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Token User Manual

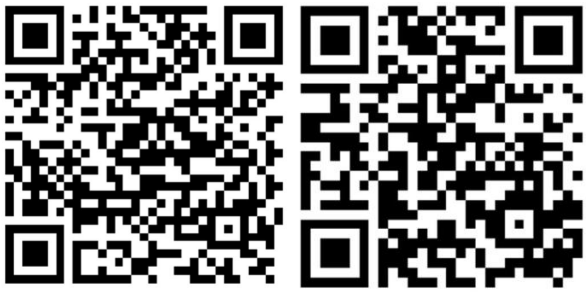
CNI Securities strives to provide our clients a trading platform with highest security. Therefore, we provide a software token app developed by our strong and reliable partner (Ayers), which is easy to use and makes online trading much more secure via two-factor authentication.

Install and register Ayers Token

1. Download and install Ayers Token App (Ignore this step if Ayers Token App has already been installed)

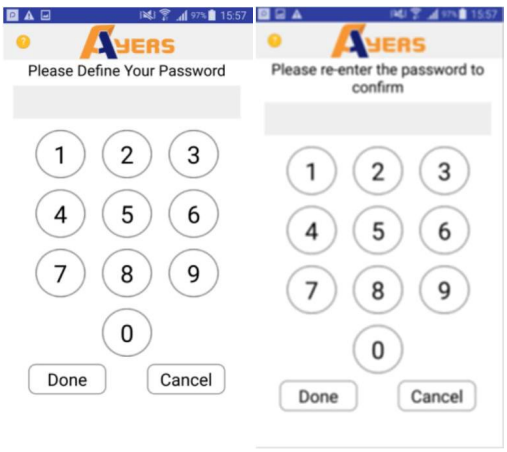
2. 

Ayers Token App
Ayers Solutions Limited

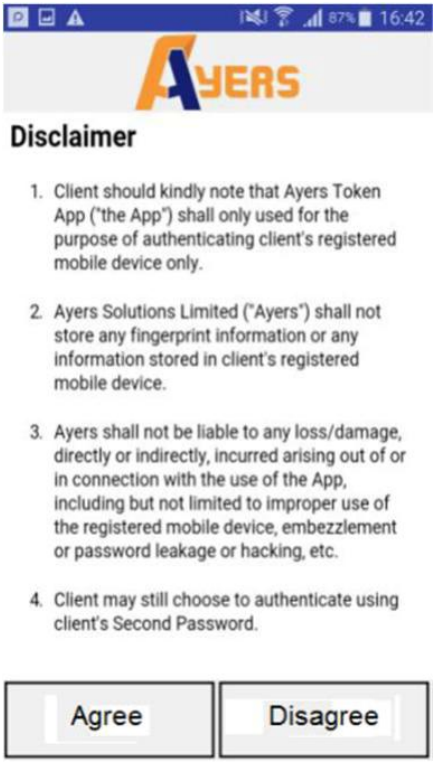


For Android For iOS

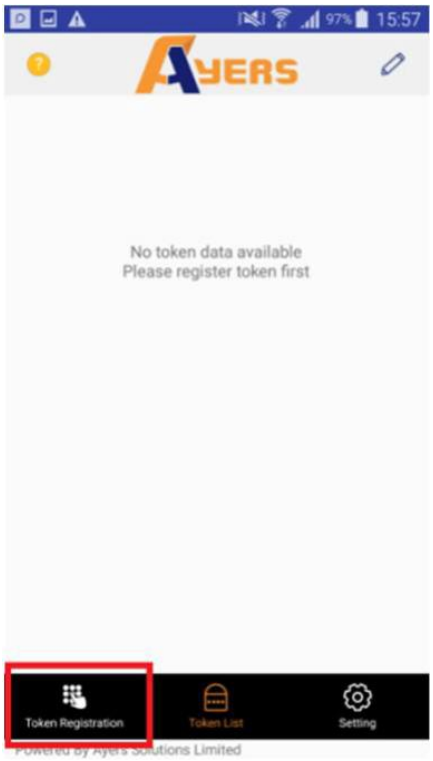
3. Setup your password for the Ayers Token App



4. Read and Agree the Disclaimer



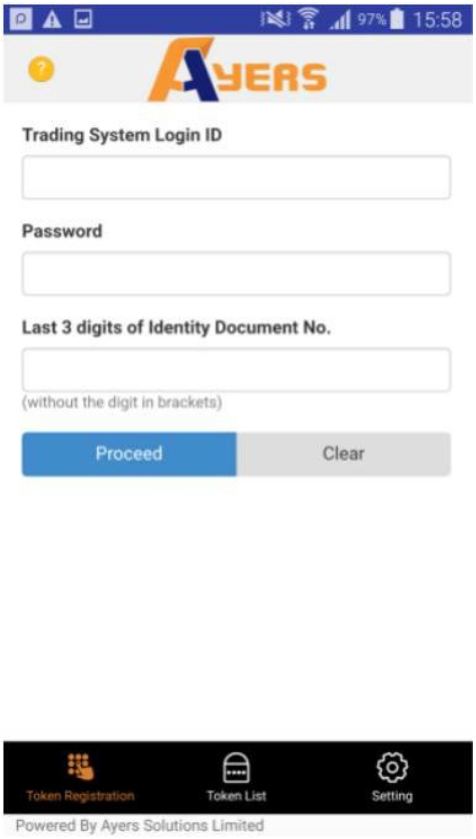
5. Click “Token Registration”



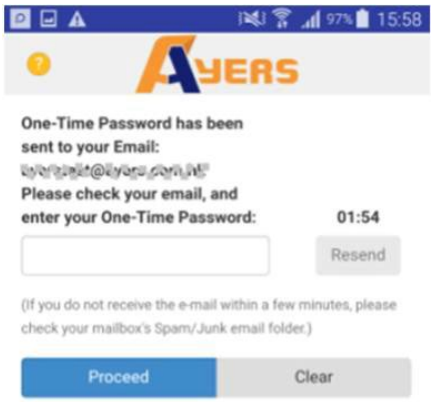
6. Enter Broker Identification Code: CNI



7. Enter Trading System Login ID (account number), password and last 3 digits of your Identity Document No. (without the digit in bracket)

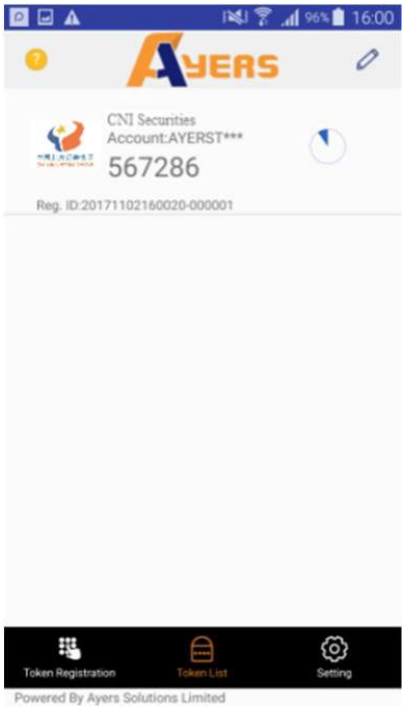


8. You will receive an One-Time Password for the software token registration. Please check your email according to the instruction shown and enter the One-Time Password at Ayers Token App.





9. A new entry will be shown at the Token List after successful registration and a successful software registration notification email will be sent to your email.

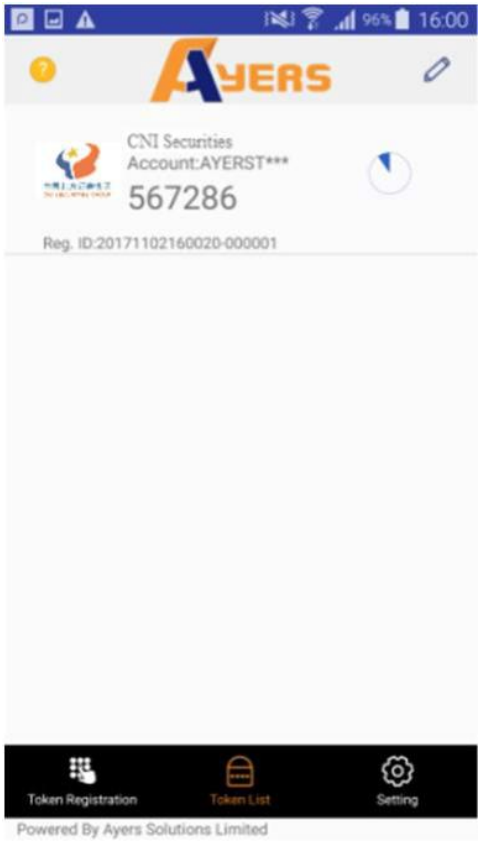


How to use Ayers Token?

1. If your Ayers Token service has been successfully registered, a prompt will be displayed requesting the input of an One-Time Password upon login of the trading platform.



2. Please enter the One-Time Password shown at Ayers Token App of your mobile device.



System Requirement

Android Version: 4.4 or above*

iOS Version: 9 or above

Automatic Date & Time is set

* Android 6.0 or above is required for fingerprint unlock function.

Frequently Asked Questions

1. Why does system indicate that my Two-Factor Authentication with Software Token service is not activated upon registration?

▲Please contact customer service department to activate the Ayers Token's service.

2. Can I register my Software Token on more than one device??

▲For security reasons, your Software Token can only be registered to one device at a time.

3. Can I use Software Token App with my tablet?

▲Software Token App is supported on iOS and Android devices, including tablets.

4. Why does system always indicate that my entered One-Time Password is invalid upon login?

▲Since Software Token service is time-sensitive, please check and rectify the time setting of your device ("Set Automatically" should be turned ON), and restart Software Token App after the time adjustment.

5. What should I do when I want to change my mobile device?

▲You are recommended to uninstall the Software Token App at your old mobile phone. Then please re-install the Software Token App and re-register your token at your new mobile phone.

6. What should I do when Software Token registered device is lost or stolen?

▲Please contact customer service department to disable the current Ayers Token service.

7. Why do I have to set up Software Token App password?

▲To help prevent anyone else using your mobile device to perform login, you will be asked to setup a password for your Software Token App. Please be noticed that you need to input password when Software Token is locked. The Auto lock time can be adjusted at the setting page of the Software Token App.

8. What should I do if I forget the password of Software Token App?

▲ Please uninstall Software Token App and re-install it again. Please be noticed that for security reason, all the stored token(s) will be deleted. Please re-register again after new installation.

9. Why Software Token App cannot be installed on a jailbroken/rooted device?

▲ Since your device is jailbroken / rooted, your device will be less secure and may lead to fraudulent transactions. Please use another non-jailbroken / non-rooted device to register Software Token service again.

10. Can I restore the registered Token(s) from the backup of the phone?

▲Please be noticed that for security reason, all the stored token(s) will not be restored. Please setup the password and re-register again after the phone restoration.