



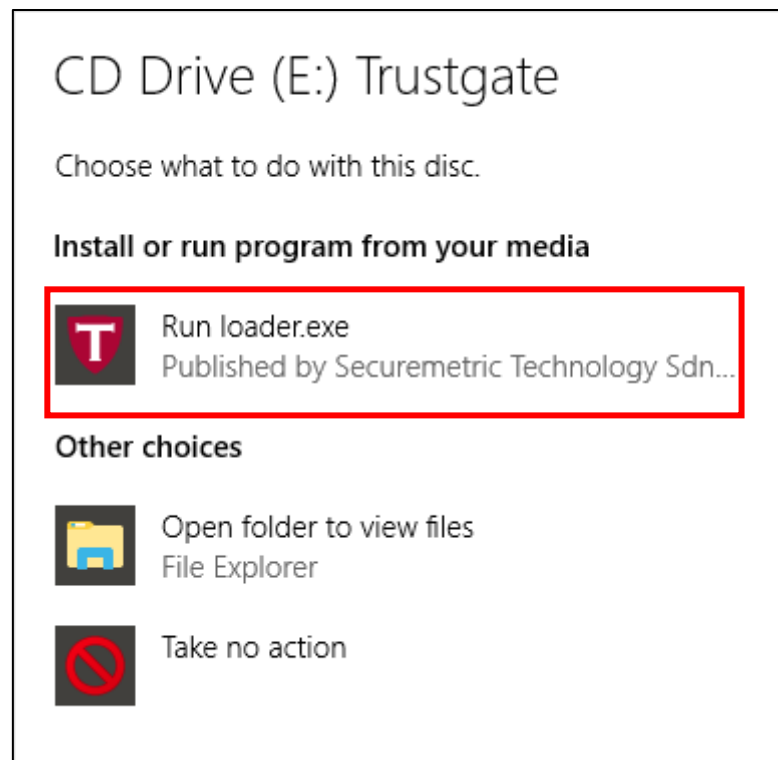
TRUSTGATE USB TOKEN FIRST TIME INSTALLATION MANUAL GUIDE

Version 1.1

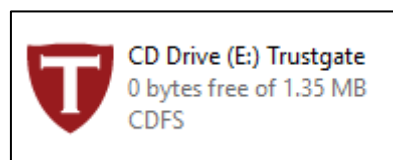
FIRST TIME USB TOKEN INSTALLATION

- ❖ **Reminder:** The screenshot image use in this manual guide is captured on Windows 10 operating system, thus may be slightly different from user experience depends on operating system installed on user computer.

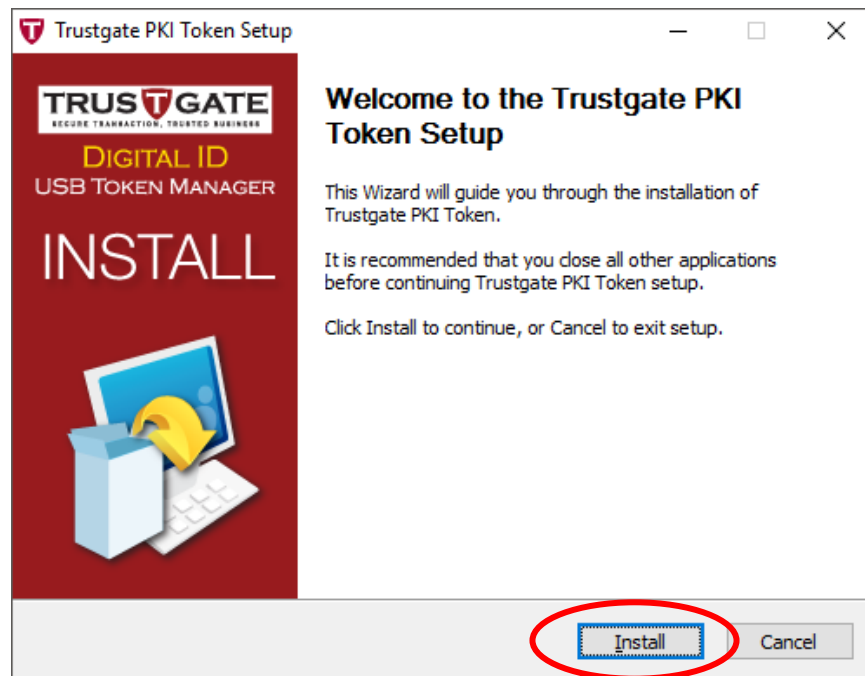
- 1) Plug in Trustgate USB Token into computer USB port.
- 2) Wait for auto run window pop-up, then click "Run loader.exe" from the list.



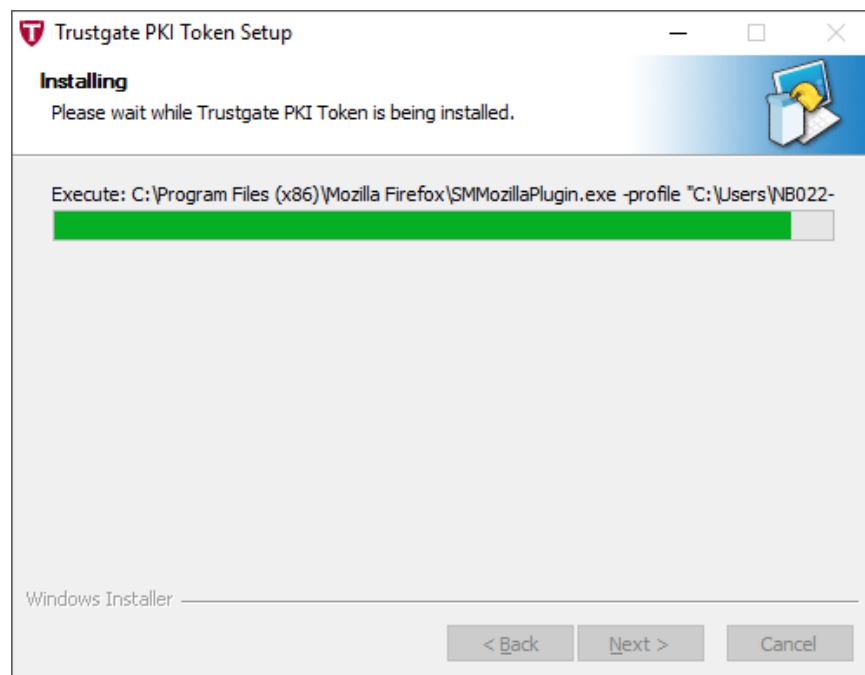
- 3) If auto run pop-up window does not appear, go to My Computer and double click on Trustgate Token icon as below.



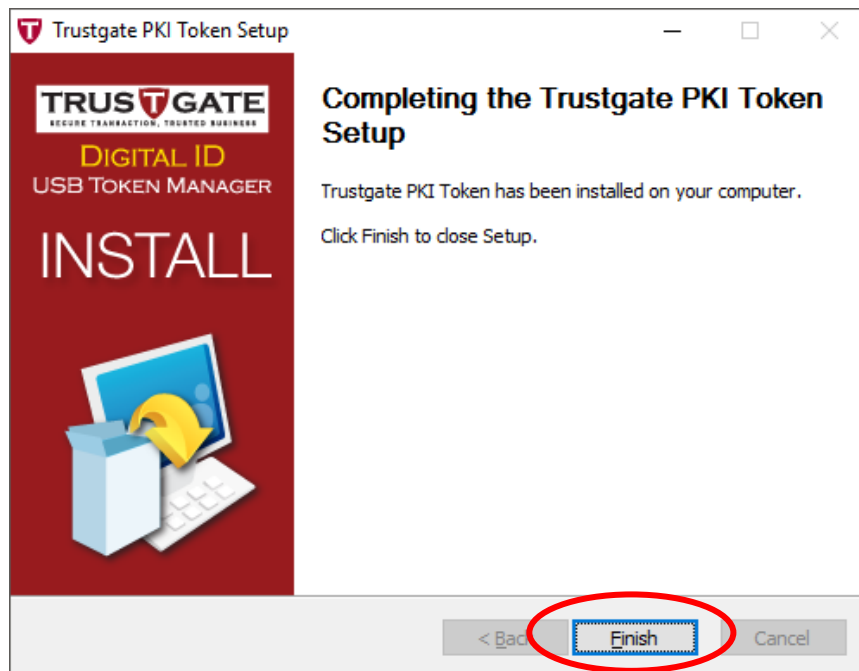
- 4) An installation welcome wizard will appear. Please close Mozilla Firefox or Thunderbird email before installation. Then click on “Install” button to proceed.



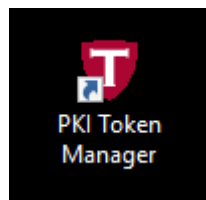
- 5) The installation will start automatically.



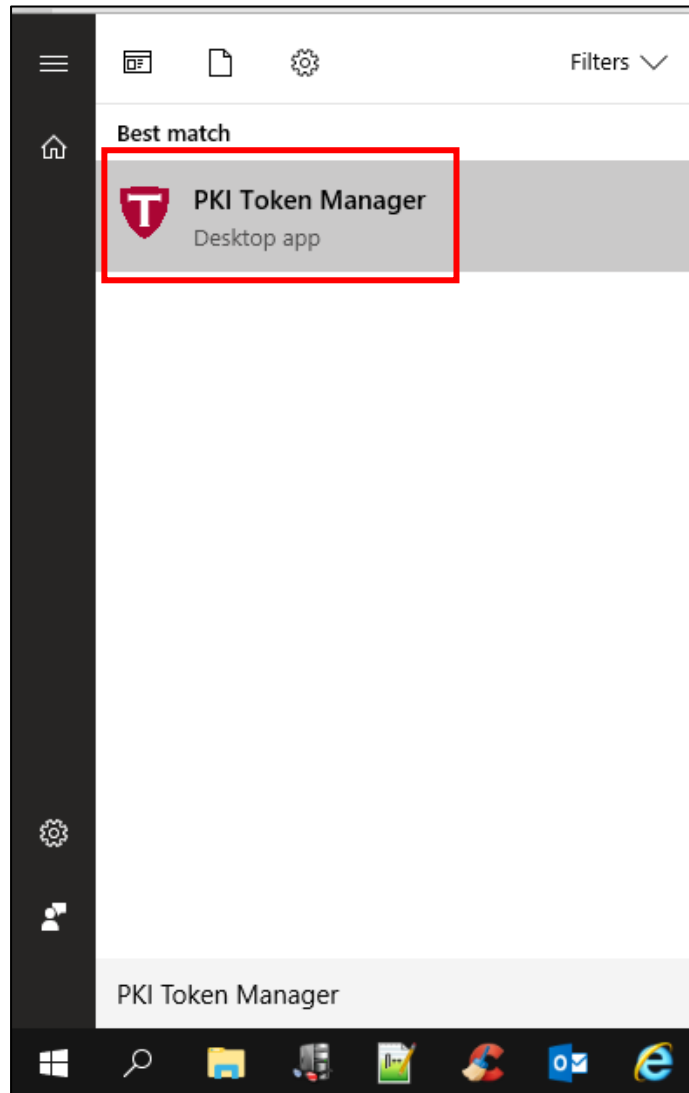
- 6) Once the installation is complete, click “Finish” button to exit.



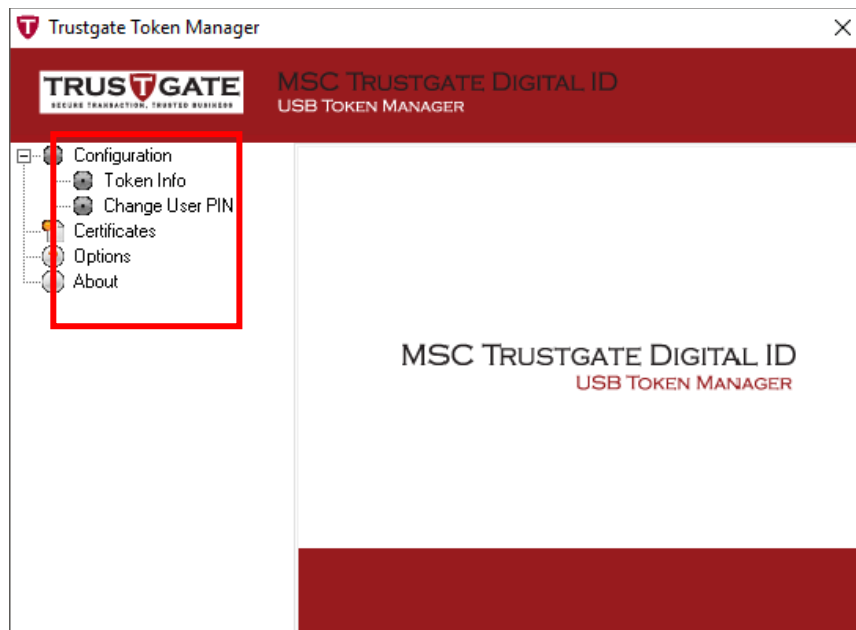
- 7) A PKI Token Manager shortcut icon will be created on the desktop automatically as below image.



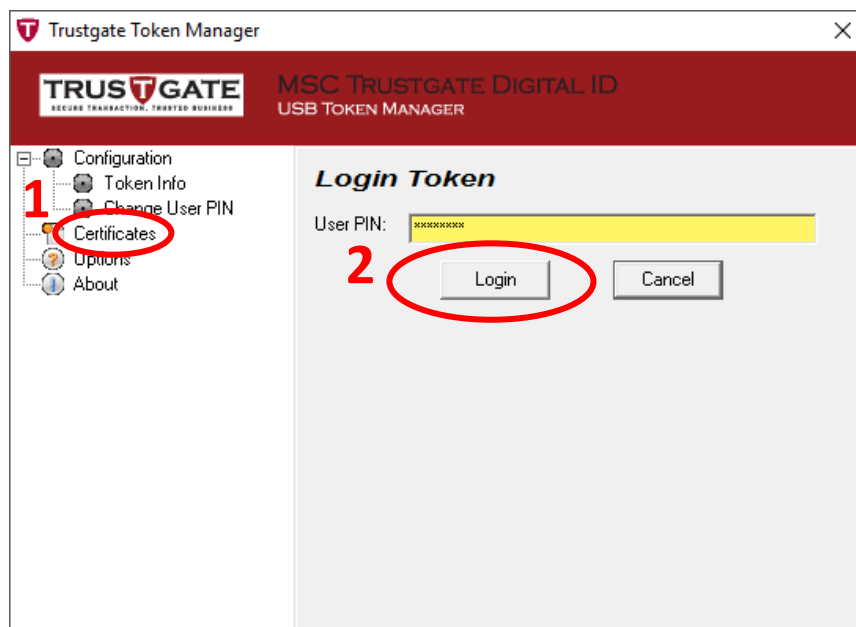
- 8) If there is no shortcut created on the desktop, search by typing PKI Token Manager on windows search and press "Enter". Please refer below image.



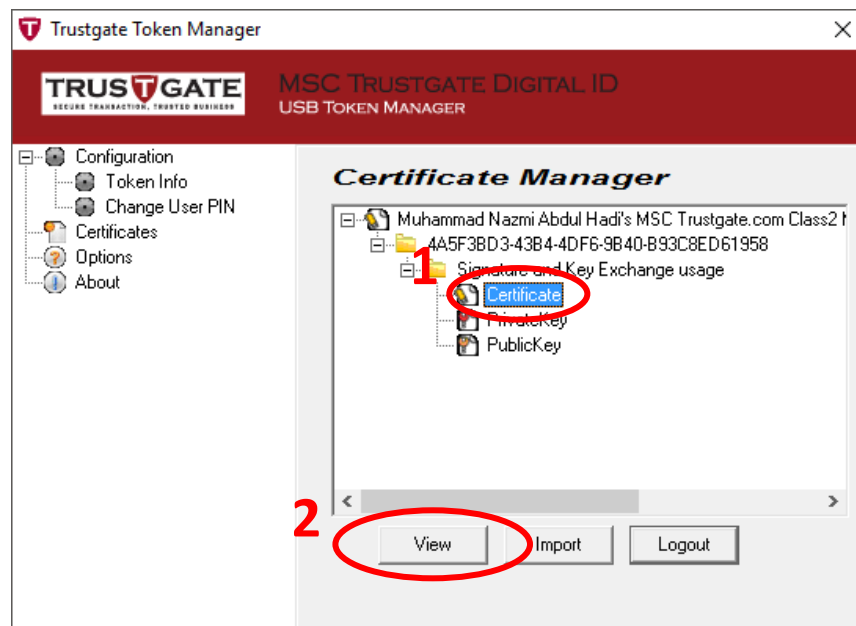
- 9) Click on PKI Token Manager shortcut. Trustgate Token Manager window will pop-up. Here, user can **view token info, change user pin, login to view certificate, and change default token options.**



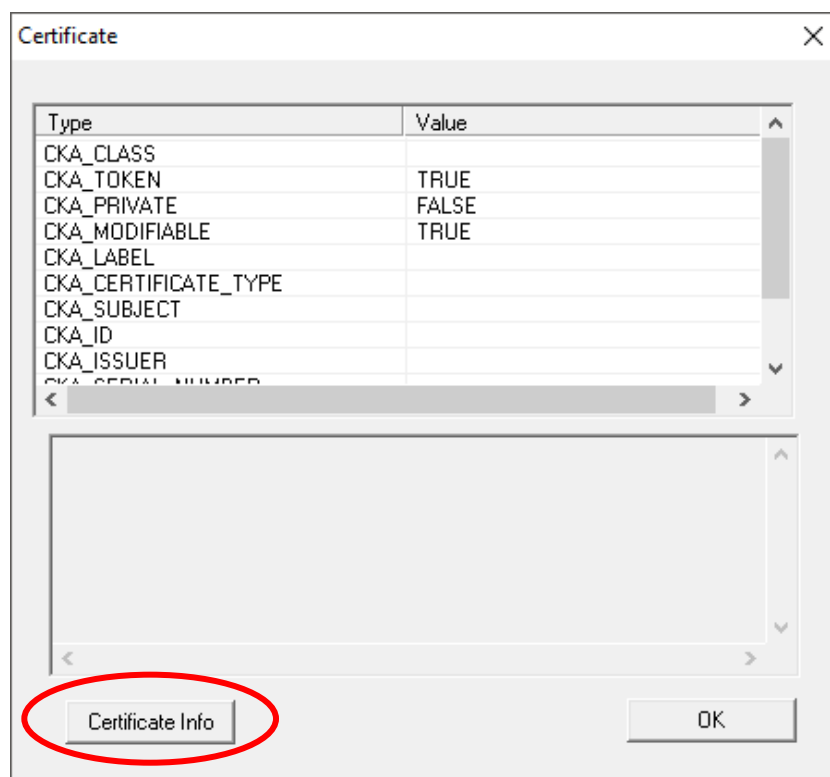
- 10) Click on “Certificates” and enter PIN number as printed on your consignment slip received from Trustgate, then click on “Login” button.



- 11) After login, user certificate will be displayed on Certificate Manager blank box. Click on "Certificate" to highlight it and then click "View" button to open the certificate window.



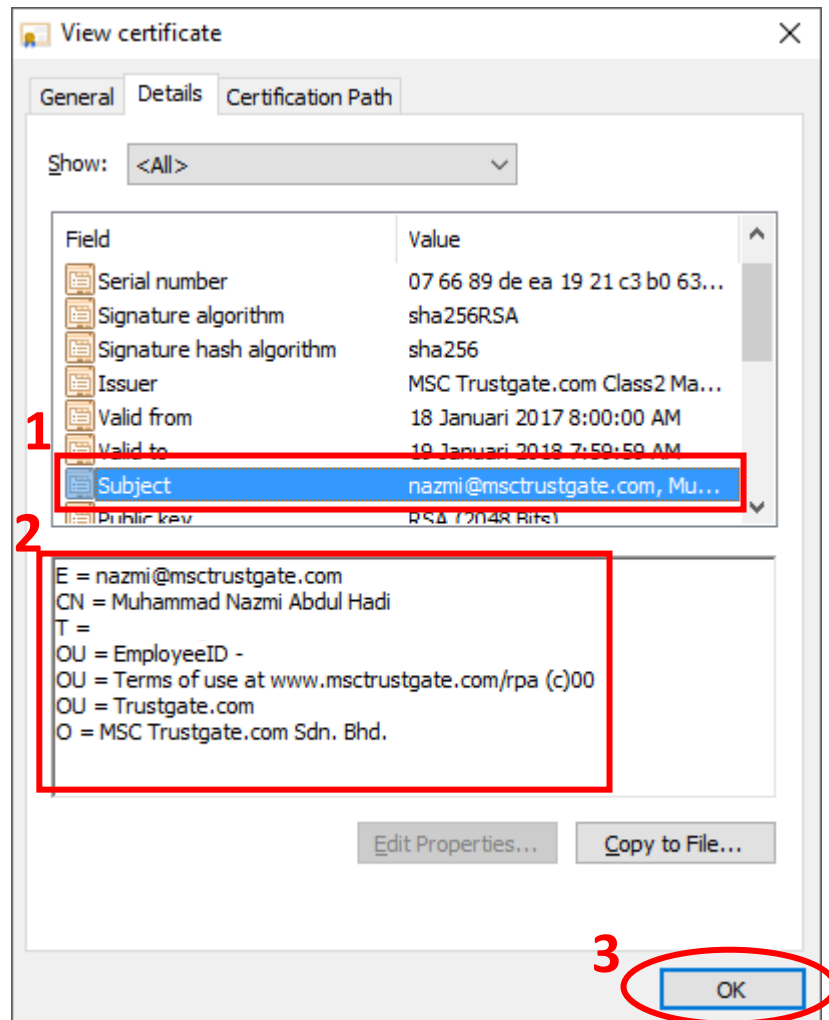
- 12) On certificate window, click "Certificate Info" to view the certificate.



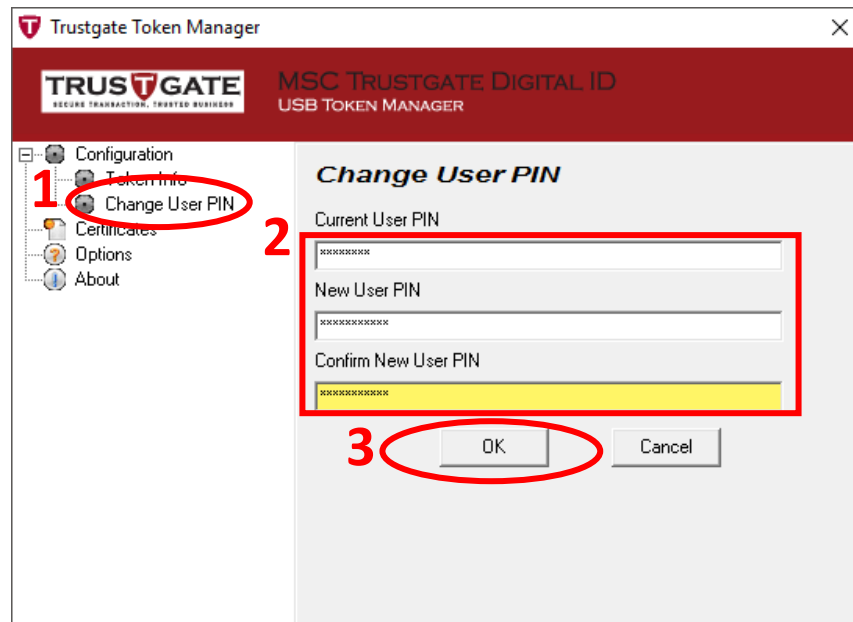
13) A certificate window will pop-up. Click on “Details” tab, then click on “Subject” as highlighted.

Verify the user information on certificate Subject details displayed. If the information is verified correct, close all certificate windows by clicking “OK” button. If there are some error on the information, email to helpdesk@msctrustgate.com for further actions.

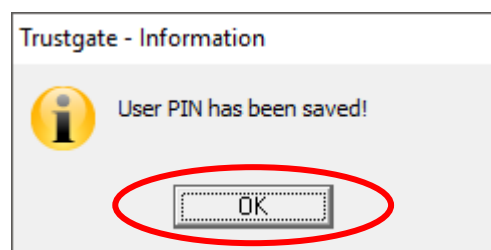
After verify all information are correct, click “OK” button to close both certificate windows.



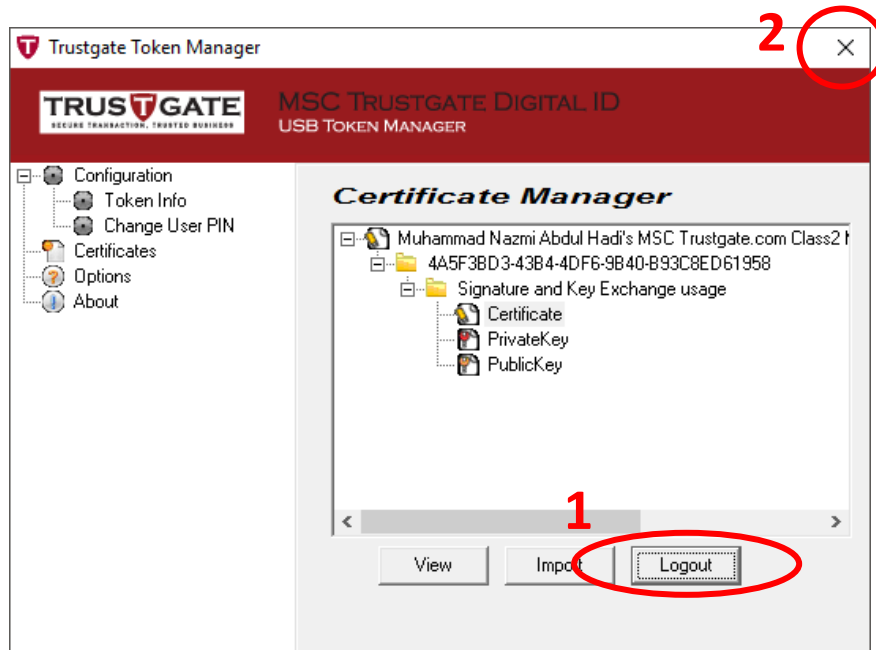
- 14) Click on “Change User Pin” to change the default token pin printed on the consignment slip to new token pin as user preference. User must enter 8 – 12 digits alphanumeric characters (alphabet/number/symbol) of their preference for the new token pin. Enter “Current User PIN”, “New User PIN” and “Confirm User PIN”, then click “OK” button.



A success token pin window will pop-up. Click “OK” button.



15) After done change token pin, click “Logout” button and “X” button to close.

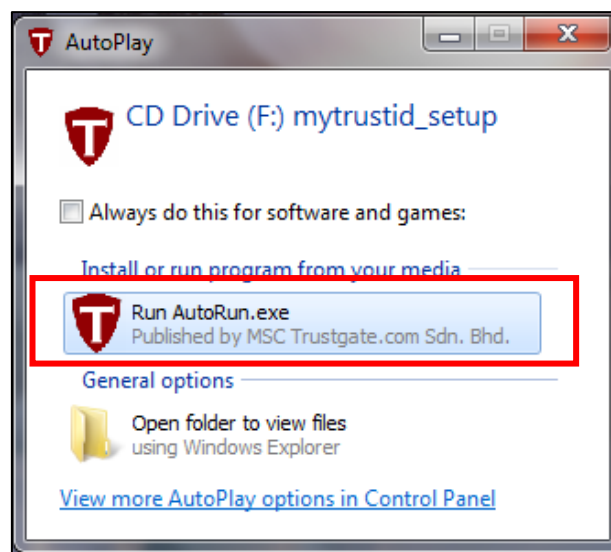


16) User can proceed to use token according to systems (BPFK Quest3plus, BNM, eBanker etc2).

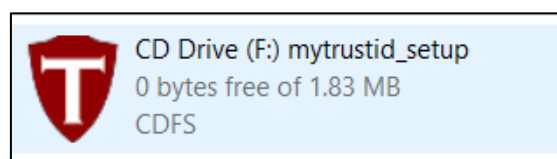
FIRST TIME USB TOKEN INSTALLATION FOR MYTRUSTID TOKEN

- ❖ **Reminder:** The screenshot image use in this manual guide is captured on Windows 10 operating system, thus may be slightly different from user experience depends on operating system installed on user computer.

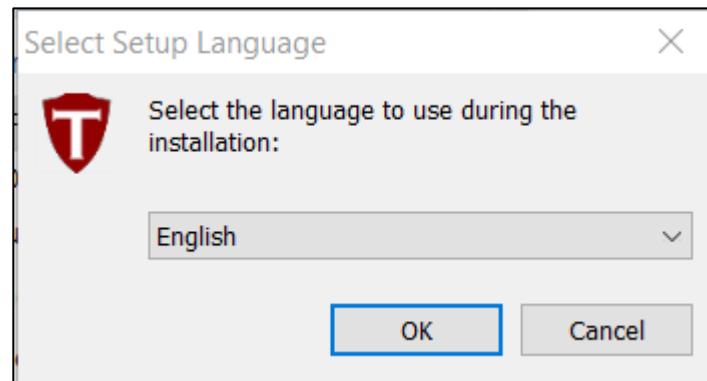
- 1) Plug in Trustgate MyTrustID USB Token into computer USB port.
- 2) Wait for auto run window pop-up, then click “Run AutoRun.exe” from the list.



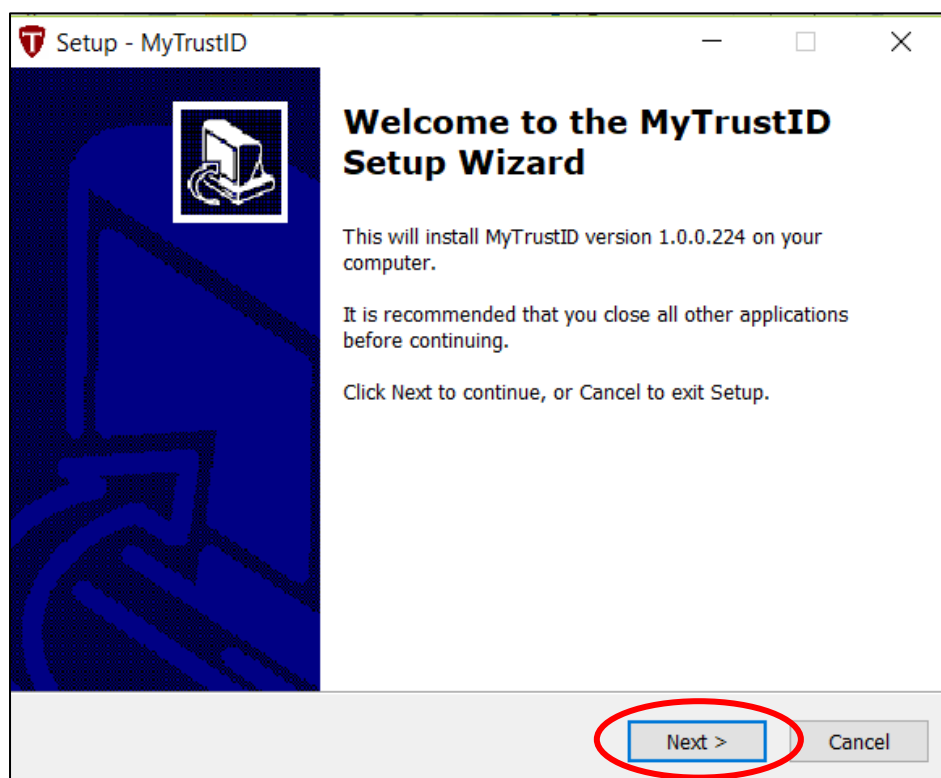
- 3) If auto run pop-up window does not appear, go to My Computer and double click on MytrustID Trustgate Token icon as below.



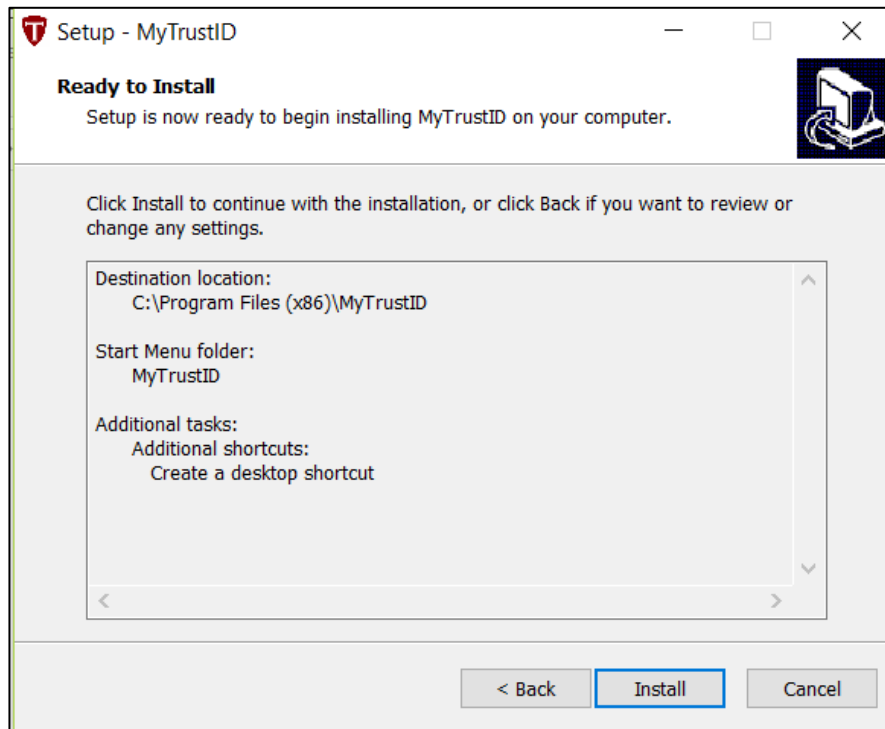
- 4) Will appear a popup required to select the language to use during the installation.



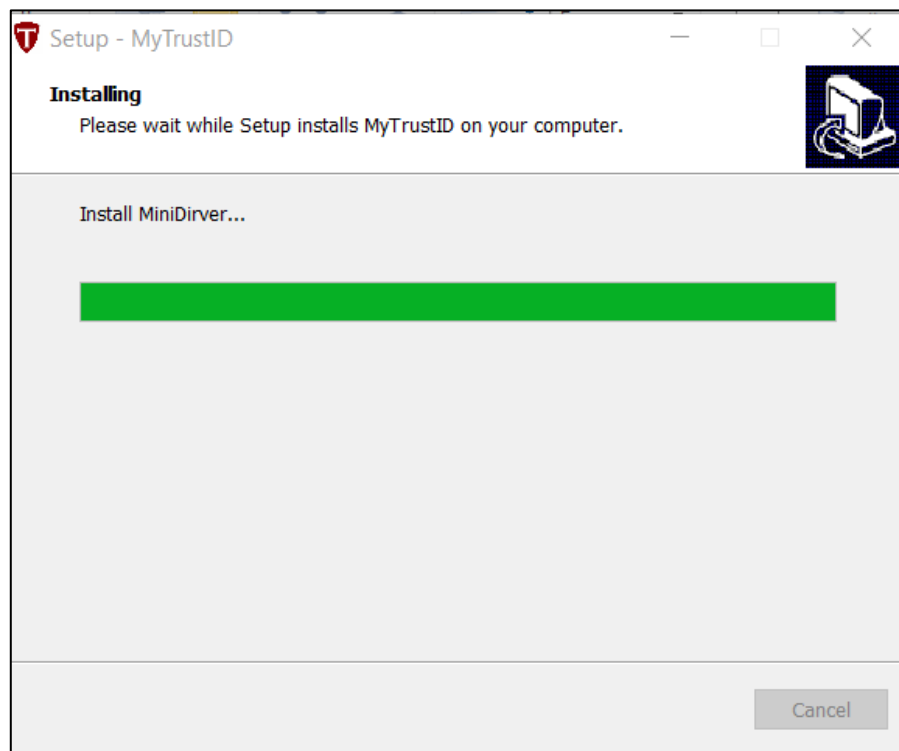
- 5) An installation welcome wizard will appear. Please close Mozilla Firefox or Thunderbird email before installation. Then click on "Next" button for five times to proceed the installation.



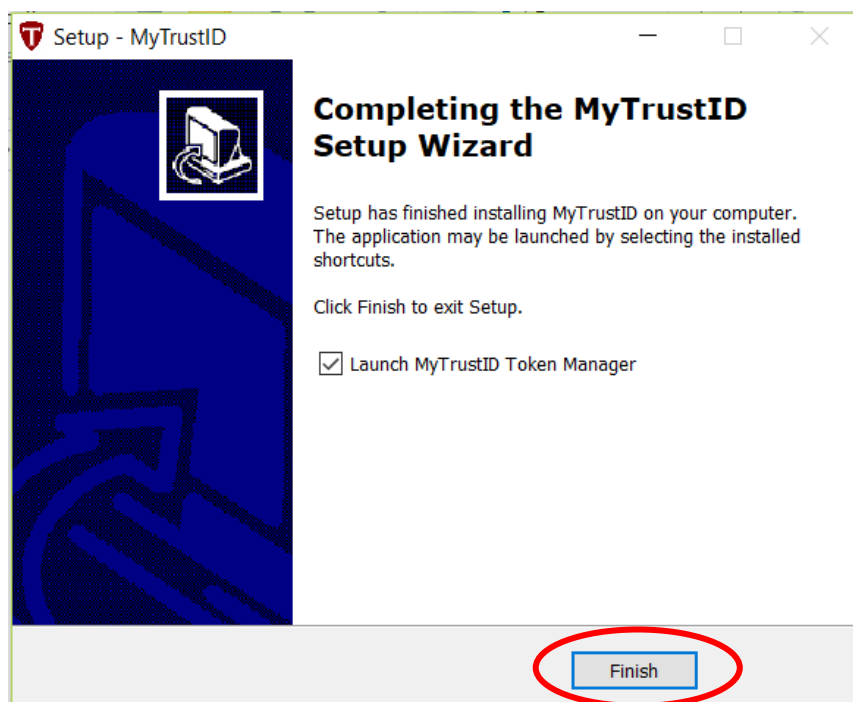
6) The popup installation is ready to setup will appear to begin the installation.



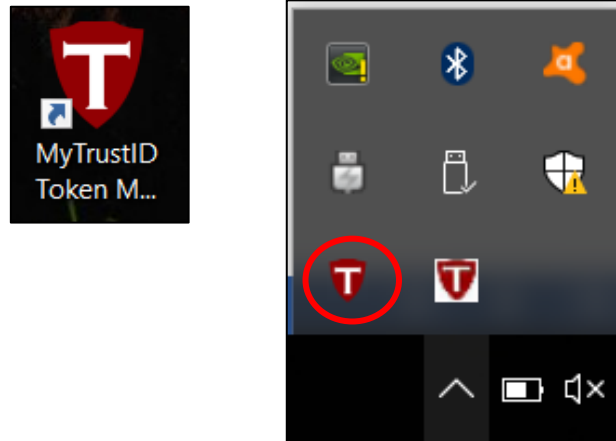
7) The installation will start automatically.



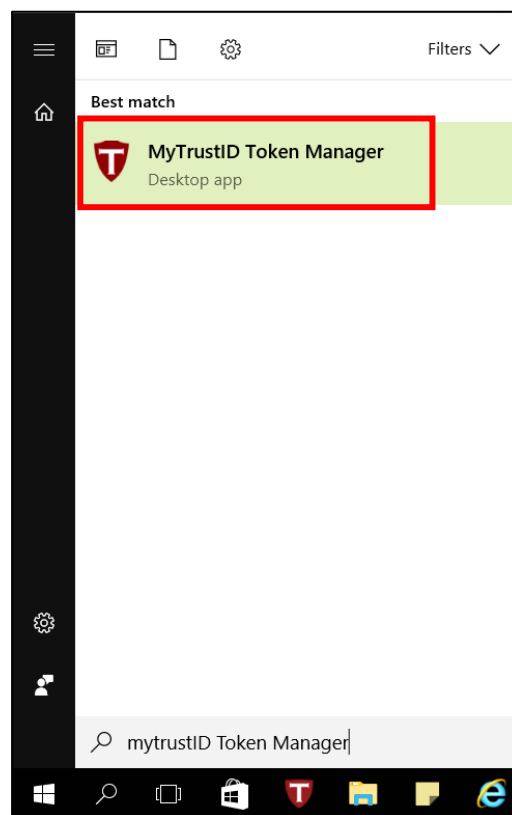
8) Once the installation is complete, click "Finish" button to exit.



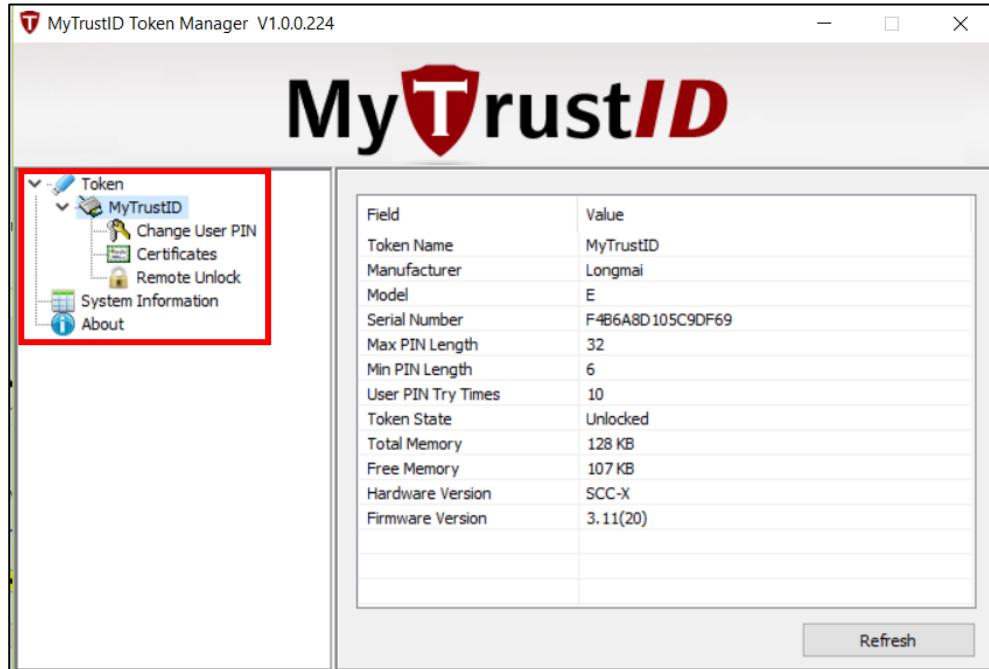
- 9) A MyTrustID Token Manager shortcut icon will be created on the desktop and taskbar tray automatically as below image.



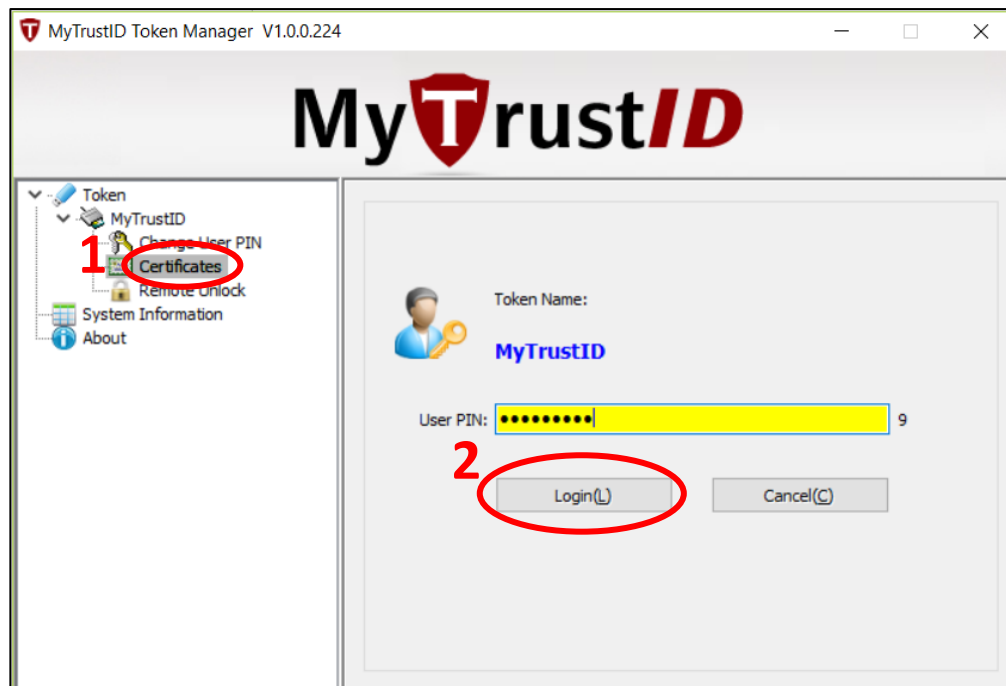
- 10) If there is no shortcut created on the desktop, search by typing MyTrustID Token Manager on windows search and press “Enter”. Please refer below image.



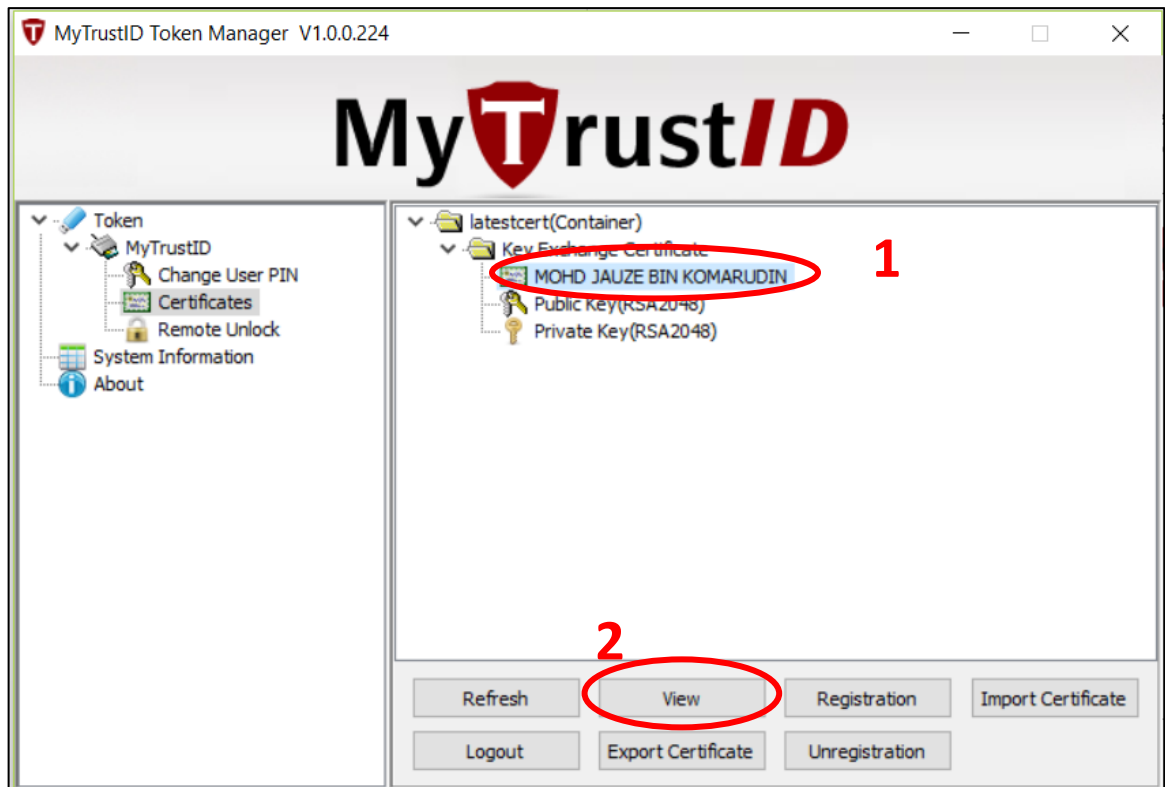
- 11) Click on MyTrustID Token Manager shortcut. Trustgate Token Manager window will pop-up. Here, user can **view token info, change user pin, login to view certificate, and view System Information.**



- 12) Click on “Certificates” and enter PIN number as printed on your consignment slip received from Trustgate, then click on “Login” button.



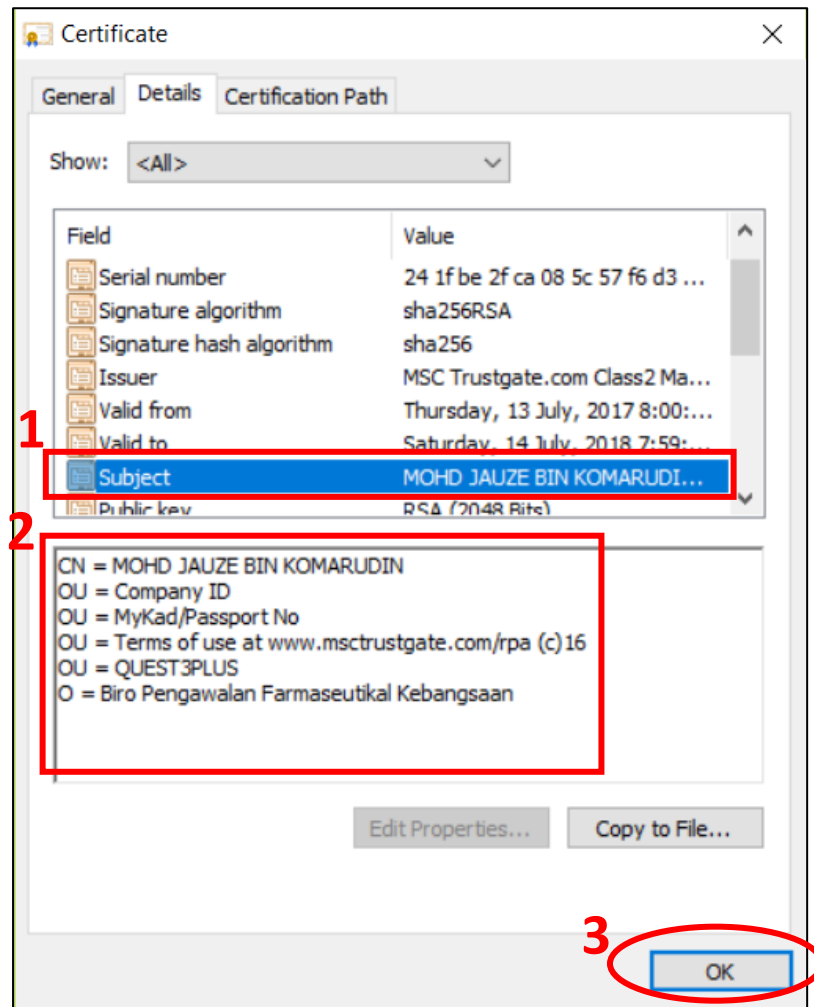
- 13) After login, user certificate will be displayed on Certificate Manager blank box. Double click on "Certificate" to highlight it or click "View" button to open the certificate window.



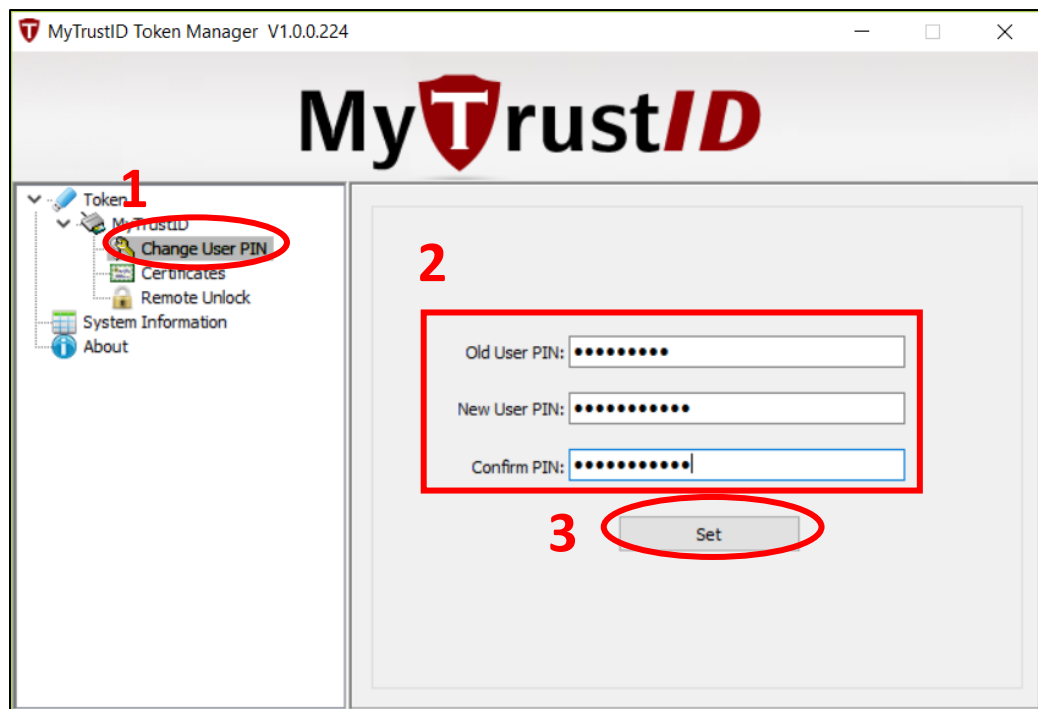
14) A certificate window will pop-up. Click on “Details” tab, then click on “Subject” as highlighted.

Verify the user information on certificate Subject details displayed. If the information is verified correct, close all certificate windows by clicking “OK” button. If there are some error on the information, email to helpdesk@msctrustgate.com for further actions.

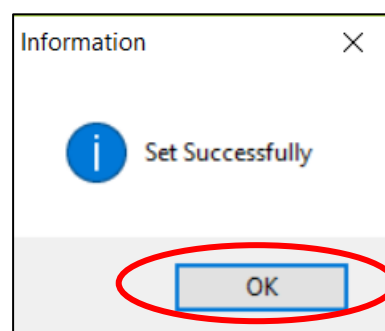
After verify all information are correct, click “OK” button to close both certificate windows.



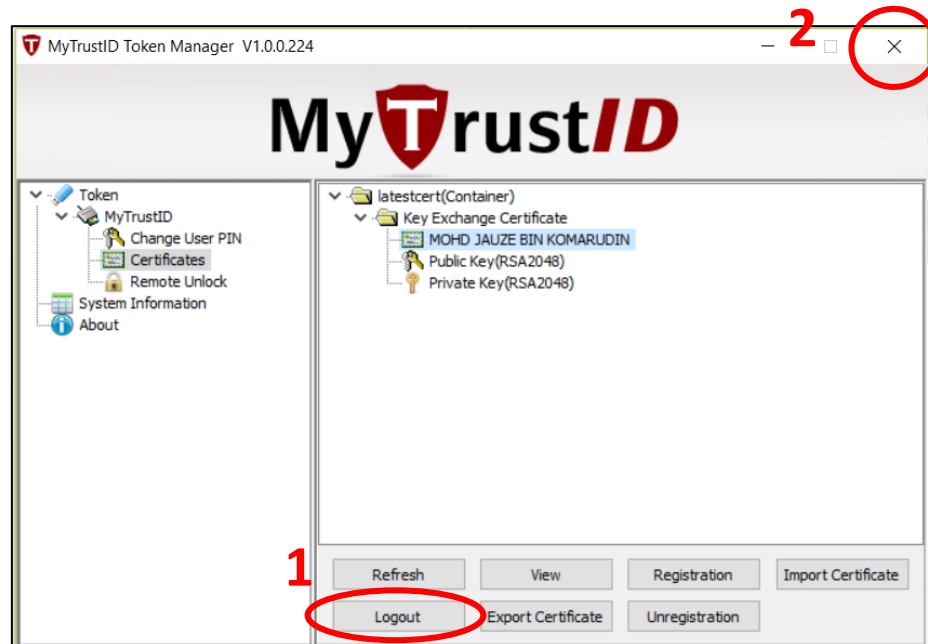
- 15) Click on “Change User Pin” to change the default token pin printed on the consignment slip to new token pin as user preference. User must enter 8 – 12 digits alphanumeric characters (alphabet/number/symbol) of their preference for the new token pin. Enter “Old User PIN”, “New User PIN” and “Confirm PIN”, then click “Set” button.



- 16) A success token pin window will pop-up. Click “OK” button.



17) After done change token pin, click “Logout” button and “X” button to close.



User can proceed to use token according to systems (BPFK Quest3plus, BNM, eBanker etc2).