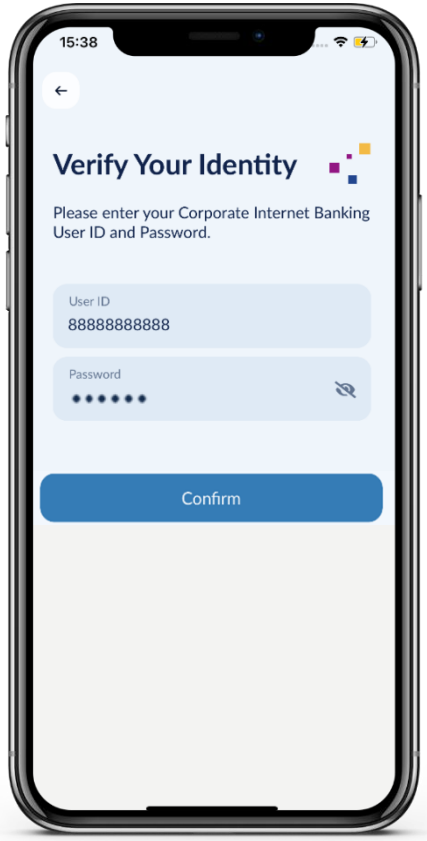
Step 1(a) :
You may register Mobile Security Token via the pop-up page; OR



Step 1(b) :
Go to “More” > “Settings” and tap the Security Passcode toggle button to register Mobile Security Token

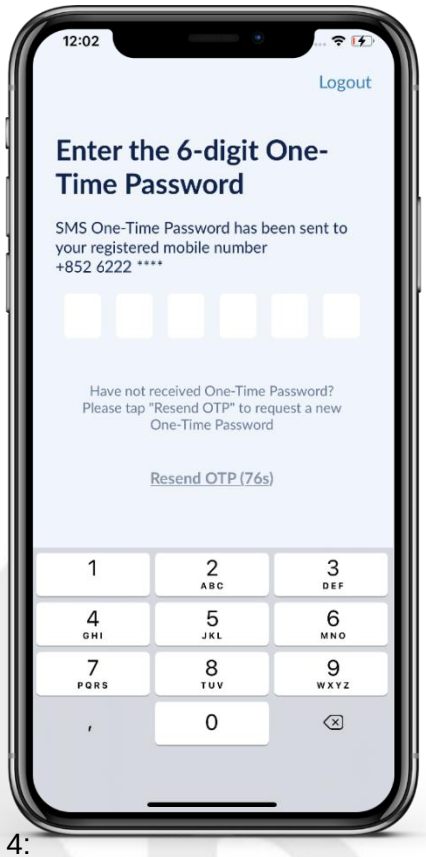


Step 2:
Read and accept T&C for Mobile Security Token

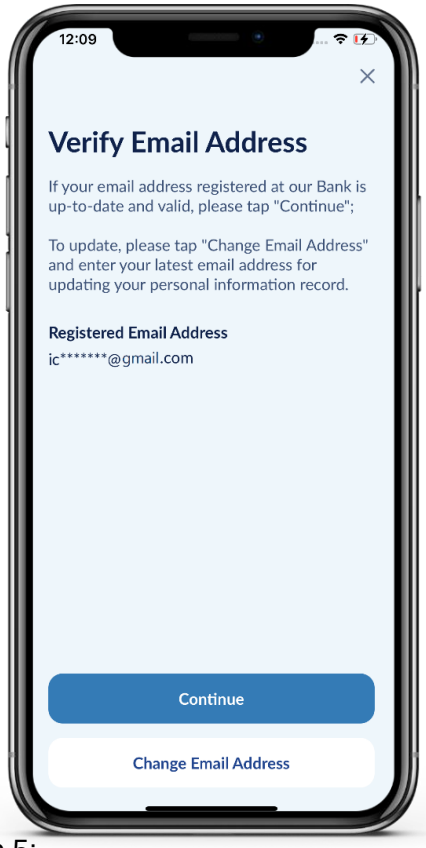


Step 3:
Input the Corporate Internet Banking’s User ID and password for verification

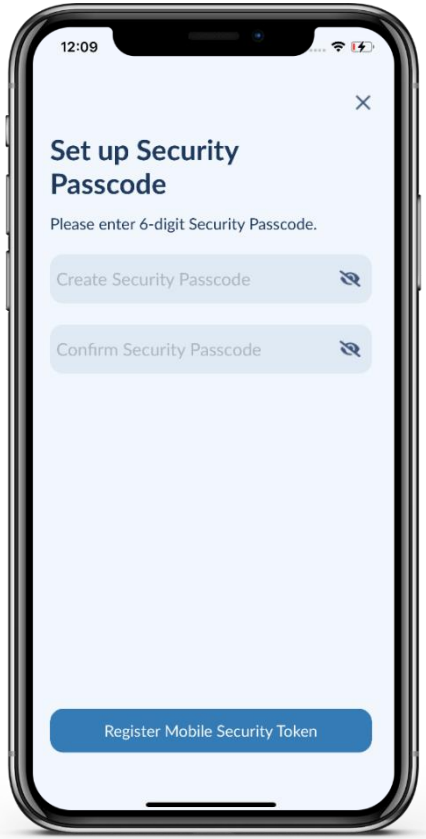
Registration of Mobile Security Token through Security Passcode Setup (2/2)



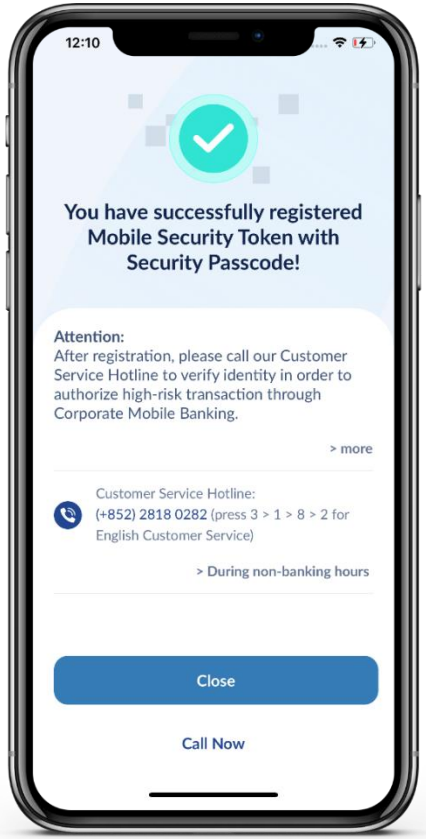
Step 4:
Input SMS OTP



Step 5:
Check if your email address is correct. If yes, tap “Continue”. Otherwise, you may update the email address by tapping “change email address”



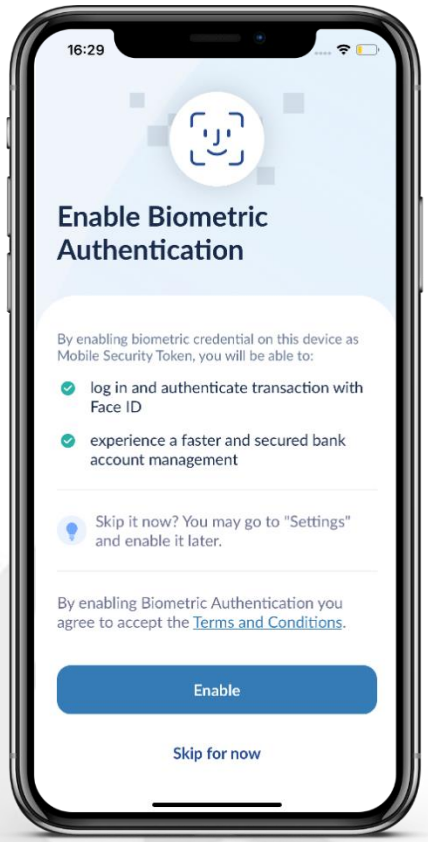
Step 6:
Set up a Security Passcode



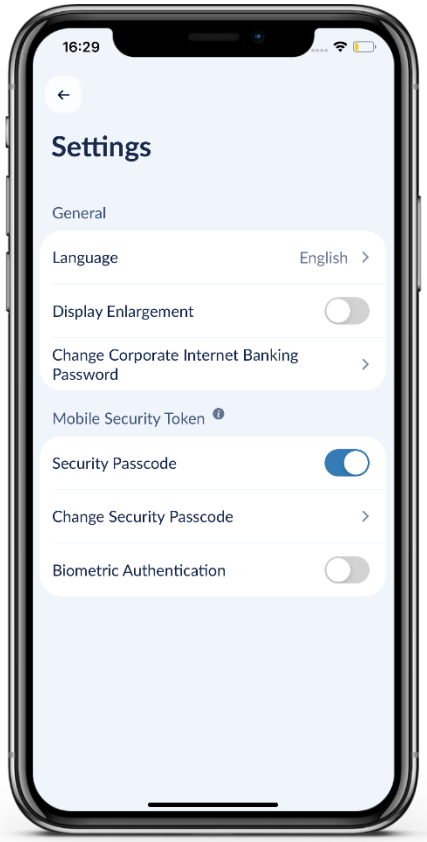
Step 7:
The Bank will send you a confirmation via SMS, email and push notification upon successful registration of your Mobile Security Token

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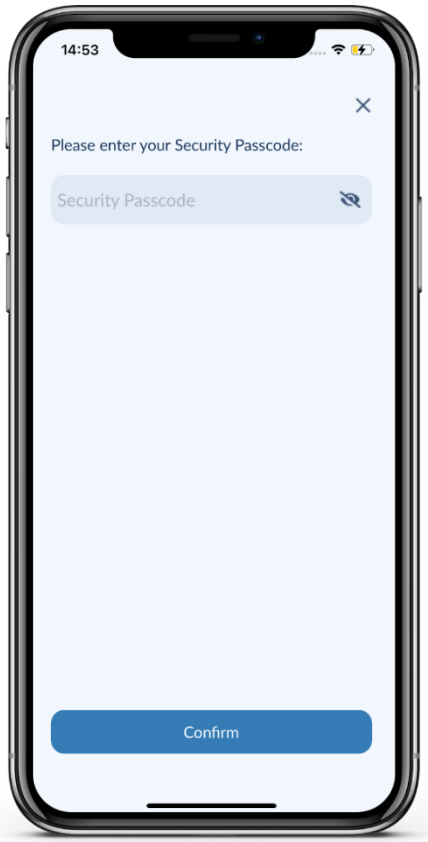
Enabling Biometric Authentication (1/2) (Note: Please ensure you have enabled biometric credential on your device settings)



Step 1(a):
You may then choose to “Enable” the Biometric Authentication function OR tap “Skip for now”; OR



Step 1(b):
You may enable it later via “Settings”

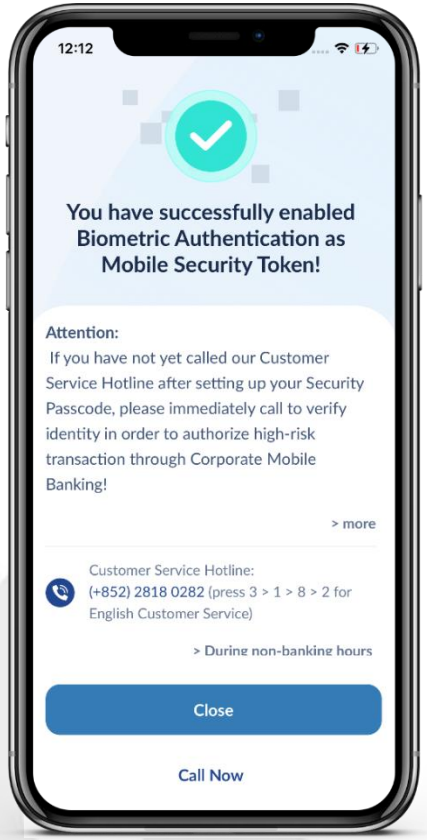


Step 2:
Input your Security Passcode for verification



Step 3:
Verify your Fingerprint / Touch ID / Face ID

Enabling Biometric Authentication (2/2) (Note: Please ensure you have enabled biometric credential on your device settings)



Step 4:
The Bank will send you a confirmation via SMS, email and push notification after successfully enabling Biometric Authentication

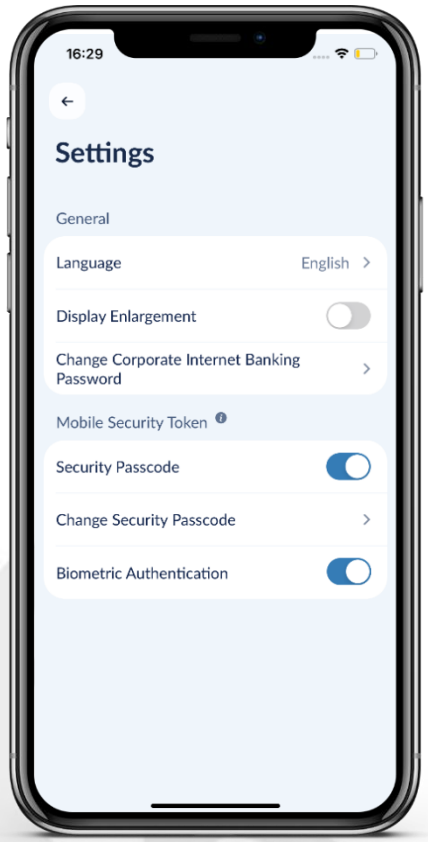
Note:
After registration / re-registration of Mobile Security Token, customers are required to call our Customer Hotline for identity verification in order to authorize high-risk transactions (i.e. transfer to non-registered beneficiary) using Mobile Security Token (i.e. Security Passcode and Biometric Authentication).

Customer Service Hotline: (+852) 2818 0282

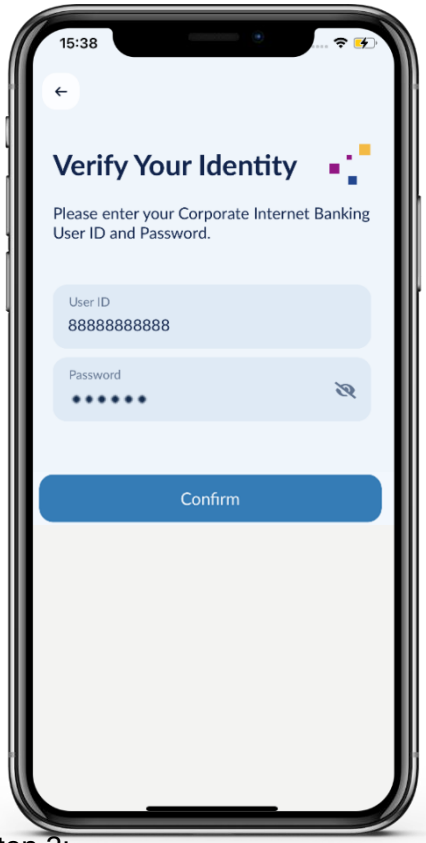
- For English Customer Service, press 3 > 1 > 8 > 2 or press "3 > 1 > 8 > 2 > * > 2 > 7“ during non-banking hours (Monday – Friday: 7:00 pm – 8:59 am / Saturday: after 1:00 pm), Sunday and Public Holidays

Change Security Passcode

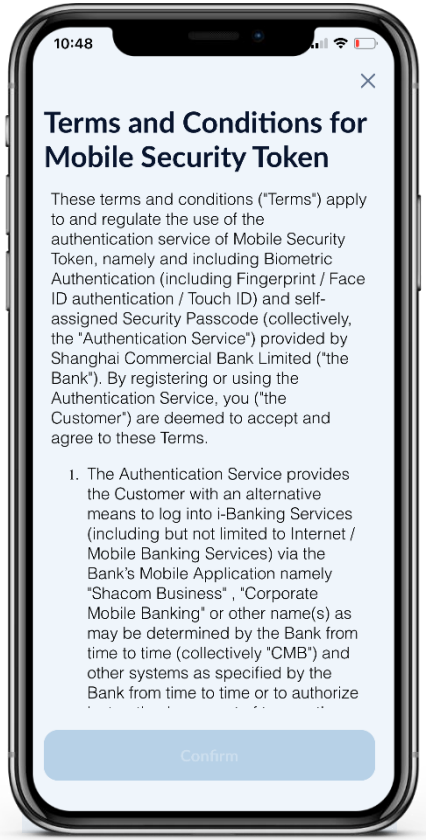
Changing Security Passcode (1/2)



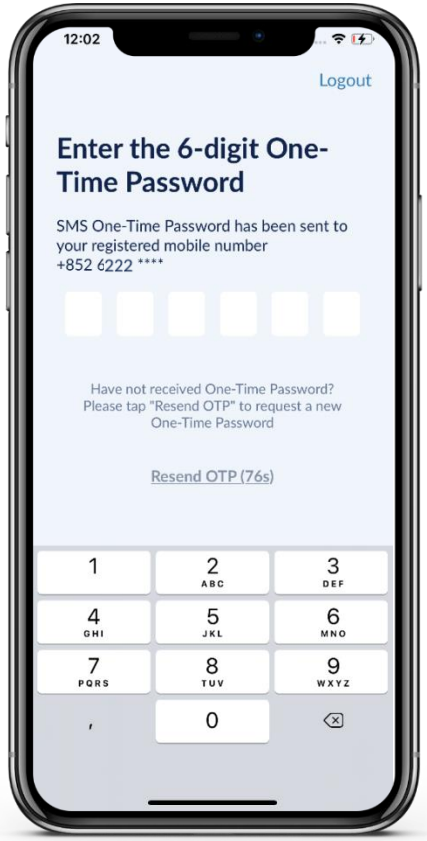
Step 1:
Click “Change Security Passcode” under “More” > “Settings”



Step 2:
Input your Corporate Internet Banking’s User ID and password

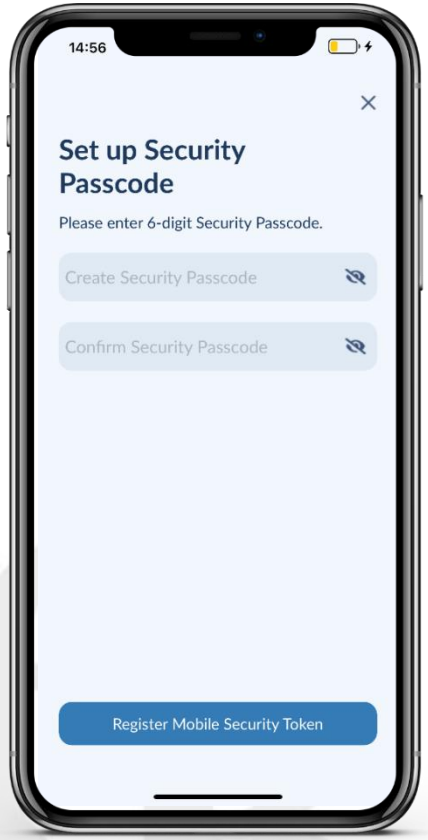


Step 3:
Read and accept T&C for Mobile Security Token

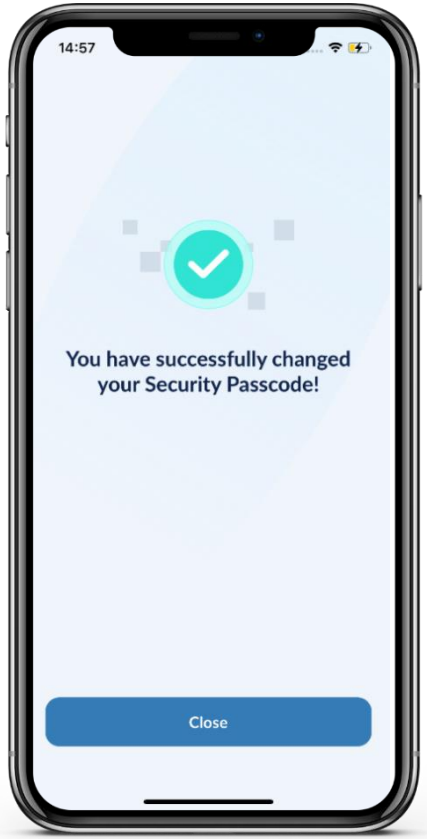


Step 4:
Input the OTP

Changing Security Passcode (2/2)



Step 5:
Set up a new Security Passcode

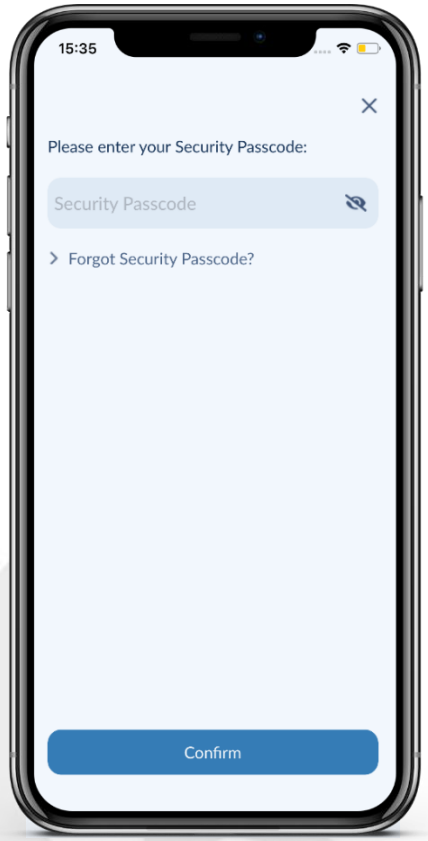


Step 6:
The Bank will send you a confirmation via SMS, email and push notification upon successful changing the Security Passcode

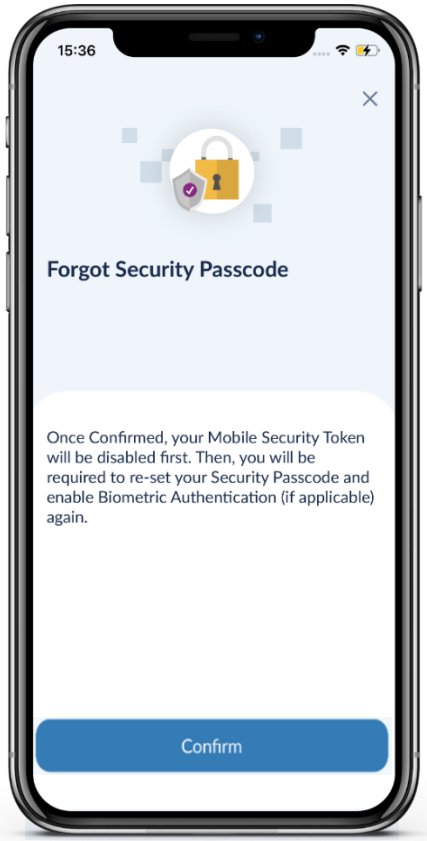
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Forgot Security Passcode

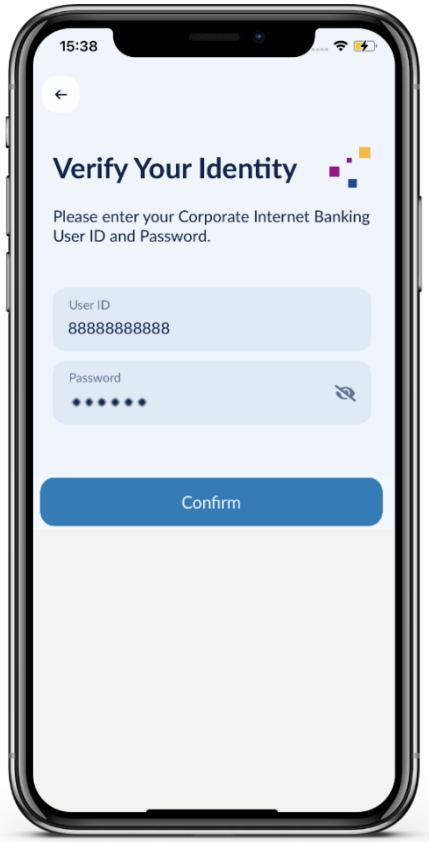
Forgot Security Passcode (1/2)



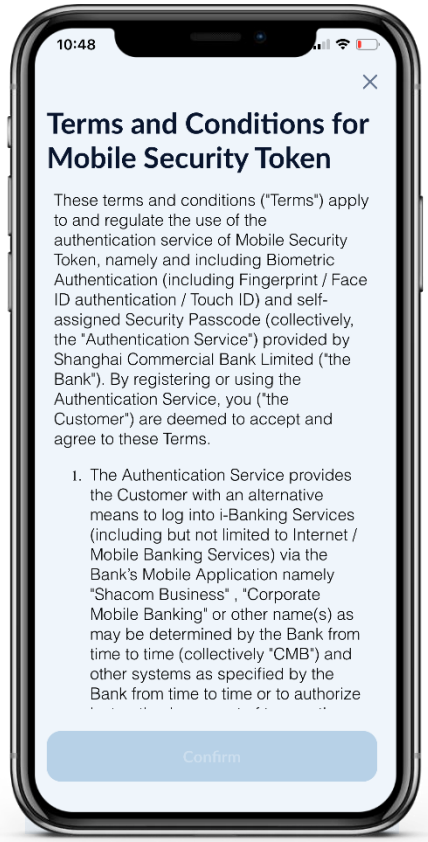
Step 1:
Tap “Forgot Passcode?”



Step 2:
Tap “Confirm” to proceed the re-registration of Mobile Security Token

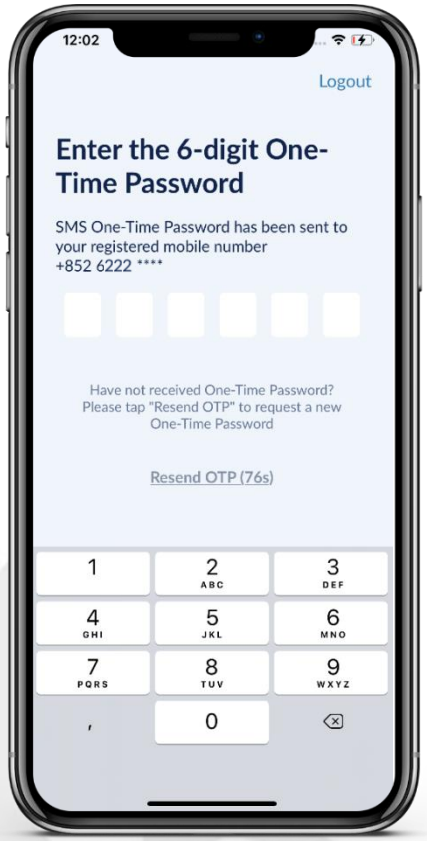


Step 3:
Input your Corporate Internet Banking’s User ID and password

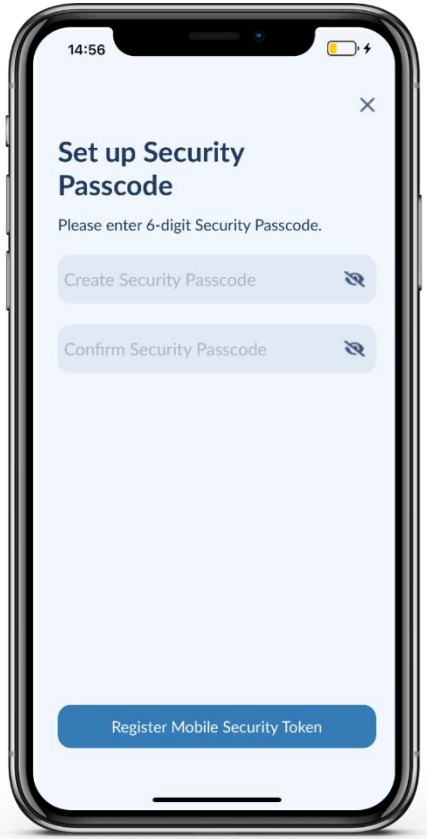


Step 4:
Read and accept T&C for Mobile Security Token

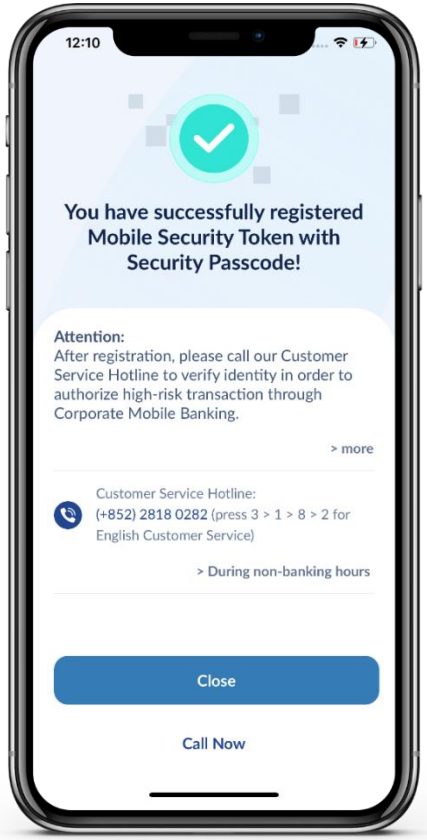
Forgot Security Passcode (2/2)



Step 5:
Input the OTP



Step 6:
Set up a Security Passcode



Step 7:
The Bank will send you a confirmation via SMS, email and push notification after successful registration of a new Security Passcode and the Mobile Security Token

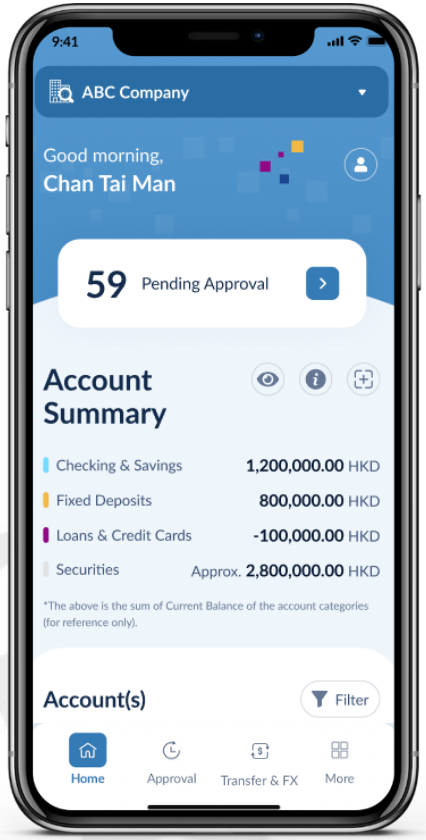
Note:
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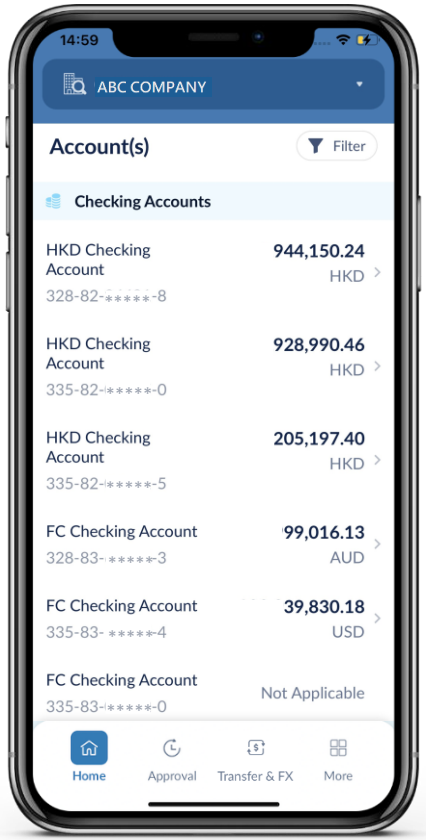
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Account Enquiry and Transaction History

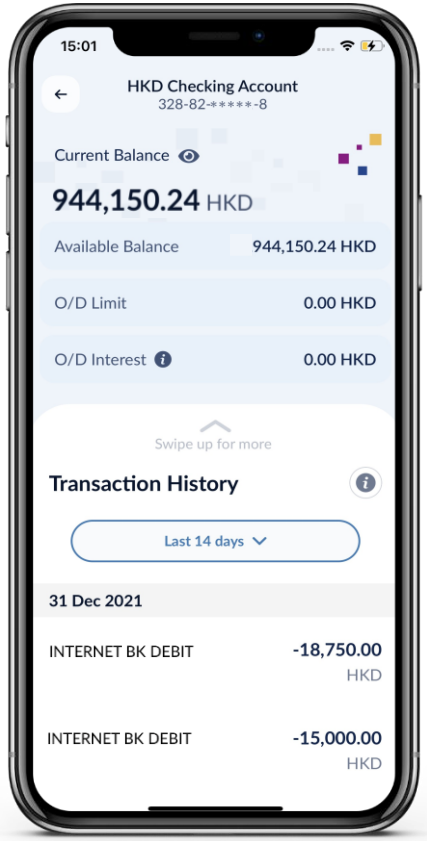
Account Enquiry and Transaction History



Step 1:
After login, view your account summary in the homepage



Step 2:
You may also tap on any of the accounts to get the details

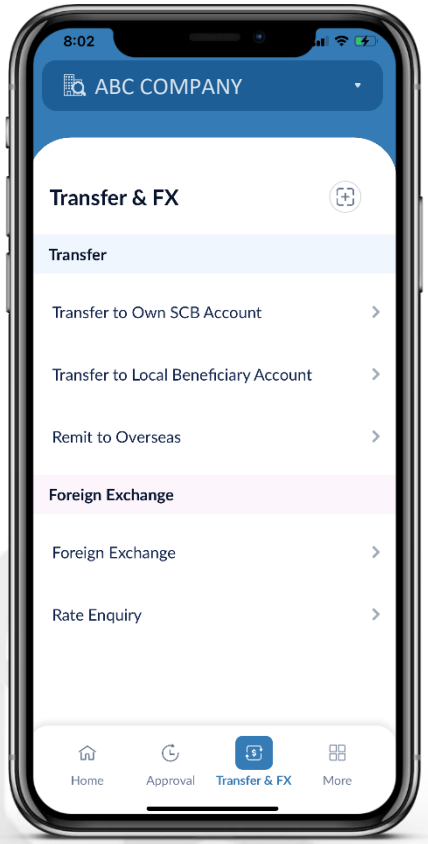


Step 3:
Check your account details and last 45 days' transaction history

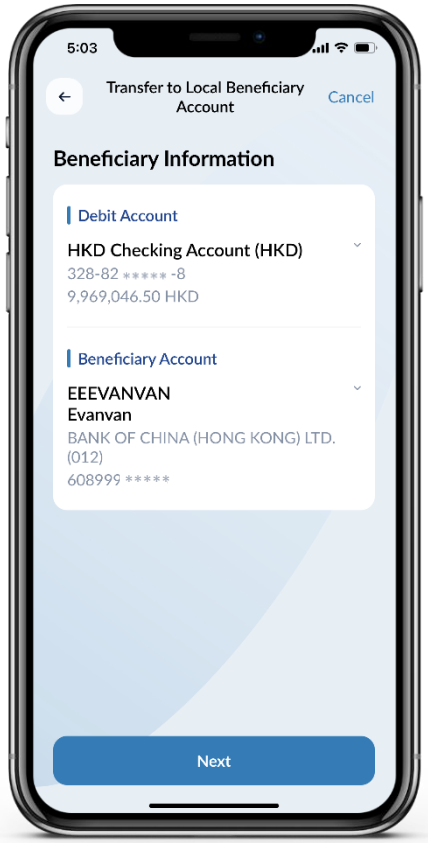
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Submit Fund Transfer Transaction

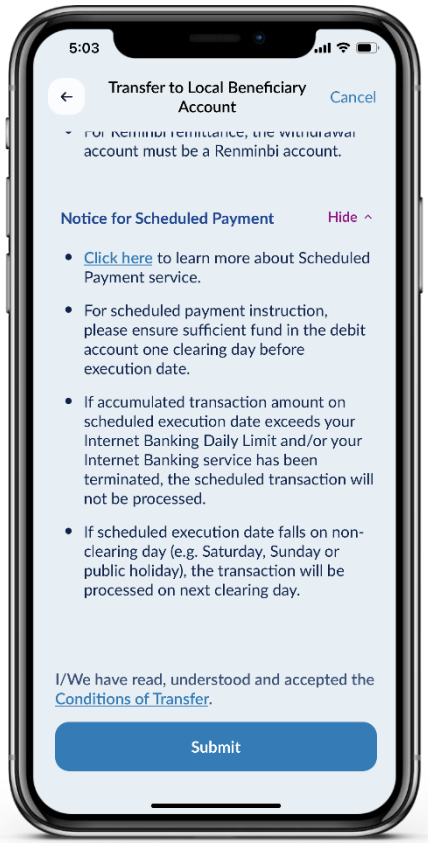
Submit Fund Transfer Transaction



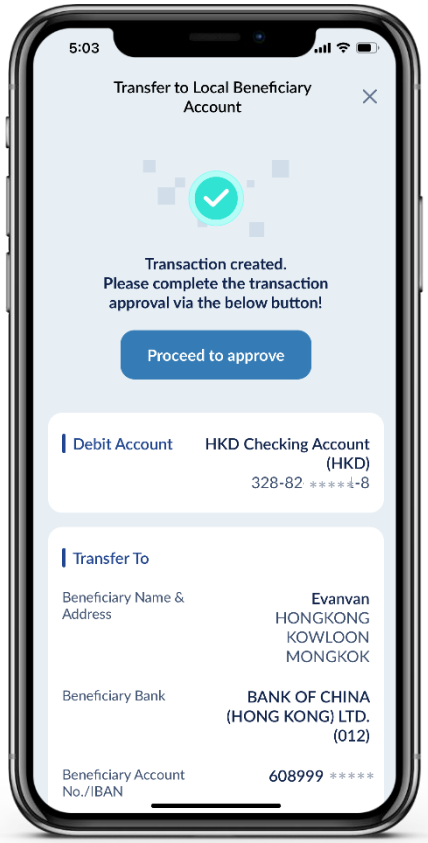
Step 1:
Under “Transfer” page, click the transaction type you want to transfer



Step 2:
Input transfer information according to the instructions (This picture takes “Transfer to Local Beneficiary Account” as an example)



Step 3:
After inputting transfer information, tap “Submit” for approver to approve.

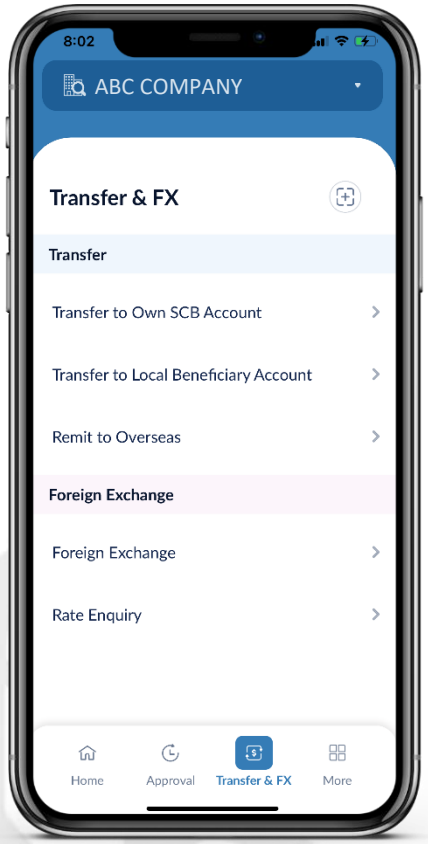


Step 4:
Approver can view and approve the transaction in “Pending Approval” page after submission

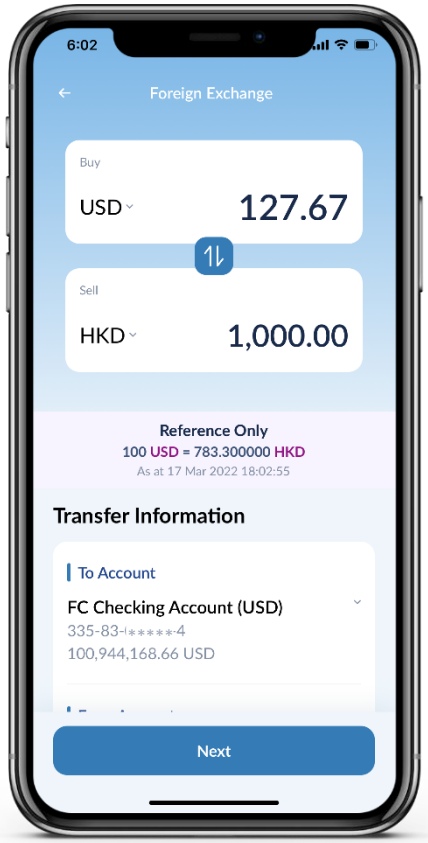
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Submit Foreign Exchange Transaction

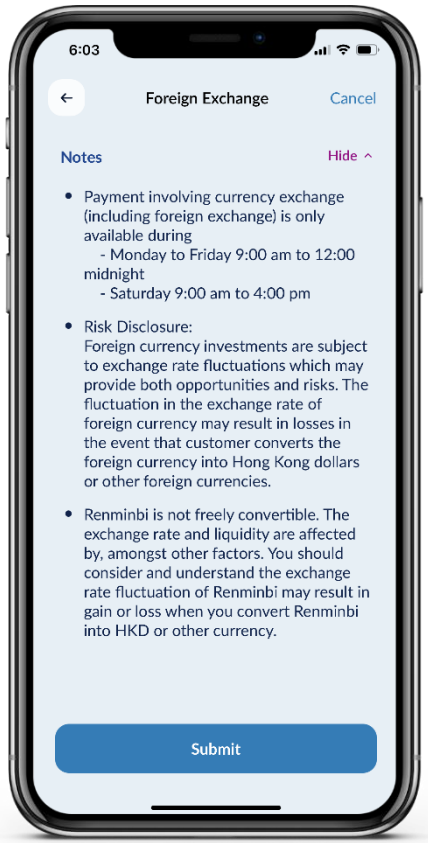
Submit Foreign Exchange Transaction



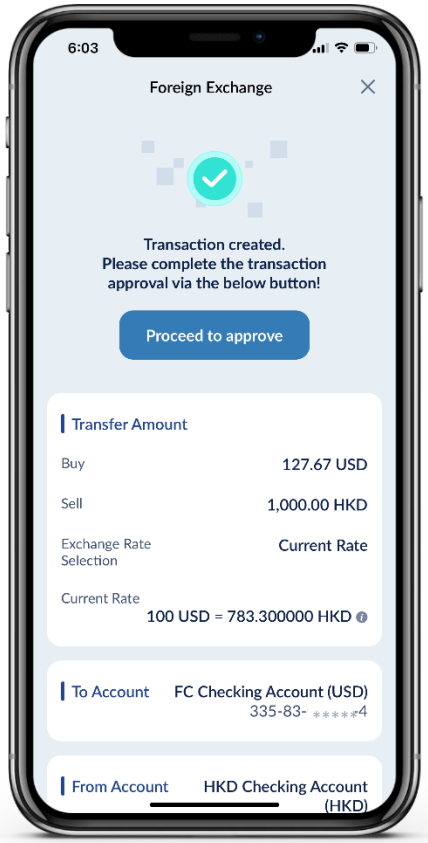
Step 1:
Under “Transfer” page, click “Foreign Exchange”



Step 2:
Input Foreign Exchange information according to the instructions



Step 3:
After inputting Foreign Exchange information, tap “Submit” for approver to approve

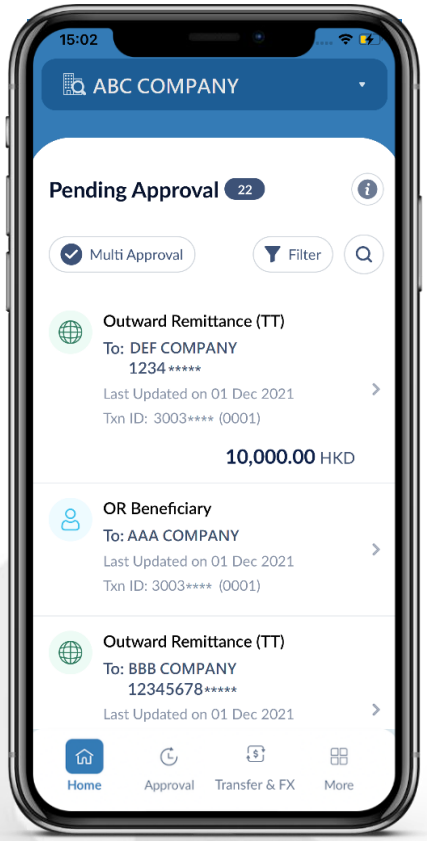


Step 4:
Approver can view and approve the transaction in “Pending Approval” page after submission

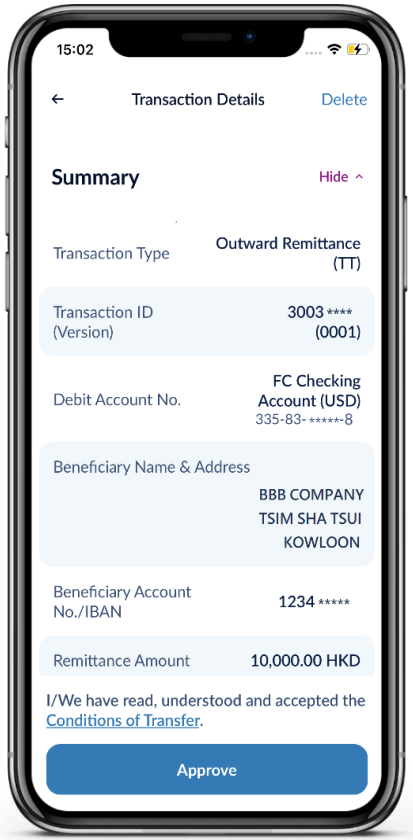
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Transaction Approval

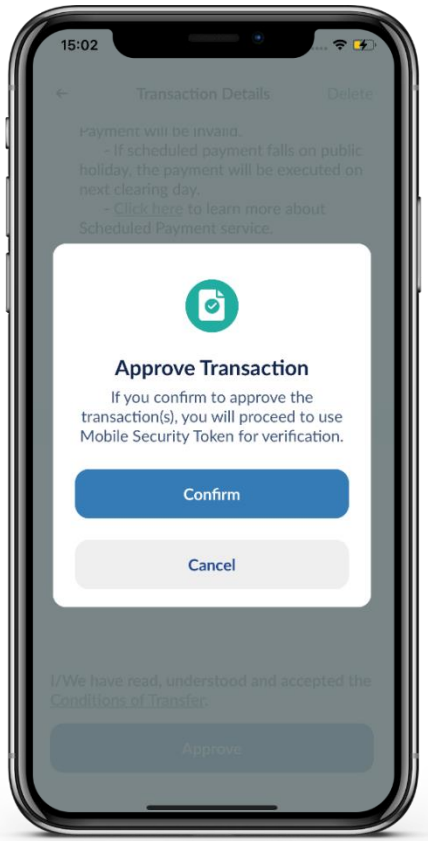
Authorize transaction in Corporate Mobile Banking (1/2)



Step 1:
Under “Pending Approval” list, tap the transaction you want to approve



Step 2:
Check the transaction details and tap “Approve”



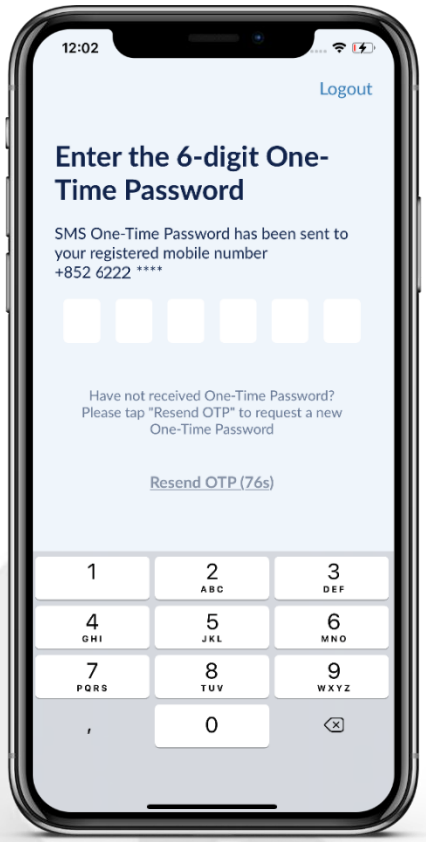
Step 3:
Tap “Confirm” to proceed



Note:
The above security alert will be prompted if you have not completed the hotline verification step. You are not allowed to approve high-risk transactions using your Mobile Security Token, please call Customer Service Hotline for identity verification first.

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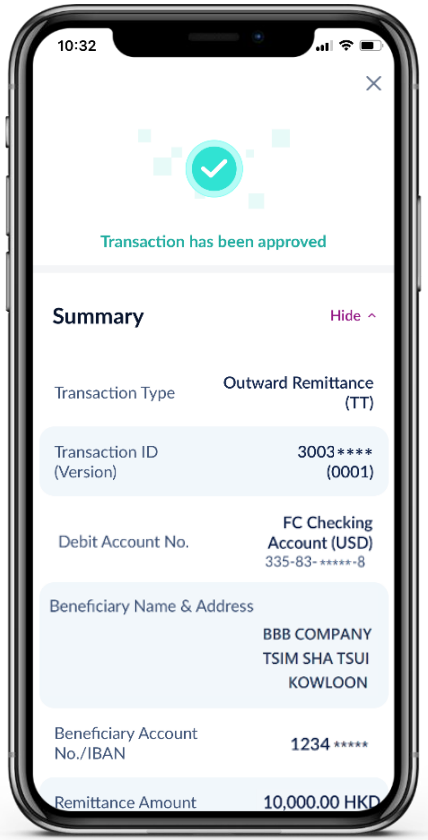
Authorize transaction in Corporate Mobile Banking (2/2)



Step 4:
If it is the first high-risk transaction approval after registration/re-registration of your Mobile Security Token, you are required to input OTP via SMS here for authentication



Step 5:
Approve by Security Passcode / Face ID / Touch ID / Fingerprint Authentication

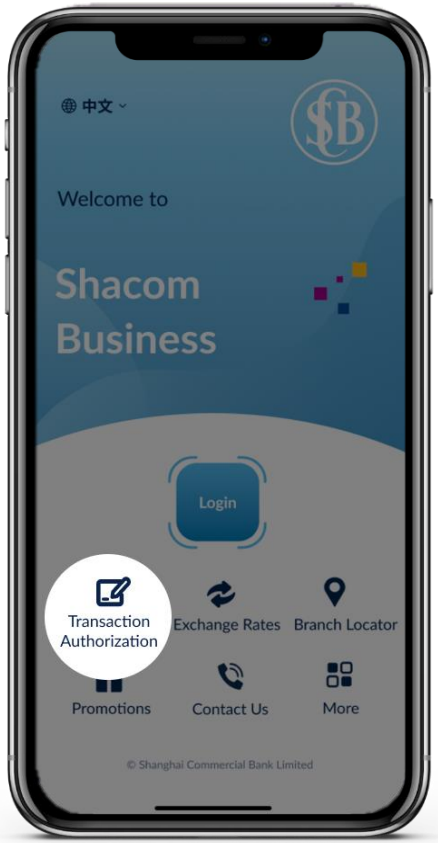


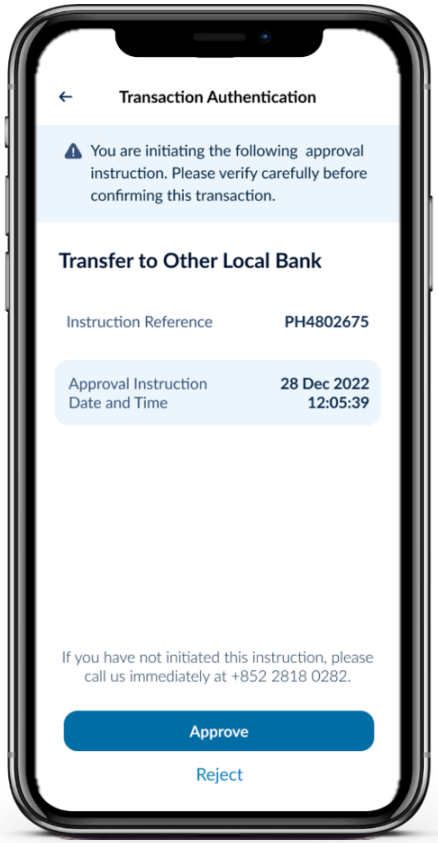
Step 6:
You have successfully approved the transaction with details

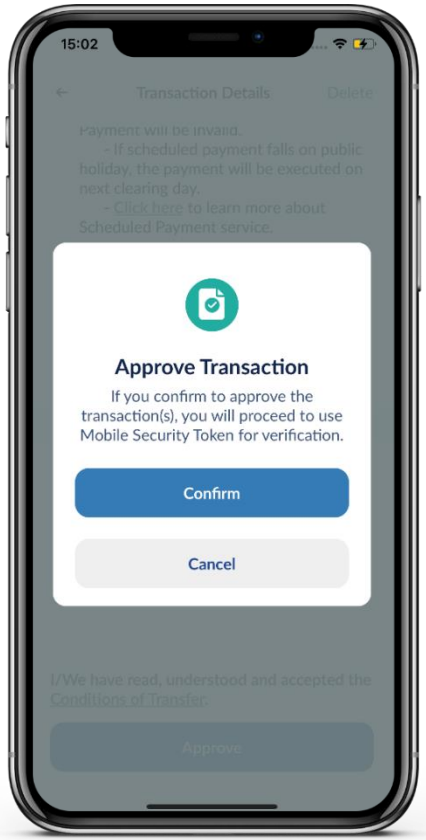
Authorize transaction in Corporate Internet Banking with Mobile Security Token (1/2)



OR







Step 1A:
Tap the push notification and you will be directed to Shacom Business App to start the authentication

Step 1B:
Tap the "Transaction Authorization" button in Shacom Business App to start the authentication

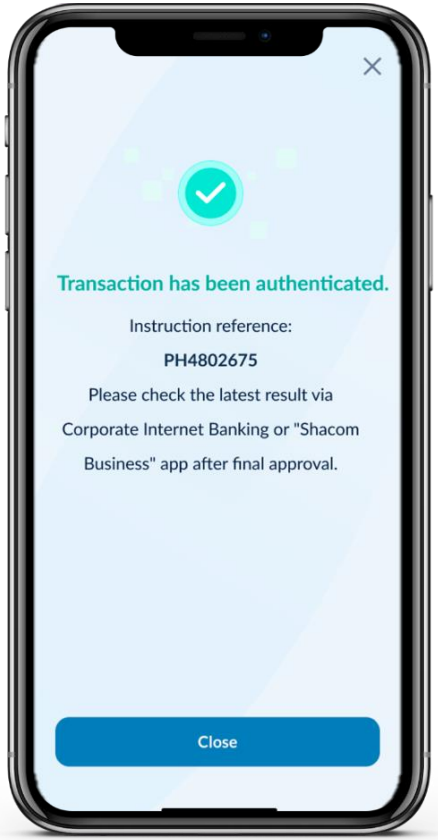
Step 2:
Check the transaction details including instruction reference and tap “Approve”

Step 3:
Tap “Confirm” to proceed

Authorize transaction in Corporate Internet Banking with Mobile Security Token (2/2)



Step 4:
Approve by Security Passcode / Face ID / Touch ID / Fingerprint Authentication

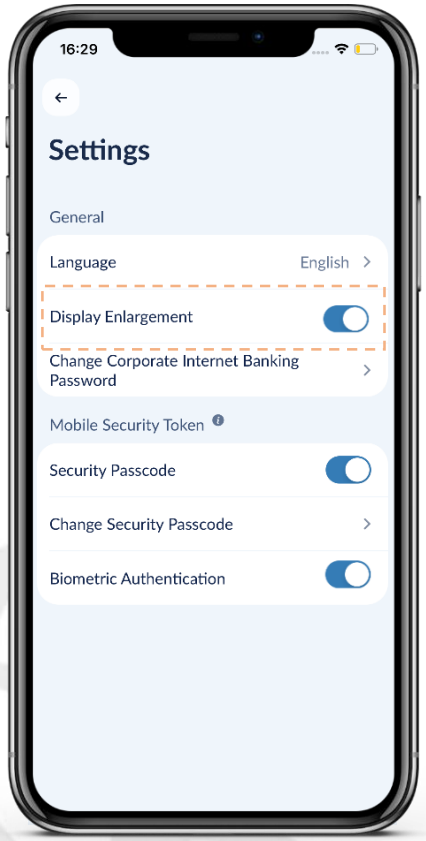


Step 5:
You have successfully approved the transaction. You can check the latest result via Corporate Internet Banking or Shacom Business app

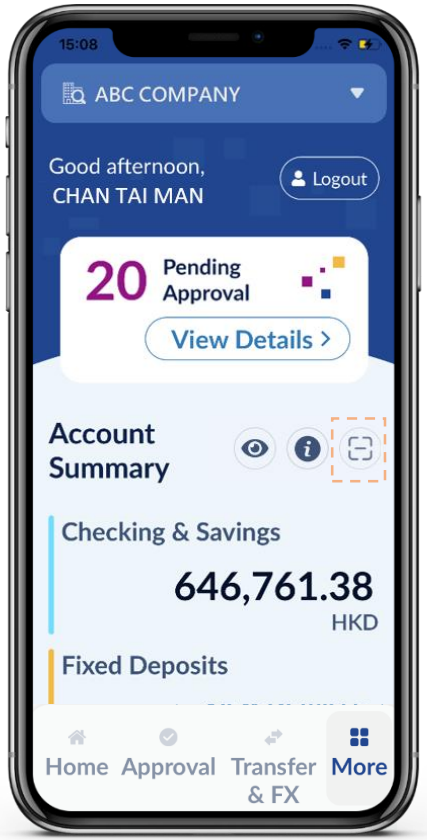
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Personalized Layout
(Display Enlargement)

Personalized Layout (Display Enlargement)



Step 1(a):
After login, go to “Settings” page and tap “Display Enlargement” toggle to switch to another user interface

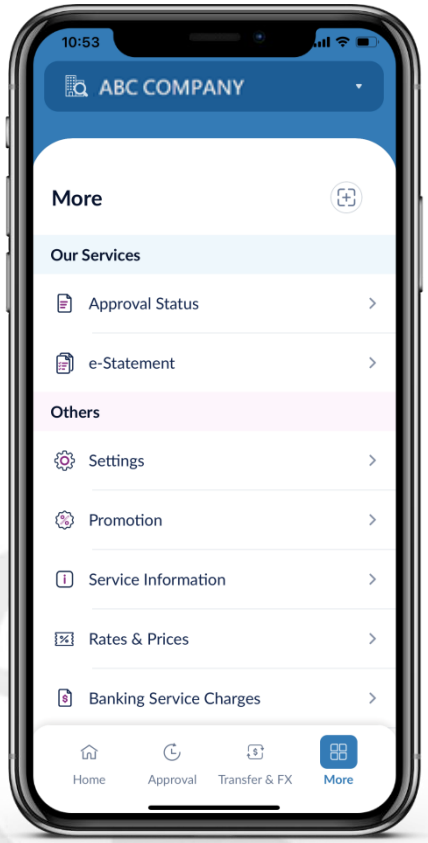


Step 1(b):
You can also tap to enlarge font size with simple display or tap to resume normal display at the designated pages

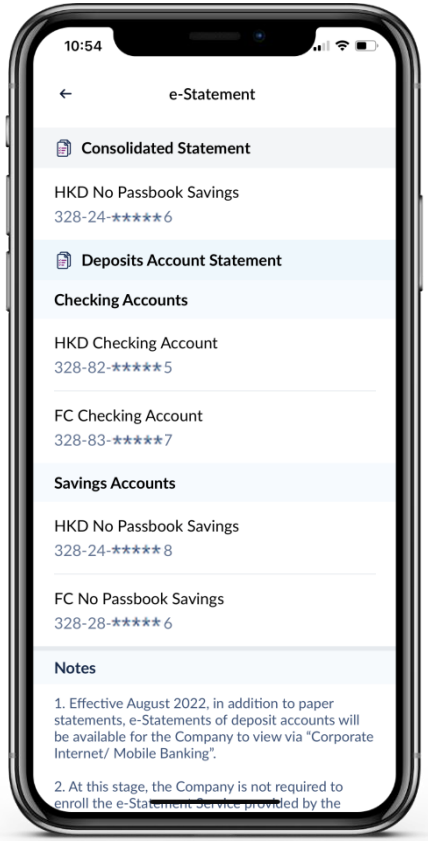
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View e-Statement

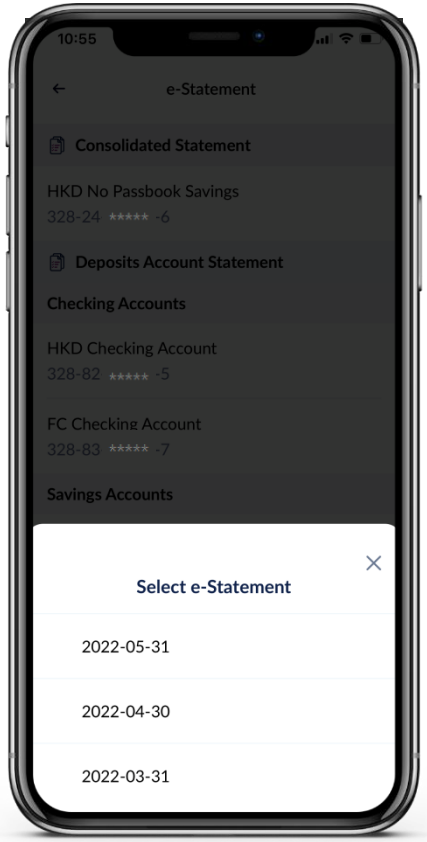
View e-Statement



Step 1:
Under “More” page, click “e-Statement”



Step 2:
Tap on any of the account e-Statements to view the details



Step 3:
Select the e-Statement month for the last 3 months



Step 4:
View e-Statement details and download e-Statement

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Please contact our Customer Service Hotline at (852)2818-0282 in case of enquiry.