PIN / Pattern / Touch and Face Authentication User Manual Oracle Banking Digital Experience Patchset Release 22.2.4.0.0

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PIN / Pattern / Touch and Face Authentication User Manual June 2024

Oracle Financial Services Software Limited Oracle Park Off Western Express Highway Goregaon (East) Mumbai, Maharashtra 400 063 India Worldwide Inquiries: Phone: +91 22 6718 3000 Fax:+91 22 6718 3001

www.oracle.com/financialservices/

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1. Preface

1.1 Intended Audience

This document is intended for the following audience:

- Customers
- Partners

1.2 **Documentation Accessibility**

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc.

1.3 Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info or visit

http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs if you are hearing impaired.

1.4 Structure

This manual is organized into the following categories:

Preface gives information on the intended audience. It also describes the overall structure of the User Manual.

Introduction provides brief information on the overall functionality covered in the User Manual.

The subsequent chapters provide information on transactions covered in the User Manual.

Each transaction is explained in the following manner:

- Introduction to the transaction
- Screenshots of the transaction
- The images of screens used in this user manual are for illustrative purpose only, to provide improved understanding of the functionality; actual screens that appear in the application may vary based on selected browser, theme, and mobile devices.
- Procedure containing steps to complete the transaction- The mandatory and conditional fields of the transaction are explained in the procedure. If a transaction contains multiple procedures, each procedure is explained. If some functionality is present in many transactions, this functionality is explained separately.

1.5 <u>Related Information Sources</u>

For more information on Oracle Banking Digital Experience Patchset Release 22.2.4.0.0, refer to the following documents:

- Oracle Banking Digital Experience Licensing Guide
- Oracle Banking Digital Experience Installation Manuals



2. Transaction Host Integration Matrix

Legends

| NH | No Host Interface Required. | |
|----|--|--|
| ~ | Pre integrated Host interface available. | |
| × | Pre integrated Host interface not available. | |

| Sr No | Transaction / Function Name | Oracle FLEXCUBE Core Banking 11.10.0.0.0 | Oracle FLEXCUBE Universal Banking 14.7.4.0.0 |
|----------|--|--|--|
| 1 | Definition of Pattern | NH | NH |
| 2 | Pattern based Authentication | NH | NH |
| 3 | Manage Pattern | NH | NH |
| 4 | Definition of PIN | NH | NH |
| 5 | PIN Based Authentication | NH | NH |
| 6 | Manage PIN | NH | NH |
| 7 | Set Face Recognition | NH | NH |
| 8 | Login Using Face ID | NH | NH |
| 9 | Set Touch ID Recognition | NH | NH |
| 10 | Login Using Touch ID | NH | NH |
| 11 | Alternate login through PIN/Pattern/Touch/Face ID | NH | NH |

Home

3. Pattern / PIN Authentication

3.1 Pattern Based Authentication

Pattern based authentication allows a user to login to Futura Bank mobile application by drawing a pattern on the screen instead of entering their user ID and password. The user can define a pattern for authentication and the same needs to be drawn every time for login and authentication.

Note: Pattern based authentication is available for Futura Bank application for Android and iOS platforms.

Features Supported In the Application

- Set Pattern
- Manage Pattern
- Pattern Visibility
- Login using pattern

Pre-Requisites

The user must download the **Futura Bank** application and should have a valid account with the bank with online banking enabled.



3.1.1 Set Pattern (First Time Login Flow)

The user can define a pattern for login using their Futura Bank login credentials from Futura Bank mobile application. The user can also define if the pattern has to be kept visible or invisible at the time of drawing the same for logging into the application.

To set a pattern for login:

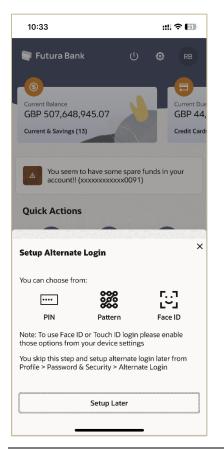
1. Launch the Futura Bank application. The Futura Bank login page appears.

Futura Bank Login Page

| 10:32 | | | :!!! 🕈 团 | | | |
|----------------------------|------------|----------|----------|--|--|--|
| | 🏹 Futu | ıra Bank | | | | |
| Username | | | | | | |
| Password | Password 💿 | | | | | |
| Forgot Password / Username | | | | | | |
| | Lo | gin | | | | |
| Quick Snapshot | | | | | | |
| Register | | | | | | |
| | Regi | ister | | | | |
| | Copyright | | | | | |

- 2. In the **Username** field, enter the user ID.
- 3. In the **Password** field, enter the password.
- 4. Click Login. The dashboard with Select Alternate Login Method popup screen appears.





Select Alternate Login Method screen- Pattern

Note:

1) For registering **Alternate Login Method** on the User's device will automatically cancel the previous active registrations if any on other devices. Application verify user with unique identifier linked to device.

2) User can click **Setup Later** and skipped and set later by navigating from the **Profile > Settings**. Refer **Manage Pattern** section for more information.

5. Select the **Pattern** option as the login method. The **Set Pattern** screen appears.



Set Pattern screen

| 10:35 | | | ::!! < | ₹ 21 |
|-------------|---------|---------|--------|---------|
| ← Set Patte | ern | | | |
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| I | | • | • | |
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| | Clear I | Pattern | | |
| | Ca | ncel | | |
| | Pro | ceed | | |
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- 6. Set the desired pattern. Draw a pattern connecting a minimum of 4 dots.
- 7. Click **Proceed** to proceed to next step. The **Confirm Pattern** screen appears. OR

Click $\ensuremath{\textbf{Cancel}}$ to cancel the transaction. OR

Click Clear Pattern to reset the pattern and redraw it.



Confirm Pattern screen

| 10:35 | | ::!! < | ? 20 |
|---|--|-------------|---------|
| ← Confirm | Pattern | | |
| | | | |
| | | | |
| 1 | • | • | |
| | • | • | |
| | | _ | |
| _ | • | _ | |
| Pattern Visibility Disabling pattern visibi keeping your pattern hi | lity enhances device idden during login | security by | |
| | Cancel | | |
| | Confirm | | |
| | | | |
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- 8. Redraw the same pattern to confirm the pattern.
- 9. Toggle the **Pattern Visibility** button to show/hide the pattern during login.

10. Click **Confirm**. OR

Click **Cancel** to cancel the transaction.

11. The success message of pattern set appears.



Success Message screen

| 10:35 | | ::!! ? 🖾 |
|--------------|---|------------|
| Confirm Pat | tern | |
| | Content of the set of | |
| What would y | you like to do nex ward | rt? |
| | | F |
| <u>n</u> a | _ <u>⊨</u> ⊂ ☆ | ₽ = |

12. The pattern gets set and you are redirected to the Dashboard.

Note: Once the pattern is set, the system will prompt you to draw the pattern at the time of login.

3.1.2 Manage Pattern

Using this option, the user can change or reset the login pattern defined.

In case the user wants to change the alternate login from Pattern to any other method (for example from PIN to Pattern) or if it has got locked due to maximum number of incorrect attempts being reached, the user can reset it using this option.

To reset the pattern for login transaction:

- 1. Login to the Futura Bank application.
- 2. In the hamburger menu, click **My Preferences** → **Password & Security**, and then click on the **Alternate Login Pattern**. The **Verify User** screen appears.
- 3. In Enter Password field, enter the password.
- 4. Click **Proceed**. The **Alternate Login** screen appears.



Manage Pattern & Pattern Visibility

| ← Alternate Login PIN Pattern Face ID Pattern Visibility Disabling pattern visibility enhances device security by keeping your pattern hidden during login | > > > |
|---|-------------|
| Pattern Face ID Pattern Visibility Disabling pattern visibility enhances device security | > > |
| Face ID Pattern Visibility Disabling pattern visibility enhances device security | > |
| Pattern Visibility Disabling pattern visibility enhances device security | |
| Disabling pattern visibility enhances device security | |
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5. Toggle the **Pattern Visibility** button to show/hide the pattern during login. Next time you draw the pattern at the time of login, you will able to see it on the screen.

Note: By default, the **Pattern Visibility** option is disabled. If you keep the pattern visibility as disabled, you will not be able to see the pattern that you are drawing at the time of login and this will prevent any unauthorized access to the application.

- 6. Click **Pattern** to update the pattern.
- 7. The Set Pattern screen appears.
- 8. Draw a pattern connecting a minimum of 4 dots. The **Confirm Pattern** screen appears.
- 9. Redraw the same pattern for confirmation.
- Click Confirm. The Confirm Pattern screen appears. OR Click Cancel to cancel the transaction.
- The success message for new pattern being set is displayed. Click Go to Dashboard, to navigate to the Dashboard. OR

Click **More Security Options** to go to other security options.



3.1.3 Login using pattern

This feature allows a user to login to Futura Bank mobile application by drawing a pattern on the screen instead of entering their user ID and password after setting the pattern as alternate login.

Login Using pattern

| 10:35 | | ::! ? 团 | | | | |
|----------------------|---------------------|---------|--|--|--|--|
| | 🍧 Futura Bank | | | | | |
| | RB Rogerr Bohr | | | | | |
| | • • • | | | | | |
| | • • • | | | | | |
| | • • • | | | | | |
| Use Username instead | | | | | | |
| | Quick Snapshot | | | | | |
| | Register | | | | | |
| | Copyright Statement | | | | | |
| Ø | <u> </u> | | | | | |

Note: Click on the link **Use Username Instead** to log into application with user ID and password.

3.2 **PIN based Authentication**

This option allows the user to login to the Futura Bank application using a PIN instead of a user ID and password. The user can define a 4 or 6 digit numeric PIN for login. The user also has the option of resetting the PIN and changing the alternate login method from PIN to any other method. The user can also define if the pattern has to be kept visible or invisible at the time of drawing the same for logging into the application.

Features Supported In the Application:

- Set PIN
- Manage PIN
- Login using PIN

3.2.1 Set PIN (First Time Login Flow)

The user can define a PIN for login on Futura Bank mobile application by entering the user ID and password.

To set PIN for login transaction:

1. Launch the Futura Bank application. The Futura Bank login page appears.



Futura Bank login

| 10:32 | | :!!! 🗢 💷 | | | | | |
|----------------------------|----------------------------|----------|--|--|--|--|--|
| | | | | | | | |
| | 👕 Futura Bank | | | | | | |
| Username | | | | | | | |
| Password | Password | | | | | | |
| Forgot Password / Username | | | | | | | |
| | Login | | | | | | |
| | | | | | | | |
| | Quick Snapshot | | | | | | |
| | Quick Snapshot Register | | | | | | |
| | | | | | | | |
| | Register | | | | | | |

- 2. In the **Username** field, enter the user ID.
- 3. In the **Password** field, enter the password.
- 4. Click Login.
- 5. The dashboard with **Select Alternate Login Method** popup screen appears.



::!! 🌣 💷 10:33 📑 Futura Bank GBP 507,648,945.07 GBP 44 Current & Savings (13) Credit Card You seem to have some spare funds in your account!! (xxxxxxxxxx0091) **Quick Actions** × Setup Alternate Login You can choose from: [..] [^{...}] •••• PIN Pattern Face ID Note: To use Face ID or Touch ID login please enable those options from your device settings You skip this step and setup alternate login later from Profile > Password & Security > Alternate Login Setup Later

Select Alternate Login Method screen - PIN

Note:

1) For registering **Alternate Login Method** on the User's device will automatically cancel the previous active registrations if any on other devices. Application verify user with unique identifier linked to device.

2) User can click **Setup Later** and skipped and set later by navigating from the **Profile > Settings**. Refer **Manage PIN** section for more information.

6. Select the **PIN** based authentication method. The **Set PIN** screen is displayed.



Set PIN screen

| 10:3 | 3 | | | nti s | ≈ 21 |
|--------|--------|-------|--------|-------|----------|
| ← s | et PIN | | | | |
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| Set PI | N | | | | |
| | | Car | ncel | | |
| | | PIN O | ptions | | |
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7. In the **Set PIN** field, enter the PIN that needs to be set for login. The **Confirm PIN** screen appears.

ÓŔ

Click $\ensuremath{\textbf{Cancel}}$ to cancel the transaction. OR

Click **PIN Options** to choose the pin length.



PIN Options Screen

| No SIM 🗢 🖙 | 11:25 AM | 1% 💭 |
|------------|-------------|------|
| ← Set PIN | | |
| | | |
| | | |
| | | |
| | | |
| Set PIN | | |
| | Cancel | |
| | PIN Options | |
| | | |
| | | |
| | | |
| 4 PIN Code | | |
| | | |

a. Select the desired PIN length.

Field Description

| Field Name | Description |
|--------------------|--|
| PIN Options | This option lets the user to decide the length of the PIN. |
| | The options are: |
| | • 4 PIN Passcode: Set the 4 digit PIN for login transaction. |
| | • 6 PIN Passcode: Set the 6 digit PIN for login transaction. |
| | |



Confirm PIN screen

| 10:3 | 3 | | | ::!! < | 7 21 |
|-------|--------|------------|------|--------|--------|
| ← c | onfirm | n PIN | | | |
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| | | | | | |
| Confi | rm PIN | | | | |
| | | Car | ncel | | |
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| | Q | <u>(m)</u> | ☆ | Ĝ. | |

Field Description

| Field Name | Description |
|-------------|------------------------------|
| Confirm PIN | Re-enter the PIN to confirm. |

- In the Confirm PIN field, re-enter the pin for confirmation. OR Click Cancel to cancel the transaction.
- 9. The success message of PIN set appears.



Success Message screen

| 10:35 | | ::!! † 🖬 |
|---------------------------------|--------------------|---|
| Confirm Pll | N | |
| 10000 000 000 000 000 0000 0000 | PIN is set up suc | |
| What would | you like to do nex | t? |
| 📴 Go to Dasht | poard | |
| | | per la constanta de |
| <u> </u> | _∭ ☆ | 4 ≡ |

10. The PIN will get set and you will be redirected to the Dashboard.

Note: Once the PIN is set, the system will prompt you to enter the PIN at the time of login.



3.2.2 Manage PIN

Using this option the user can change or reset the login PIN defined.

In case the user wants to change the alternate login from PIN to any other method (for example from PIN to Pattern) or if it has got locked due to maximum number of incorrect PIN entries, the user can reset it using this option.

To reset the PIN for login transaction:

- 1. Login to the Futura Bank application.
- 2. In the hamburger menu, click **My Preferences** → **Password & Security**, and then click on the **Alternate Login PIN.** The **Verify User** screen appears.
- 3. In the Enter Password field, enter the password.
- 4. Click **Proceed**. The **Alternate Login** screen appears.

Manage PIN

| 10:35 | | 11 | ? ⊡ |
|----------|-----------|----|------------|
| ← Altern | ate Login | | |
| | | | |
| PIN | | | > |
| Pattern | | | > |
| Face ID | | | > |
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- 5. In the Set PIN field, enter PIN to be set for login. The Confirm PIN screen appears.
- 6. In the **Confirm PIN** field, re-enter the pin for confirmation.
- The success message of request submission appears. Click Go to Dashboard, to navigate to the Dashboard. OR Click More Security Options to go to the other security options.



3.2.3 Login using PIN

This feature allows a user to login to Futura Bank mobile application by using PIN instead of entering their user ID and password after setting the PIN as alternate login.

Login Using PIN

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| 🦱 Fu | tura Bank |
| (| RB |
| Ro | gerr Bohr |
| Enter PIN | |
| | Login |
| Use Use | rname instead |
| | |
| Quic | k Snapshot |
| R | legister |
| Copyri | ght Statement |
| | |
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Note: Click on the link **Use Username Instead** to log into application with user ID and password.

3.3 Face ID Based Authentication

This option allows the user to login to the Futura Bank application using Face ID instead of user ID and password. The user also has the option of changing their alternate login from Face ID to any other method.

Features Supported In the Application:

Set Face Recognition

3.3.1 Set Face Recognition (First Time Login Flow)

The user can define Face ID for login on Futura Bank mobile application by entering the user ID and password.

To set face recognition for login transaction:

1. Launch the Futura Bank application. The Futura Bank login page appears.

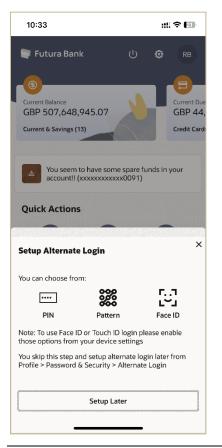


Futura Bank login

| 10:32 | | : | ! 🗢 🛛 |
|----------|----------------|----------|--------|
| | Futura | Bank | |
| Username | | | |
| Password | | | ۲ |
| For | got Password / | Username | |
| | Login | | |
| | | | |
| | Quick Snap | shot | |
| | Register | r | |
| | Copyright Stat | ement | |
| | | | |
| | | | |

- 2. In the **Username** field, enter the user ID.
- 3. In the **Password** field, enter the password.
- 4. Click Login. The dashboard with Select Alternate Login Method popup screen appears.





Select Alternate Login Method screen- Face ID

Note:

1) For registering **Alternate Login Method** on the User's device will automatically cancel the previous active registrations if any on other devices. Application verify user with unique identifier linked to device.

2) User can click **Setup Later** and skipped and set later by navigating from the **Profile > Settings**. Refer **Manage Face ID** section for more information.

5. Select the **Face ID** based authentication method. A message is displayed prompting you to use the Face ID.



Face ID Authentication

| 10:36 🗰 🕫 🖬 |
|--|
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| |
| Do you want to allow "Futura Bank" to use Face ID? Allow Using Face ID |
| Don't Allow OK |
| |
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| |

6. Click **OK**. The **Set Face ID** confirmation screen is displayed.



Success Message screen

| 10:36 | ::! 🗢 🖬 |
|---|------------------------------|
| Verify User | |
| ę | |
| Face ID is set u You can now securely access | • |
| for carries sectory access | your account with your face. |
| What would you like t | o do next? |
| 📴 Go to Dashboard | |
| | |
| | P |
| 습 <u>역</u>))) | ☆ 🖑 ≡ |

7. Once the face ID recognition is successfully set as an alternate login, you will get an option to login with Face ID on the login page.



3.3.2 Login using Face ID

This feature allows a user to login to Futura Bank mobile application with Face ID instead of entering their user ID and password after setting the Face ID as alternate login.

Login Using Face ID

| 10:36 | | :!! 중 💷 |
|-----------|--------------------------|-----------|
| | Futura Ba Rogerr Bohr | |
| | Quick Snapshot | |
| | Register | |
| | Copyright Stateme | nt PPD |
| \otimes | [11] 6 | » ··· |

3.4 Touch ID Based Authentication

This option allows the user to login to the Futura Bank application using Touch ID recognition. The user also has the option of changing their alternate login from Touch ID to any other method.

Features Supported In the Application:

Set Touch ID

3.4.1 Touch ID Recognition (First Time Login)

The user can define a fingerprint (touch ID) for login on the Futura Bank mobile application by entering the user ID and password.



Note: Click on the link **Use Username Instead** to log into application with user ID and password.

To set Touch ID for login transaction:

1. Launch the Futura Bank application. The Futura Bank login page appears.

Futura Bank Login

| 10:32 | | | ::!! 🗢 🛯 |
|----------|---------------|---------------|----------|
| | 🍧 Futu | ıra Bank | |
| Username | | | |
| Password | | | ۲ |
| - | Forgot Passwo | rd / Username | |
| | Lo | gin | |
| | Quick S | napshot | |
| | Reg | ister | |
| | Copyright | Statement | |
| | - | | P |

- 2. In the **Username** field, enter the user ID.
- 3. In the **Password** field, enter the password.
- 4. Click Login. The dashboard with Select Alternate Login Method popup screen appears.



| 10:33 | | | ::! | ? ∎ |
|--|---|----------------------------------|--------------------|--------------------------|
| F Futura Ban | k | | | RB |
| () | | | | 8 |
| Current Balance GBP 507,648, | 945.07 | | н | Current Due GBP 44, |
| Current & Savings (1 | 3) | | | Credit Card |
| | to have some : xxxxxxxxxxxx | | nds in | your |
| Quick Actions | | | | |
| | | | | |
| Setup Alternate | Login | | | × |
| Setup Alternate | - | | | × |
| - | - | | | × |
| - | - | | Touc | 5 |
| You can choose from | m: Pattern D or Touch ID I | | | ð h ID |
| You can choose from PIN Note: To use Face II | m: Pattern D or Touch ID I your device se nd setup altern | ettings nate logi | ase en in later | Š h ID able |
| You can choose from PIN Note: To use Face II those options from You skip this step a | m: Pattern D or Touch ID I your device se nd setup altern | ettings nate logi Iternate | ase en in later | Š h ID able |

Select Alternate Login Method screen- Touch ID

Note:

1) For registering **Alternate Login Method** on the User's device will automatically cancel the previous active registrations if any on other devices. Application verify user with unique identifier linked to device.

2) User can click **Setup Later** and skipped and set later by navigating from the **Profile > Settings**. Refer **Manage Touch ID** section for more information.

 Select the **Touch ID** based authentication method. A message is displayed prompting you to use the Touch ID.
 Once the fingerprint is authenticated, a message confirming the fingerprint recognition is displayed.



Touch ID Authentication



6. Click **OK**. The **Set Touch ID** confirmation screen is displayed.



Success Message screen

| 10:36 | | | ::!! \ | 21 | |
|---|-----------------------------------|----------|-------------------|---------|--|
| Verify User | | | | | |
| | ~ | | | | |
| Touch ID is set up successfully. You can now securely access your account with your touch. | | | | | |
| 100 0011100 30 | , , , , , , , , , , , , , , , , , | occount | | | |
| What would | you like to | o do nex | t? | | |
| Go to Dashboard | | | | | |
| | | | | | |
| | | | | | |
| <u> </u> | [11] | ☆ | Ĝ | ≡ | |

7. Once the touch ID as an alternate login is successfully set, you will have an option to **Login** with **Fingerprint** on the login page.



3.4.2 Login using Touch ID

This feature allows a user to login to Futura Bank mobile application with Touch ID instead of entering their user ID and password after setting the Touch ID as alternate login.

Login Using Touch ID



Note: Click on the link **Use Username Instead** to log into application with user ID and password.

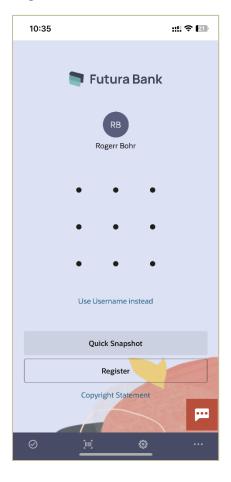
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4. Using Alternate Login Method

- 1. Launch the Futura Bank application.
- 2. The system prompts you to enter a PIN or draw a Pattern or Login with Touch ID/Fingerprint or Face ID based on the alternate login method you have selected.

Login Method screen- Pattern



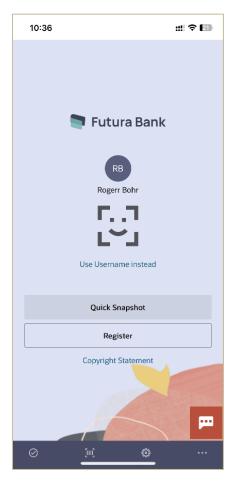


Login Method screen- PIN

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| Enter PIN | |
| Login | |
| Use Username instead | |
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| Quick Snapshot | |
| Register | |
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Face ID Login screen



Touch ID Login screen





- 3. If **PIN** is set as the authentication method, enter the **PIN** defined for login.
- 4. If **Pattern** is set as the authentication method, draw the **Pattern** defined for login.
- 5. If Face ID is set as the authentication method, click Login with Face ID.
- 6. If Touch ID is set as the authentication method, click Login with Fingerprint.
- 7. On successful authentication, you get logged in to the Futura Bank application.



<u>FAQ</u>

1. What are the alternate login methods used in Mobile?

PIN, Pattern, Touch ID and Face ID can be used as alternate login method for logging into the Futura Bank mobile application.

2. How to modify the PIN or Pattern?

Login to Futura Bank mobile application, then click Profile Photo -> **Settings**, click **Alternate Login** and **Select the option PIN/Pattern**.

3. If user re-installs the mobile application on a new phone, is it required to register the alternate login again?

Yes, a user has to register the alternate login again on the new device.

4. Can a user have two alternate login methods for authentication?

No, a user can only set one type of authentication method, that is, PIN / Pattern / Touch ID / Face ID.

5. What if the user has forgotten the defined PIN or Pattern?

To reset the PIN/Pattern, login to Futura Bank mobile application, then click Profile Photo-> Click on Settings, click Alternate Login and Select PIN/Pattern.

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