



FREQUENTLY ASK QUESTIONS

AGROSecure (Mobile Token)

NO	QUESTION	ANSWER								
1.	What is AGROSecure?	AGROSecure is a safer and more convenient way to authorise AGRONetBIZ transactions.								
2.	How do I use AGROSecure?	It is an application that use for login and authenticate a payment transaction at AGRONetBIZ depending on your role.								
3.	What roles apply AGROSecure for AGRONetBIZ?	<p>The roles apply for AGROSecure are:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr style="background-color: #f4a460;"> <th>Role</th> <th>Function</th> </tr> </thead> <tbody> <tr> <td>Corporate Admin</td> <td>Login</td> </tr> <tr> <td>Single User</td> <td>Login and Authenticate Payment</td> </tr> <tr> <td>Approver</td> <td>Login and Authenticate Payment</td> </tr> </tbody> </table>	Role	Function	Corporate Admin	Login	Single User	Login and Authenticate Payment	Approver	Login and Authenticate Payment
Role	Function									
Corporate Admin	Login									
Single User	Login and Authenticate Payment									
Approver	Login and Authenticate Payment									
4.	How do I activate for AGROSecure as a new ID(username)?	<p>AGROSecure can be downloaded from Google Play Store and Apple App Store.</p> <p>Step 1. Corporate Administrator (CA) / Approver / Single User to download AGROSecure thru Google Play Store/ App Store.</p> <p>Step 2. Open AGRONetBIZ at https://www.agronetbiz.com.my</p> <p>Step 3. Klik: 1st Time Login.</p> <p>Step 4. Click: Corporate Administrator.</p> <p>Step 5. Key in Corporate Administrator (CA) Username and PIN Number (Please call Contact Centre at 1-300-88- 2476 to get the Pin Number).</p> <p>Step 6. Corporate Administrator (CA) create New Password.</p> <p>Step 7. Please open AGROSecure at customer device and click Activate Mobile Token.</p> <p>Step 8. Scan QR Activation Code (at the website) or Input Manually.</p> <p>Step 9. Create: your own login Passcode/PIN to Login AGROSecure.</p> <p>Step 10. Enter: 6-digit Passcode/PIN.</p> <p>Step 11. AGROSecure display Registration Code. Please Key in: The code into the Registration Code box at the website.</p> <p>Step 12. Click: Request TAC Number.</p> <p>Step 13. Key in TAC Number (received via SMS) & Click Next.</p> <p>Step 14. Scan: The Confirmation Code by using AGROSecure apps to complete.</p> <p>Step 15. Open: AGROSecure App.</p> <p>Step 16. Click: Next to scan QR Code.</p> <p>Step 17. Scan: QR Confirmation Code or *Input Manually.</p> <p>Step 18. Success Registration at AGRONetBIZ (<i>Cooling-off period has been activated. You are only able to Login after 12-HOURS cooling period.</i>)</p>								
5.	How much time do Single User/Approver have to activate AGROSecure?	<p>Customer is requiring to key in the Registration Code and TAC number within 300 seconds.</p> <p>Note: Customers are advised to wait until a new timer is generated if the registration code is approaching its end time.</p>								



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6.	How do Single User/Approver authenticate transaction using AGROSecure?	<p>Customer may follow below steps to authorise transaction using AGROSecure:</p> <p>Single User Role:</p> <p>Step 1: Customer to key in username and password at AGRONetBIZ website at https://www.agronetbiz.com.my</p> <p>Step 2: Customer launch AGROSecure (in Mobile Apps) and click Login and Enter AGROSecure Passcode/PIN</p> <p>Step 3: Once customer has successfully login AGRONetBIZ website, Customer may select any transaction(s) and key in all Asterisk (*) info</p> <p>Step 4: Customer to Click: Transaction Signing at AGROSecure and Scan QR Code or Input Manually</p> <p>Step 5: AGROSecure will display Challenge Response Code</p> <p>Step 6: Customer to key in the number into Challenge Response Code box at the AGRONetBIZ website.</p> <p>Step 7: Click: Confirm & Transaction Approved</p> <p>Approver Role:</p> <p>Step 1: Customer to key in username and password at AGRONetBIZ website at https://www.agronetbiz.com.my</p> <p>Step 2: Customer launch AGROSecure (in Mobile Apps) and click Login and Enter AGROSecure Passcode/PIN</p> <p>Step 3: Once customer has successfully login AGRONetBIZ website, Click: Authorization</p> <p>Step 4: Choose transaction to approve by clicking the IB Reference Number of the transaction.</p> <p>Step 5: Once check the transaction details, Choose and Click: Approve or Reject</p> <p>Step 6: Please open AGROSecure (in Mobile Apps)</p> <p>Step 7: Click: Transaction Signing and Scan QR Code or Input Manually</p> <p>Step 8: AGROSecure will display Challenge Response Code.</p> <p>Step 9: Key in the number into Challenge Response Code box at the website.</p> <p>Step 10: Click: Confirm & Transaction Approved</p>
7.	How much time do Single User/Approver have to approve a transaction?	<p>Customer is requiring to key in Challenge Response Code within 80 seconds to approve or reject transaction. Without your approval, your transaction will not be processed, and the amount will not be deducted from your account.</p>



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8.	Can I still use AGROSecure when I am overseas?	Yes, you can use AGROSecure everywhere even when you are overseas.
9.	Can I activate for AGROSecure on two different devices?	No, AGROSecure can only be tied to 1 device per ID (username)
10.	What is the minimum device requirement to run AGROSecure?	Our minimum requirement to download AGROSecure is Android OS V9.0 and iOS V10.0 .
11.	I just bought a new device. I have ACTIVATED AGROSecure before on my previous device. Will I have AGROSecure on both devices?	Once activated AGROSecure at new device, you are no longer able to use AGROSecure on the previous device.
12.	How many ID(username) can be activated in ONE AGROSecure device?	Up to 10 IDs (usernames) can be activated through the ONE AGROSecure app.
13.	How do I re-activate my ID(username) at AGROSecure if I've changed my current device?	<p>Customer can always reactivate the ID(username) at AGROSecure in new device as per steps below:</p> <p>Step 1: Corporate Administrator (CA) / Approver / Single User to download AGROSecure thru Google Play Store/ App Store.</p> <p>Step 2: Open AGRONetBIZ at https://www.agronetbiz.com.my</p> <p>Step 3: Click Activate New Security Token.</p> <p>Step 4: Key in Username and Password</p> <p>Step 5: Please open AGROSecure at customer device and click Activate Mobile Token.</p> <p>Step 6: Scan QR Activation Code (at the website) or Input Manually.</p> <p>Step 7: At AGROSecure, Create own login 6-digits Passcode/PIN to Login AGROSecure.</p> <p>Step 8: AGROSecure display Registration Code.</p> <p>Step 9: Please Key in the code into the Registration Code box at the website.</p> <p>Step 10: Click Request TAC Number.</p> <p>Step 11: Key in TAC Number (received via SMS) & Click Next.</p> <p>Step 12: Scan the Confirmation Code by using AGROSecure apps to complete.</p> <p>Step 13: Click Next to scan the Confirmation QR Code or Input Manually.</p> <p>Step 14. Success Activate AGROSecure.</p>
14.	I've been assigned with new ID(username), can I delete my previous ID (username) in AGROSecure?	<p>Yes, customer can delete the previous ID(username) by follow steps below:</p> <p>Step 1. Tap and hold at your ID (username)</p> <p>Step 2. The 'Delete Confirmation' will pop out.</p> <p>Step 3. Click 'Yes' to delete the username.</p>

