



iSECURE User Guide

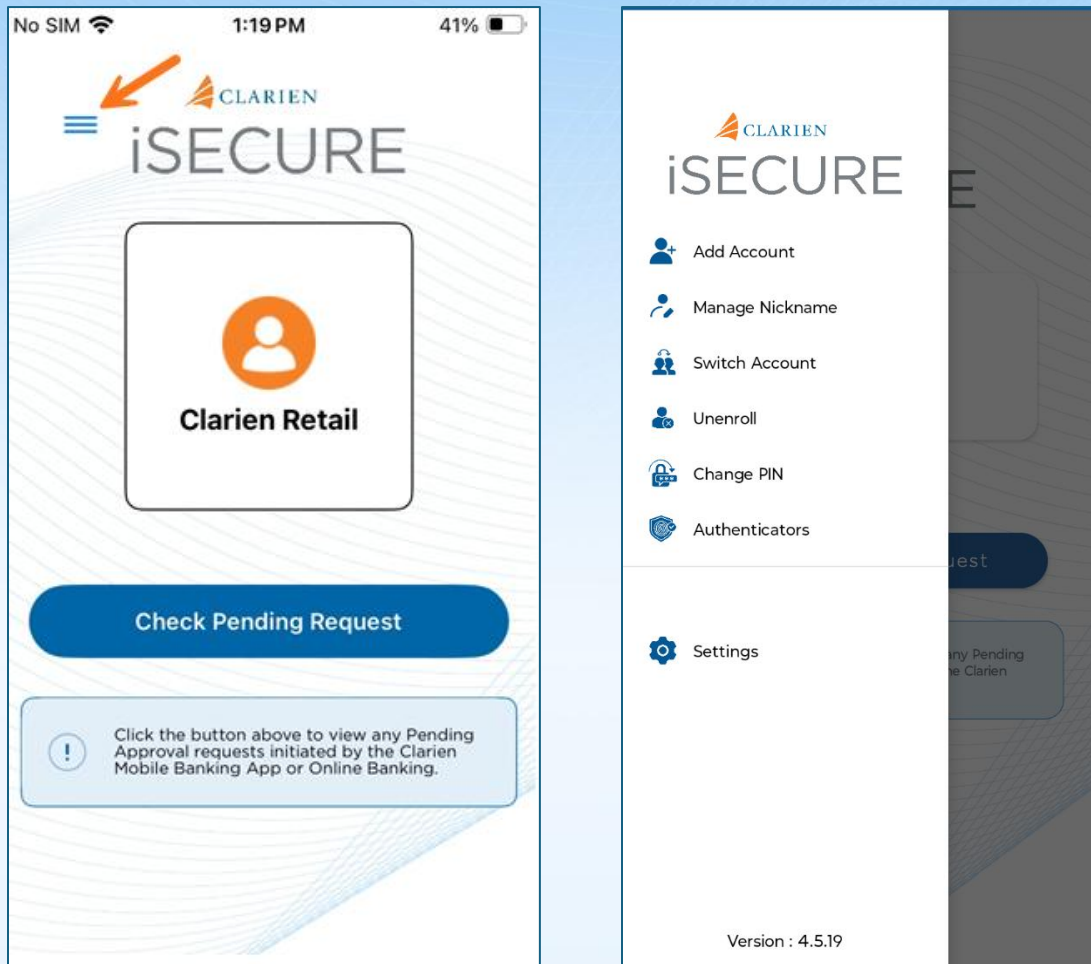
January 2026 | Version 2

CONTENTS

| | |
|--|---|
| iSECURE Navigation | 3 |
| Add Another Token | 4 |
| Manage Nicknames | 4 |
| Switch Accounts | 4 |
| Unenroll a Token | 5 |
| Changing the Pin | 5 |
| Changing the Authentication Type | 5 |

iSECURE NAVIGATION

- Click on the three lines in the top left corner lines in the top left corner (the hamburger).
- The User Profile menu will display.



- **Add Account:** Allows a user to add multiple accounts.
- **Manage Nickname:** Users can edit the nicknames of the tokens.
- **Switch Account:** Allows a user to pick the account they are signing on/transacting with.
- **Unenroll:** Remove a token that is no longer required. Users must switch to the required account then unenroll.
- **Change PIN:** Create a new PIN for the app.
- **Authenticators:** Users can edit how to authenticate within each token account. Users must switch to the required account then select Authenticator.

ADD ANOTHER TOKEN

- When adding another token, users must click on the three lines in the top left corner (the hamburger). The User Profile menu will be displayed
- Select the option “Add Account” within the User Profile menu
- Users will be presented with the enroll page. Go to iBank desktop, and complete the steps within “Security Token Registration”.
- After scanning the QR code, users will receive the pop-up notification message. Click OK.
- Select either Biometric or Pin.
- If a user selects PIN, the same PIN number is applicable for all accounts. However, the users can use the PIN or Biometrics for multi-token usage. (i.e. Retail is PIN, Corporate is Biometrics, etc.)
- Click Close
- Users will be prompted to create a nickname
- After the Nickname is created, it will be shown on the dashboard.

MANAGE NICKNAMES

- Click on the three lines in the top left corner (the hamburger).
- The User Profile menu will be displayed.
- Select the option “Manage Nickname” within the User Profile.
- Click on the pencil icon for the name that is to be changed.
- User will be presented with the Edit a Profile Nickname page.
- Change the name in the Nickname field, then click save.
- The new nickname will be visible on the dashboard

SWITCH ACCOUNTS

- Click on the three lines in the top left corner (the hamburger).
- The User Profile menu will be displayed.
- Select the option “Switch Account” within the User Profile menu.
- To select the account that will be used, click on the radio button for the required account. Then click Save.
- The nickname will be visible on the dashboard and ready for signing in and/or transaction authorizations.

UNENROLL A TOKEN

- Click on the three lines in the top left corner (the hamburger).
- The User Profile menu will be displayed.
- Select the option “Unenroll” within the User Profile menu.
- Note: For users that have multiple tokens, complete Switch Accounts steps first to select the token that needs to be unenrolled.
- Confirmation pop up will be received. Click OK.
- Phone authentication will be required.
- The App will be switched to the first account listed and will be visible on the dashboard.

CHANGING THE PIN

- Click on the three lines in the top left corner (the hamburger).
- The User Profile menu will be displayed.
- Select the option “Change PIN” within the User Profile menu.
- Enter the current PIN number, click OK.
- Create a new PIN and then confirm the PIN.
- The user will be taken back to the dashboard, and notice will be received at the bottom advising the user of successful PIN change.

CHANGING THE AUTHENTICATION TYPE

- Click on the three lines in the top left corner (the hamburger).
- The User Profile menu will be displayed.
- Select the option “Authenticators” within the User Profile menu.
- Click on the plus icon in the top right corner to add a new authentication type
- If the user currently has PIN, the user will be required to enter their PIN in the next step.
- If biometrics, the user will be required to complete their biometrics.
- The user will then be prompted to set up the new authentication. Once completed, the user will notice both authentication types are visible.
- Swipe left on the old authentication and click on the trash bin to delete.
- A confirmation pop-up will be displayed. Click OK to confirm deletion of old authentication
- After confirmation, only the new authentication will be visible.



Clarien Bank Limited
Point House
6 Front Street
Hamilton HM 11
441.296.6969
clarienbank.com