I. របៀបដោះបន្ធោង Hard Token | How to unlock Hard Token

1 បន្ធាប់ពីបានបញ្ចូលលេខ OTP ខុសចំនួន ៥ដង
សូមចុច "Please click here to unlock your token"

Please click "Please click here to unlock your token"
after wrong OTP 5 times

2-Step Verification

Your hard token was locked due to many failed verification attempts.

Please click here to unlock your token.

Please select a verification option to try again.

◉ Push Authentication

Retry	Cancel

2 សូមបំពេញព័ត៌មាន រួចចុច "Submit"
Complete the information then click "Submit"

Unlock Hard Token

Hard Token Serial	1900063287
User ID	ICRC.MAKER
Email	sovat168@gmail.com
Mobile Phone No.	🇰🇭 KH ▾ 855 017286725

Submit	Log Out

19-0006328-7
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សូមបញ្ចូលលេខ OTP ពី SMS ទូរស័ព្ទដៃ ឬ E-mail រួចចុច "Submit"
Please enter OTP number from SMS or E-mail then click "Submit"
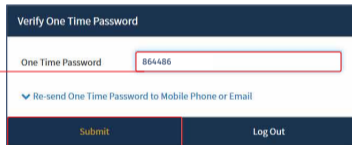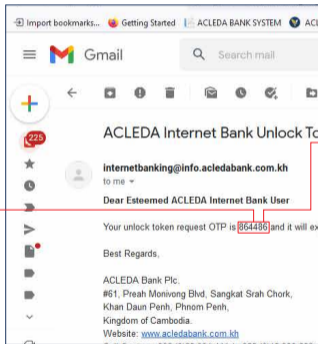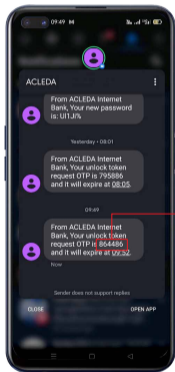
④ ការដោះបន្ទាន Hard Token របស់លោកអ្នក
ទទួលបានជោគជ័យ!

Your Hard Token unlock request was
successful!

សូមចុច "Please click here to return
back to verification page" បន្ទាប់មក
បំពេញលេខ OTP Hard Token
រួចចុច "Verify" ដើម្បីចូលប្រើប្រាស់

Please click "Please click here to return
back to verification page" then enter
OTP Hard Token and click "Verify"

Unlock Hard Token Result

Your Hard Token unlock request was successful.

Please click here to return back to verification page.

2-Step Verification

Please input an OTP from your Hard Token.

OTP   298562

Verify   Cancel

II. របៀបកំណត់ re-synchronize Hard Token | How to re-synchronize your token

1 ករណី Hard Token ដំណើរការមិនប្រក្រតី ប្រព័ន្ធនឹងតម្រូវឲ្យចុច
"Please click here to re-synchronize your token"

Please click "Please click here to re-synchronize your token"
when Hard Token is irregularities

2-Step Verification

6000004: The input OTP code is not correct.

Please click here to re-synchronize your token.

Please select a verification option to try again.

○ Push Authentication   ● Hard Token

Retry	Cancel

2 សូមបញ្ចូលលេខ OTP ពី Hard Token រួចចុច "Verify"

Please enter OTP number from Hard Token then click "Verify"

*** បញ្ចូលលេខ OTP លើកទី១ បន្ទាប់មកសូមរង់ចាំប្រហែល១នាទី
ដើម្បីយកលេខ OTP ថ្មី លើកទី២ ពីក្នុង Hard Token

Please enter First OTP and then waiting 1 minute
Second OTP from Hard Token
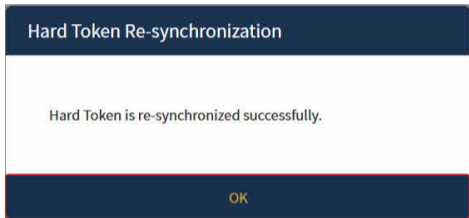
Hard Token Re-synchronization

First OTP	399216
Second OTP	408816

Verify	Cancel

ប្រតិបត្តិការ Re-synchronization Hard Token ទទួលបានជោគជ័យ!

Hard Token is re-synchronized successfully!

Hard Token Re-synchronization
Hard Token is re-synchronized successfully.
OK

សូមចុច "OK" / Please click "OK"