

# Manual for

## Identity verification on Two Factors Authentication (2FA)

Contents	Page
1. Register additional devices (2FA)	2
2. Login by PC	5
2. Change THAI mobile number (10-digit number)	8
3. Change Foreign mobile number (>10-digit number)	10
4. FAQ	12

# Register additional devices

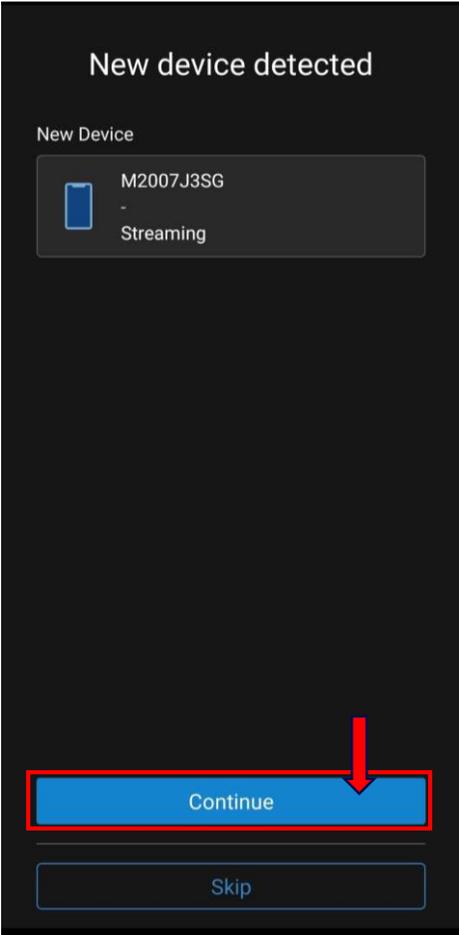
(Maximum 10 devices)



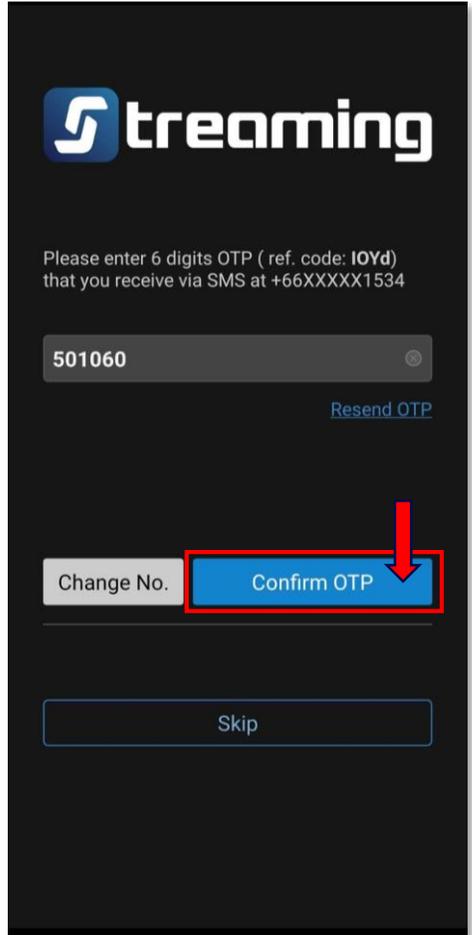
1 In case device not full

2 In case device full > You must choose to remove the device for free slot

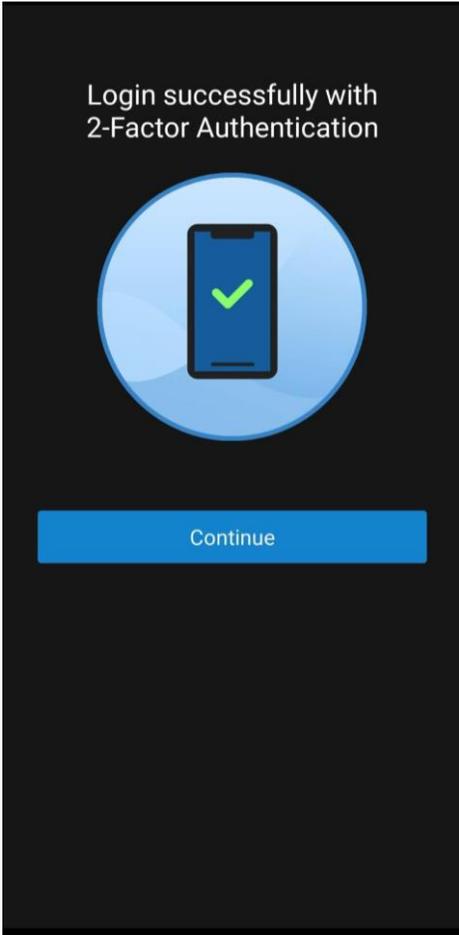
# 1 Step to device verification : In case device not full



1 After logging in, it will show device just used for first time



2 Enter the OTP > Press confirm OTP

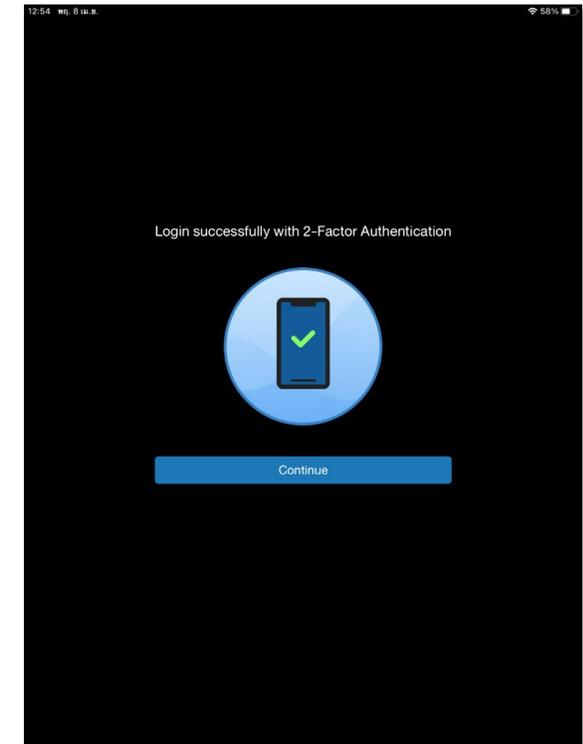
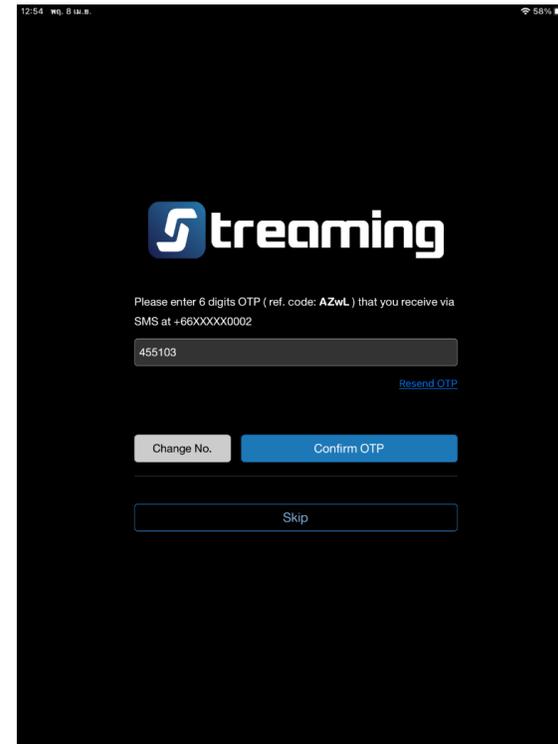
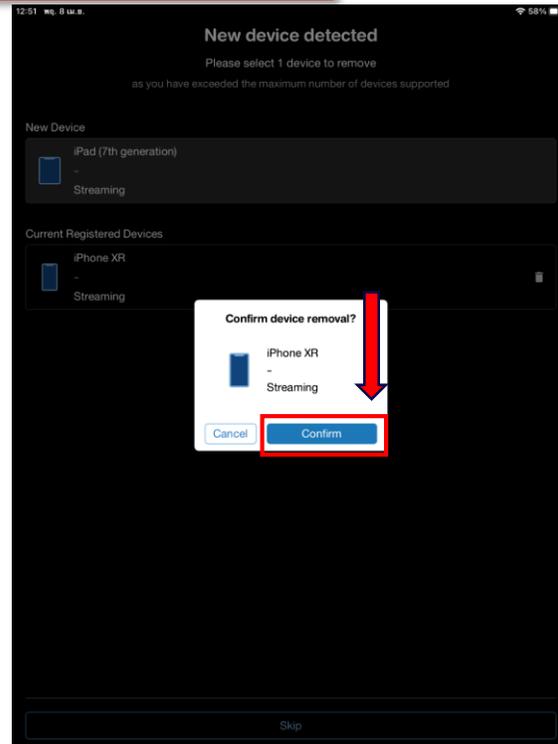
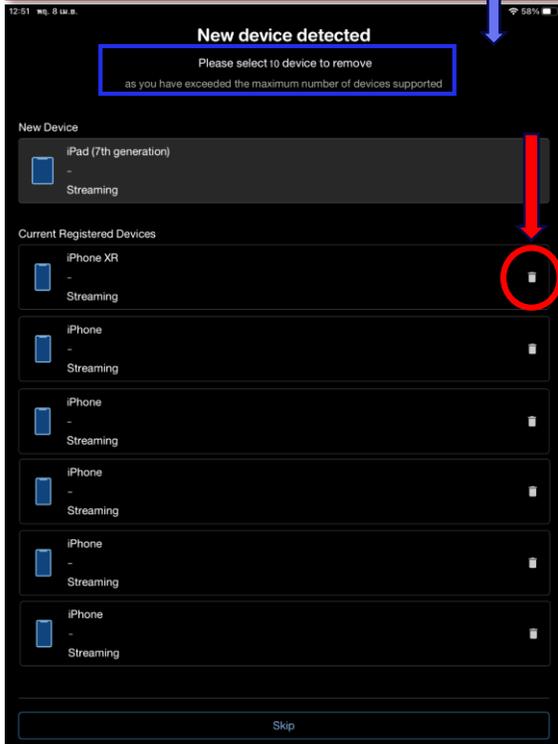


3 Finish

## 2 Step to device verification :

In case device full > You must choose to remove the device for free Slot

Please select 10 device to remove  
as you have exceeded the maximum number of devices supported



1 After logging in, it will show device just used for first time and notice, You have exceeded the maximum number of devices

2 Press confirm for remove device

3 Enter the OTP > Press confirm OTP

4 Finish

## Using for PC

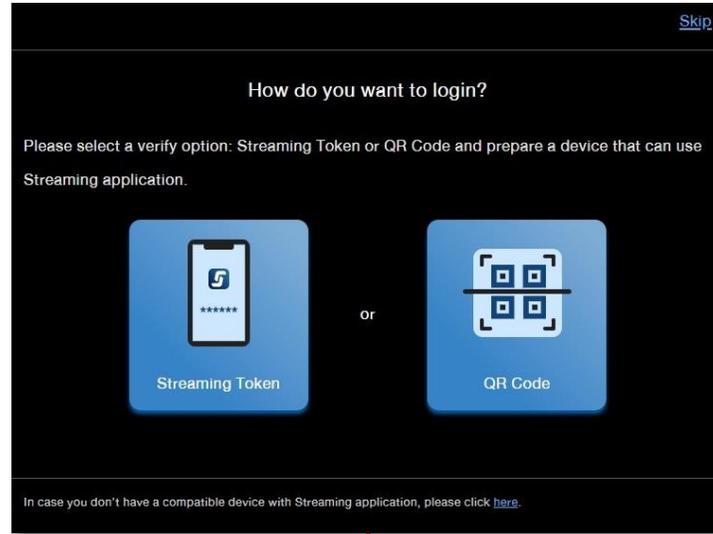


- 1 Steps to select type of confirmation
- 2 Steps to device verification incase using PC

# 1 Steps to device verification : In case using for PC



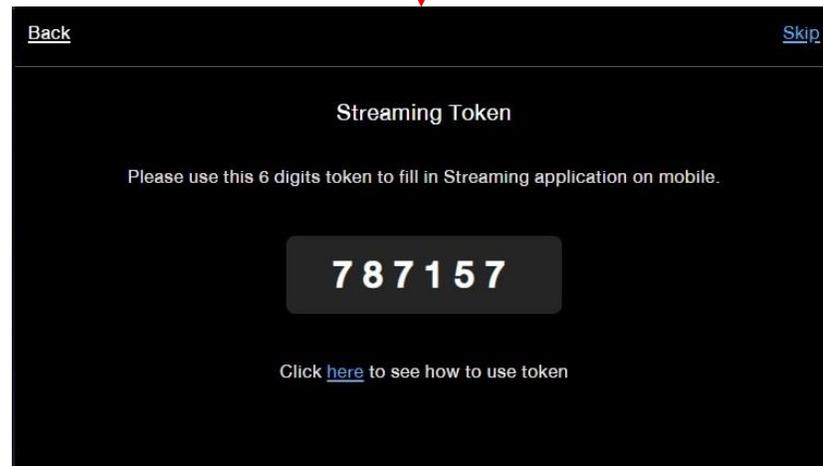
1 After logging in, it will show notice entering identity verification on 2FA



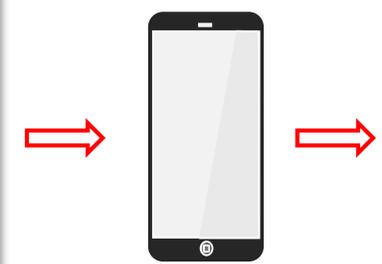
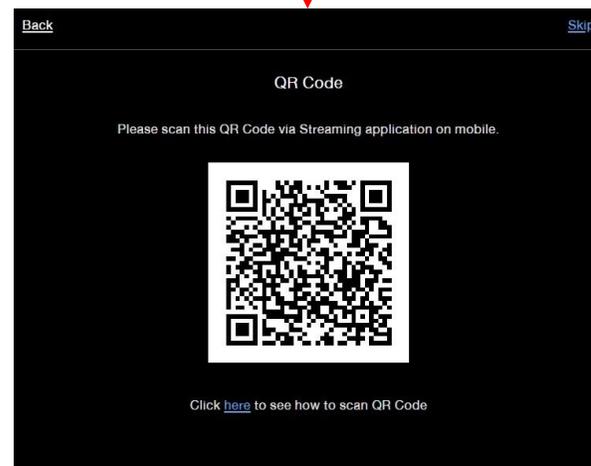
2 Select a verify option

1. Streaming Token
2. QR Code

(Using Application Streaming for Smart Phone)



3 Show Token or QR Code

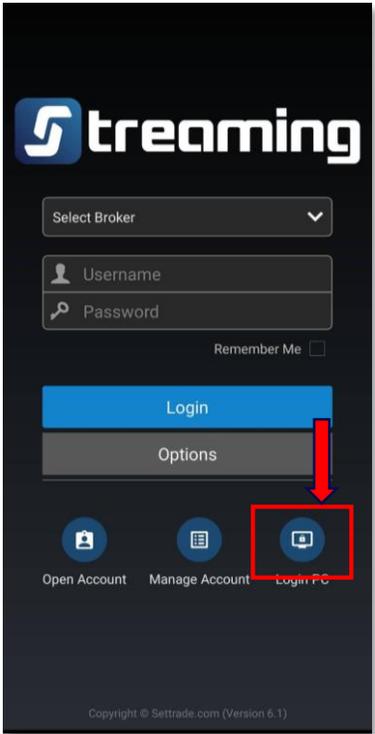


4 Confirm by Smart Phone

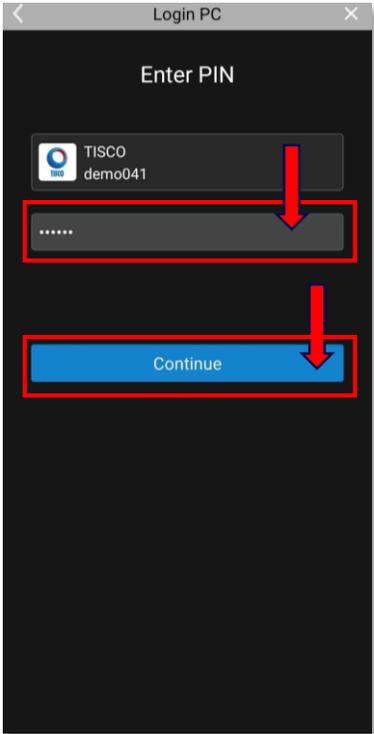


5 Finish

# 2 Step to device verification in case using for PC



1 Press Login PC



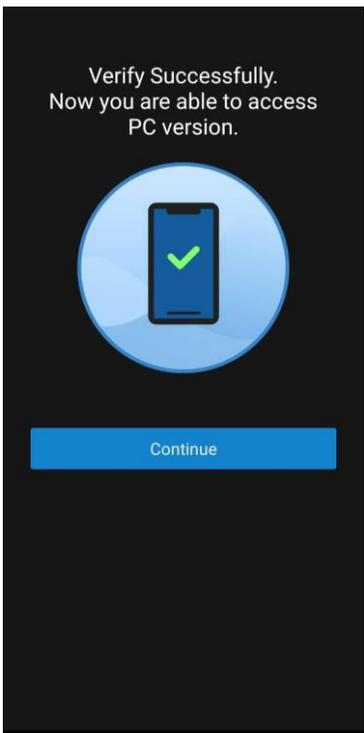
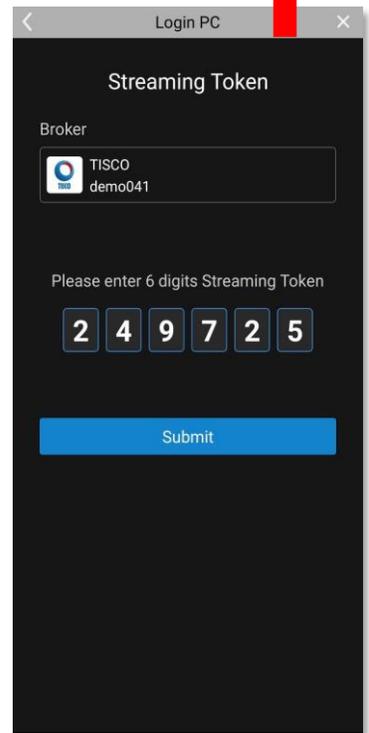
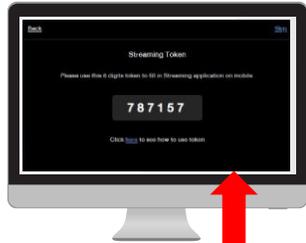
2 Select Broker >>  
Enter PIN >>  
Press Continue



3 Select a verify option  
follow your selected on  
PC



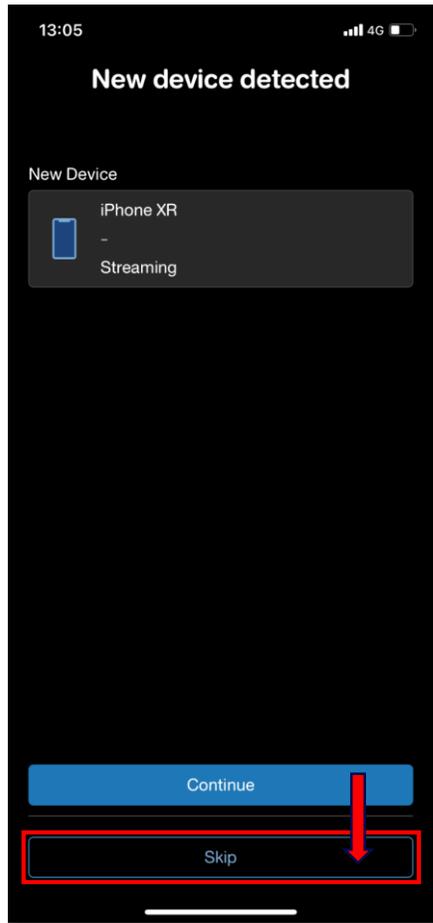
4 Scan QR Code or Enter Token



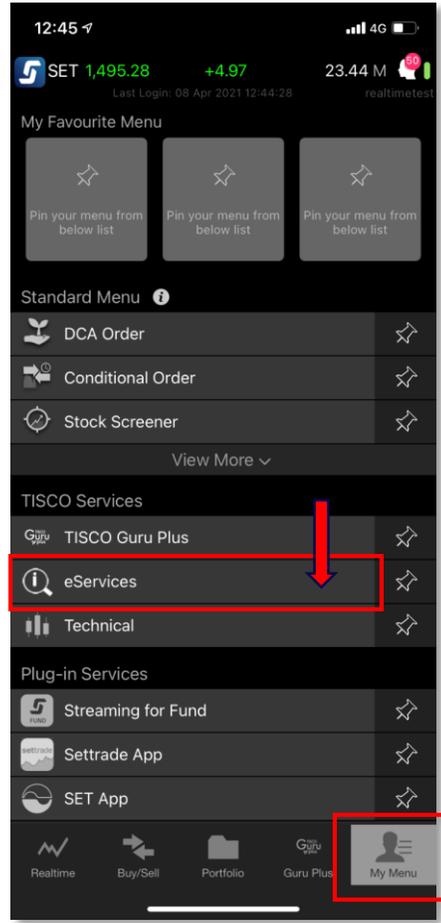
5 Finish

# Steps to change mobile number by eService FOR THAI Mobile Number (10-digit number)

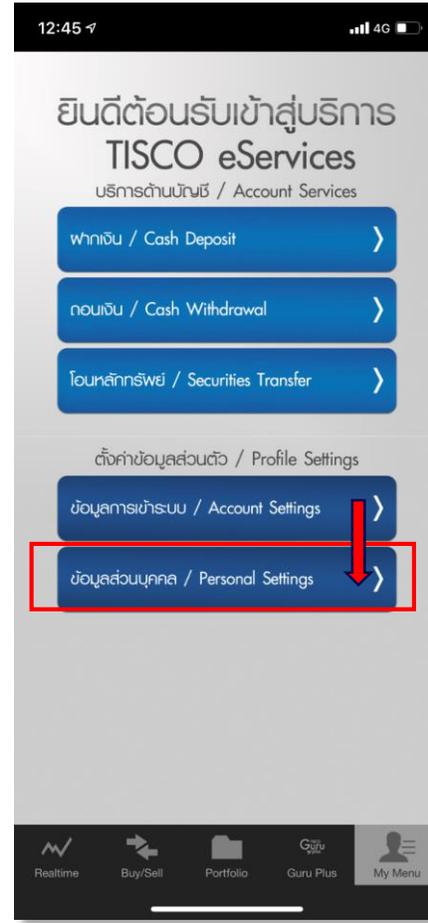
# Steps to change mobile number by eServices



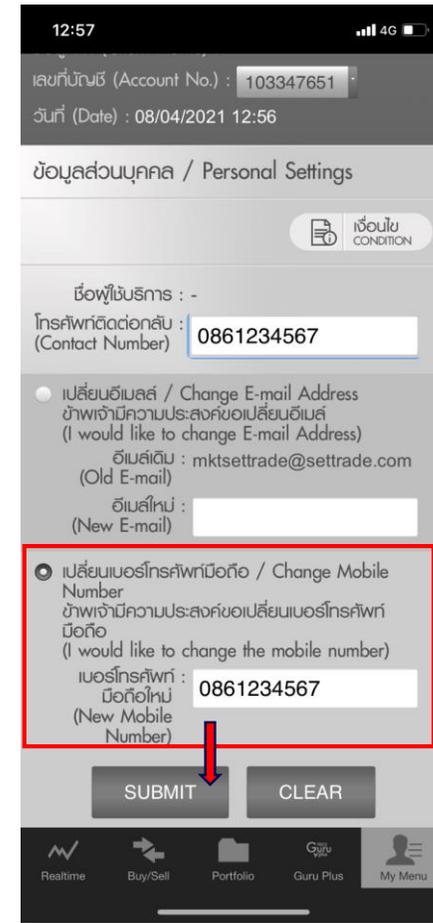
1 After logging in >> Press Skip



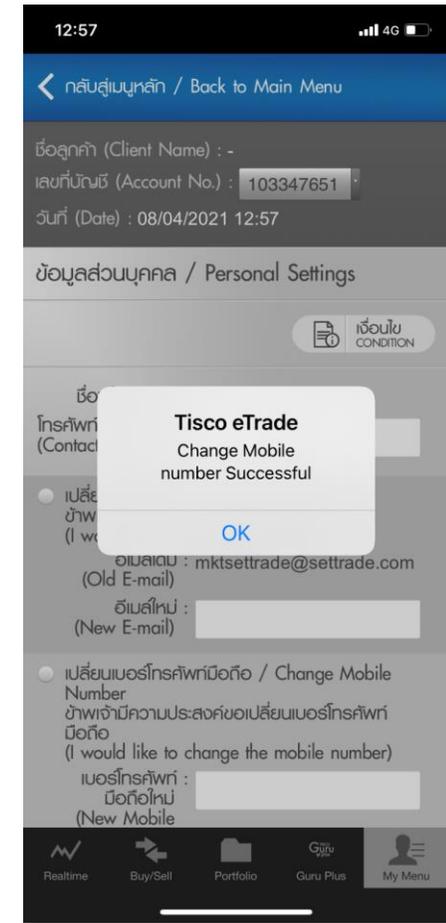
2 Press My Menu >>> eServices



3 Select Personal Settings



4 Fill new mobile number >>> SUBMIT



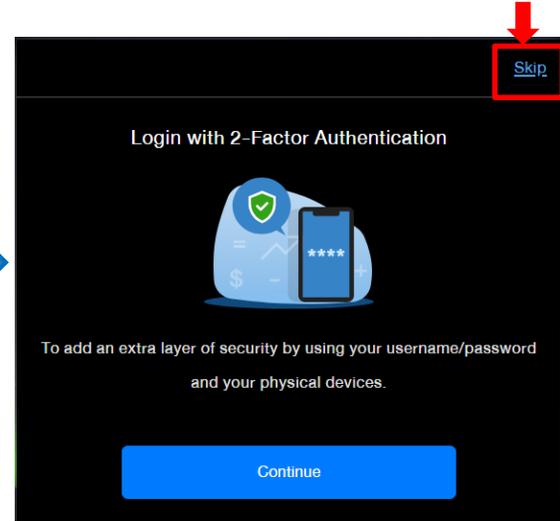
5 Finish

Steps to change mobile number by  
Web: TISCOeTRADE (>10-digit number)

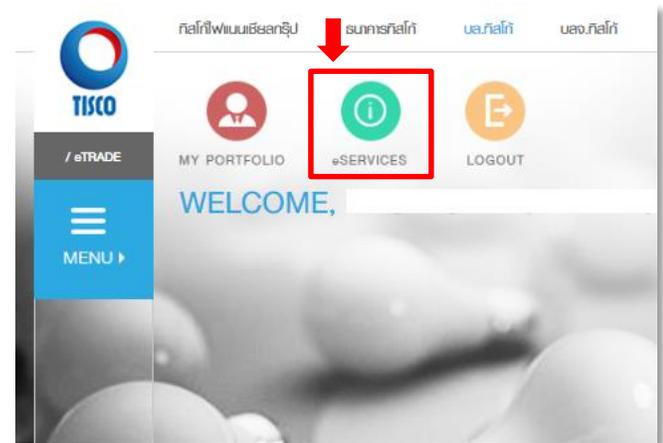
# Steps to change mobile number by WEB : TISCOeTRADE



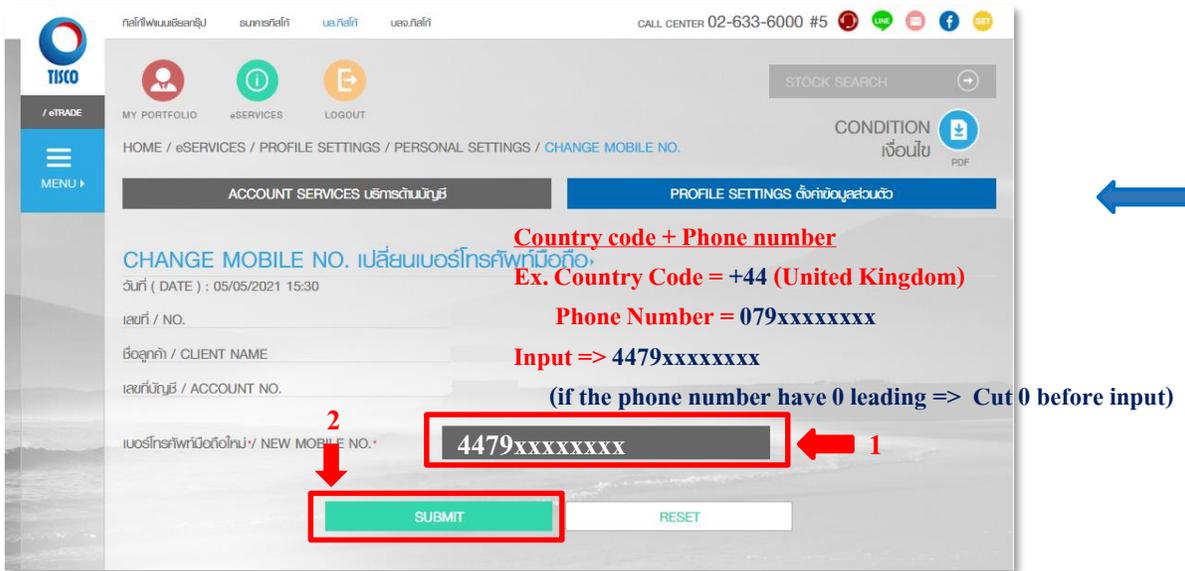
1 [www.tiscotrade.com](http://www.tiscotrade.com) >> LOGIN



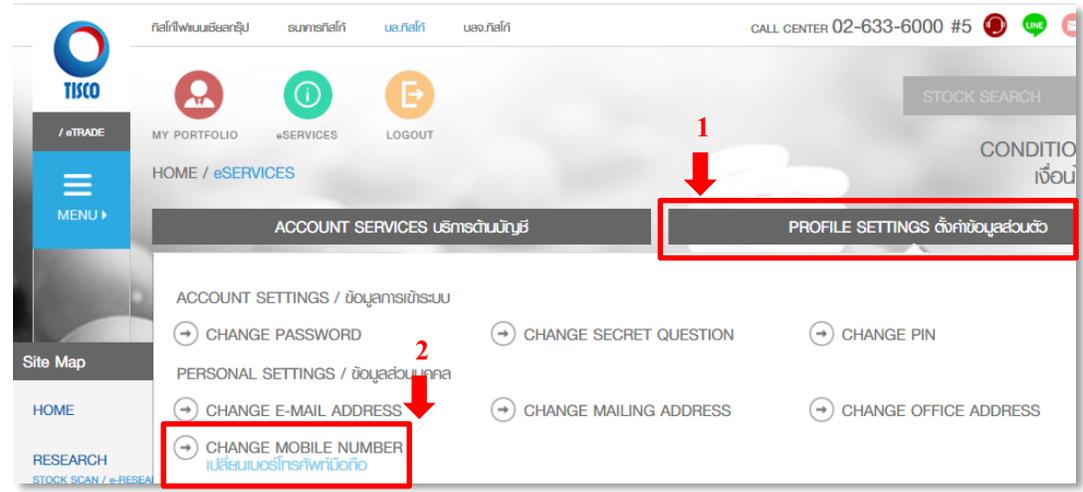
2 Press "Skip"



3 Press "eServices"



5 1. Input Mobile Number >> 2. Press "SUBMIT"



4 1. Select "PROFILE SETTINGS" >> 2. Press "CHANGE MOBILE NUMBER"

# FAQ

Q : 1

What is Two-Factor Authentication (2FA)?

A

2FA is another layer of security to help the user verify their identity when logging in to their online account.

First, the user will enter their username and a password.

Second, enter the OTP received on their mobile phone.

Q : 2

When to start 2FA ?

A

Will start to use on 25th April 2021.

Q : 3

If the user doesn't verify 2FA, what will happen?

A

From July 1st, if the user doesn't verify 2FA, user will not be able to login to used TISCO Securities' s application. For example Streaming, Streaming For Fund and TISCOtrade.

Q : 4

How to change mobile phone number **before** 1 July 2021 ?

A

Step 1 : Press "Skip" to enter the system

Step 2 : Click change telephone number by Click "My Menu" >> "eServices" >> "Personal Settings"

Q : 5

How to change mobile phone number **since** 1 July 2021 ?

A

From July 1st, user can change their phone number by walking-in to fill out the application form at TISCO Securities.

Q : 6

How to verify 2FA by mobile or tablet ?

A

Input OTP 1 time per device and limit 10 devices per user.

Q : 7

How to verify 2FA by Computer(PC) ?

A

Scan QR Code or input token every time when user login.

Q : 8

How to verify 2FA if have account more than one ?

A

If the user has more than 1 account, the user needs to verify 2FA for all username accounts.

Q : 9

How to do when application not show country code and step get OTP is fail ?

A

Step 1 : Send in issues via email at [tiscoetrade@tisco.co.th](mailto:tiscoetrade@tisco.co.th) or contact service office at 02-6336000 Press 5  
Step 2 : While waiting the issue to be examined by the staff, press skip to continue using the application.

Thank You