

SCB Mobile

This manual provides detailed guidance for supporting the
Suez Canal Bank Mobile App

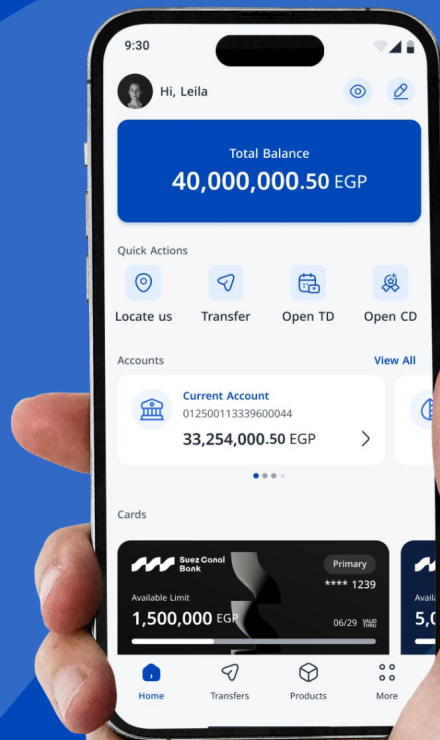


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Registration

New users can register using their CIF number and National ID/Passport number, followed by username and password creation, then verification via OTP. This ensures secure onboarding linked to verified customer profiles.

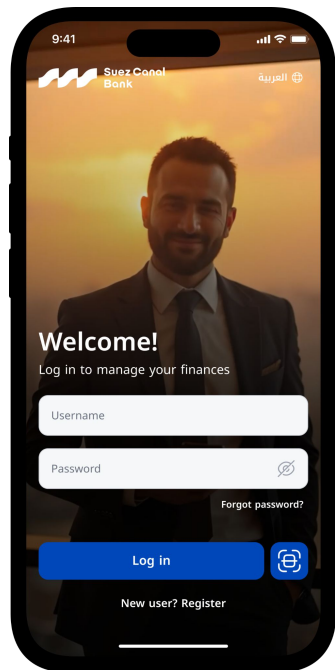
[!\[\]\(c507f772dba2b921f86777f01218e570_img.jpg\) Back to table of content](#)



Registration - Step by Step (1/2)

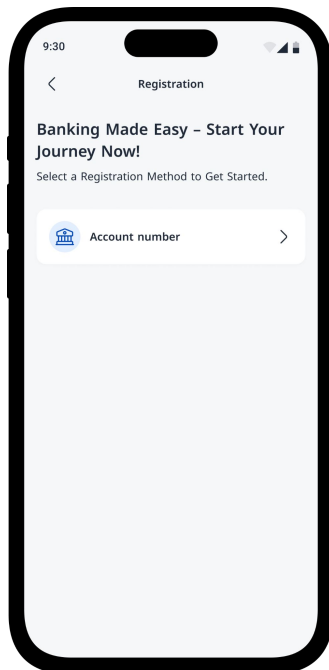
Step 1

User tap on the “New user? Register from the login screen



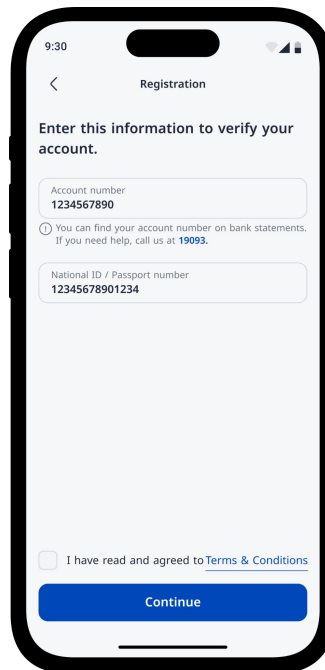
Step 2

Select a registration method



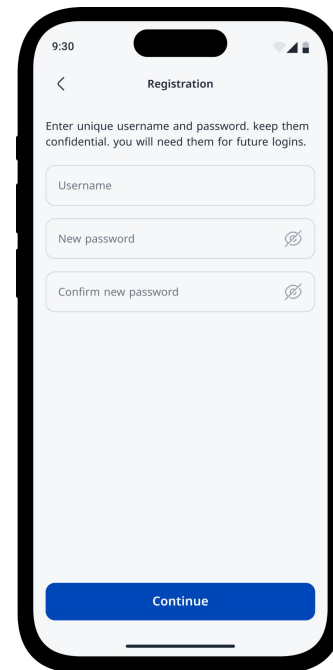
Step 3

Enters Account number and National ID / Passport number



Step 4

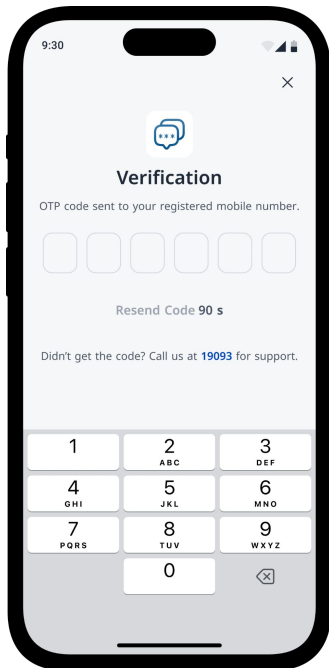
Enters username, password, and confirm password



Registration - Step by Step (2/2)

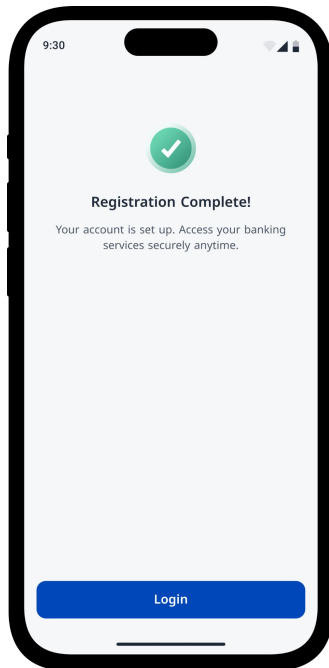
Step 5

System sends OTP and user needs to verify it.



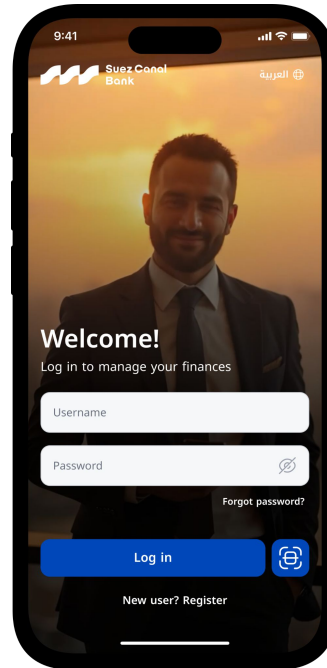
Step 6

Sees Registration Success message



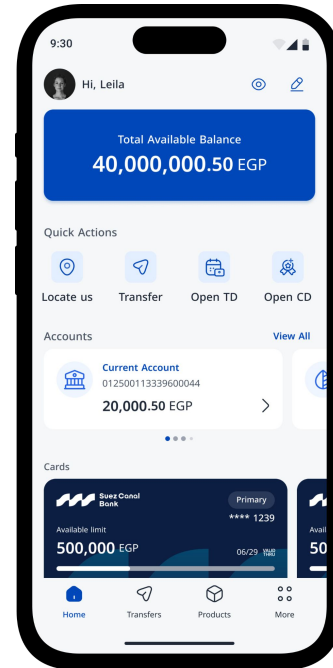
Step 7

Redirected to Login screen



Step 8

Redirected to Home Dashboard



Forgot Password

This module allows users to securely reset their password using their card number and card PIN, followed by OTP verification and creation of a new password.

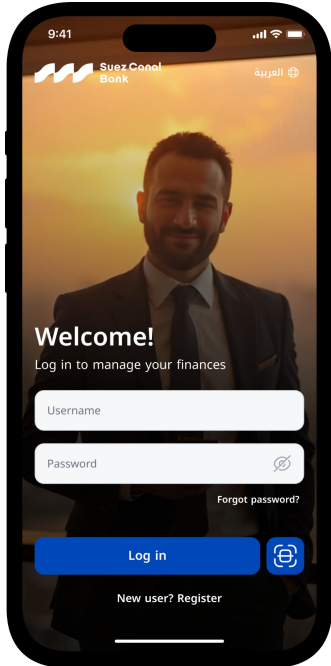
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Forgot Password - Step by (1/2)

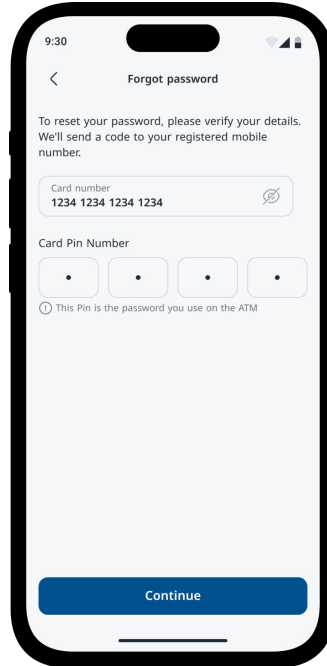
Step 1

User clicks on “Forgot Password?” on the Login screen



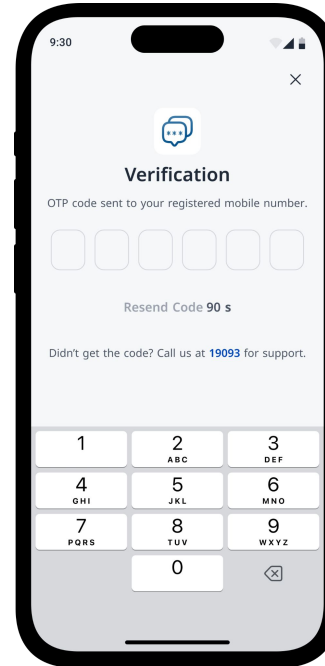
Step 2

Enters debit card number and card PIN on the Forgot Password screen.



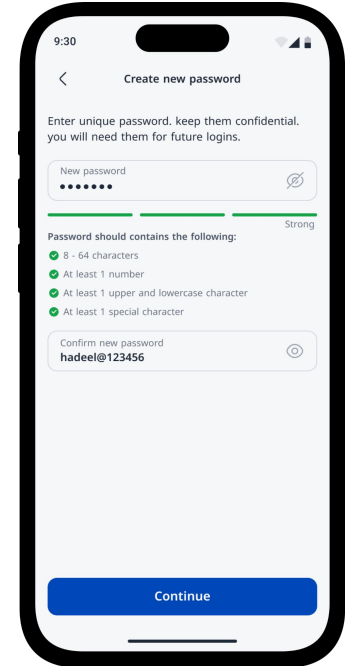
Step 3

System sends OTP to registered mobile



Step 4

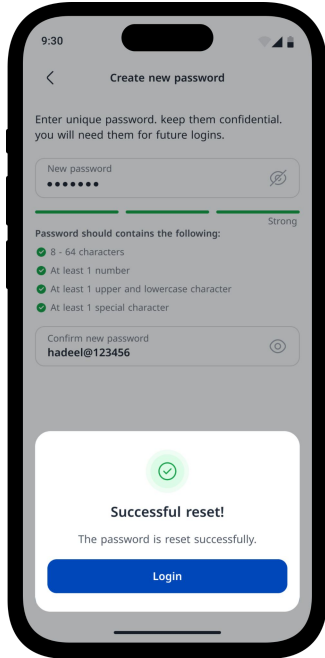
Enters new password and confirm password



Forgot Password - Step by (2/2)

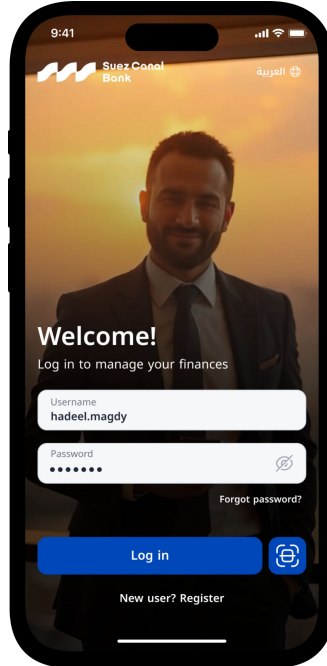
Step 5

Sees Success message



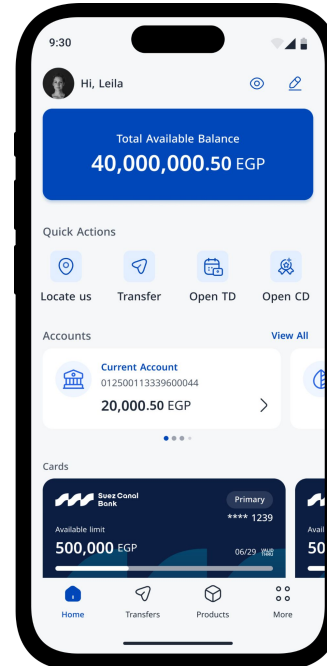
Step 6

Redirected to Login screen



Step 7

Redirected to Home Dashboard



Activate Soft Token

The Soft Token is a secure authentication method required for making online transfers to any bank in Egypt. This flow walks the user through downloading, installing, and activating their soft token using a serial number, activation code, and registration code.

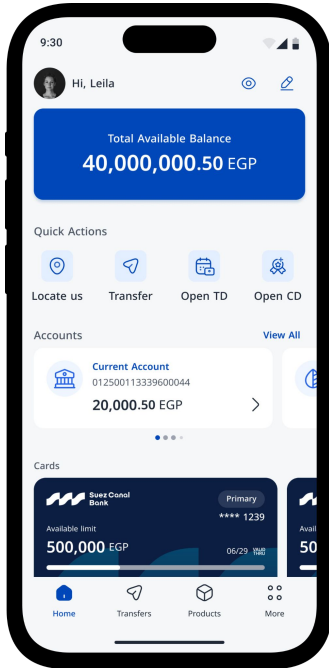
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Activate Soft Token

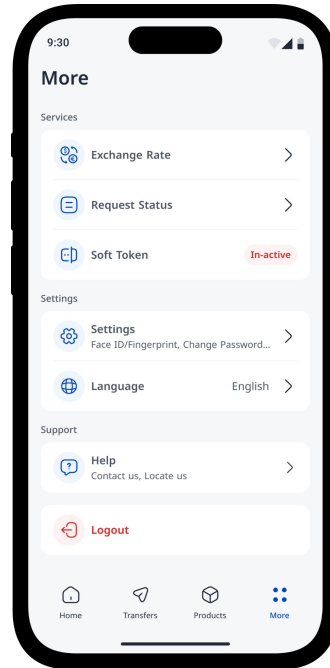
Step 1

User taps the “More” tab from the Home Dashboard



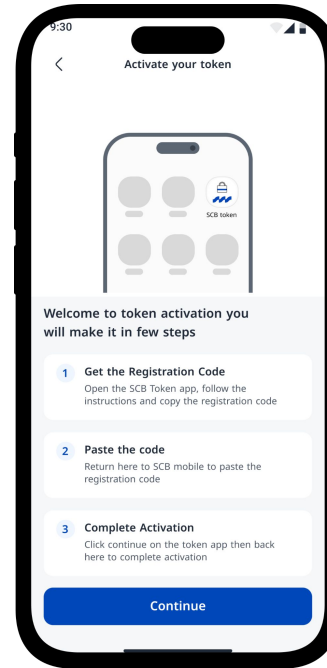
Step 2

Redirected to the More screen and Selects the “Soft Token” option



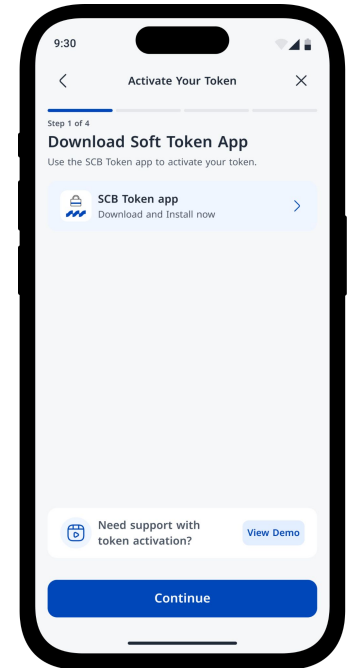
Step 3

Tap on “continue” By reading the instruction



Step 4

In the first user needs to download the “Soft Token App”



Activate Soft Token

Step 5

After downloading and installing the SCB Token App, user enters details

9:30

Activate Your Token

Step 2 of 4

Copy the Following

Please insert the activation code and serial number in the soft token app

Serial number

8768-8393-8302-4823

Activation code

8768-8393-8302-4823

Need support with token activation? [View Demo](#)

Continue

Step 6

Taps continue and enter registration code generated from SCB Token

9:30

Activate Your Token

Step 3 of 4

Enter Registration Code

Open the soft token app, copy the registration code and paste it here

SCB Token app
Go to SCB token app

Registration code

Need support with token activation? [View Demo](#)

Continue

Step 7

By tapping on continue in "SCB Token App" the steps will be completed

9:30

Activate Your Token

Step 4 of 4

Complete Activation

Continue on your soft token app the following process

XXXXXX - XXXXX

Continue

SCB Token app
Go to SCB token app

☒ Yes, I've tapped "Continue" in the SCB Token app

Need support with token activation? [View Demo](#)

Continue

Step 8

Taps Continue, Sees Success Message: "Activation Completed!"

9:30

Activation Completed!

Your token is successfully activated, you can perform transaction now

Done

Activate Biometric Login

This flow enables users to activate biometric authentication (Face ID or Fingerprint) for quick, secure access to the app. It requires user consent, OTP verification via SMS.

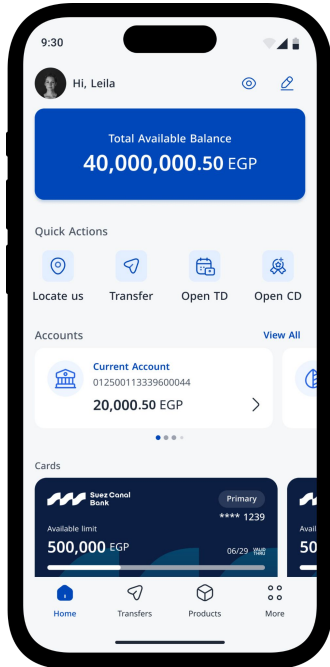
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Activate Biometric Login

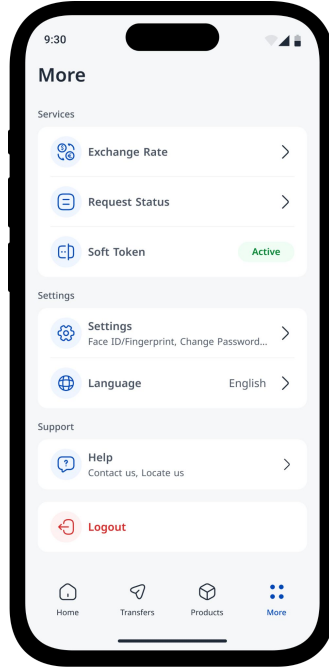
Step 1

User taps the “More” tab from the Home Dashboard



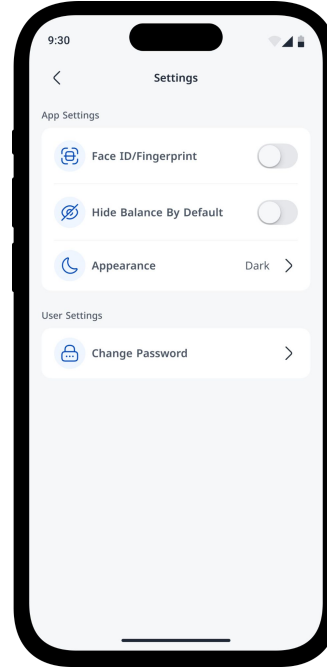
Step 2

Redirected to the More screen and the select “Settings”



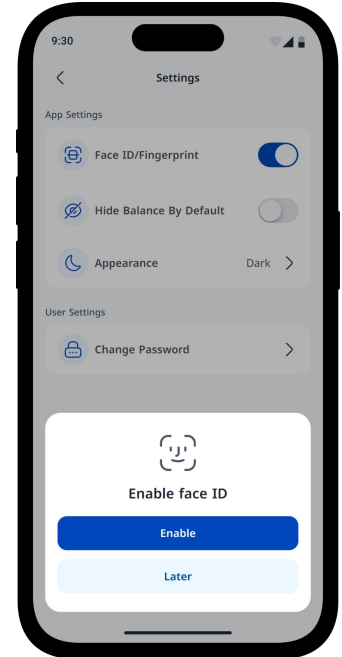
Step 3

Redirected to the Setting screen and enable the Biometric Login section



Step 4

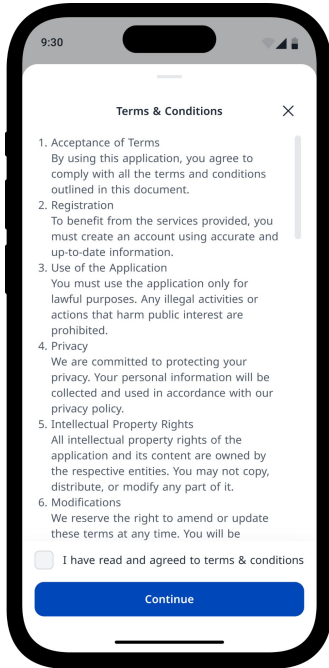
A popup appears: “Enable Biometric?”, user taps “Enable” button



Activate Biometric Login

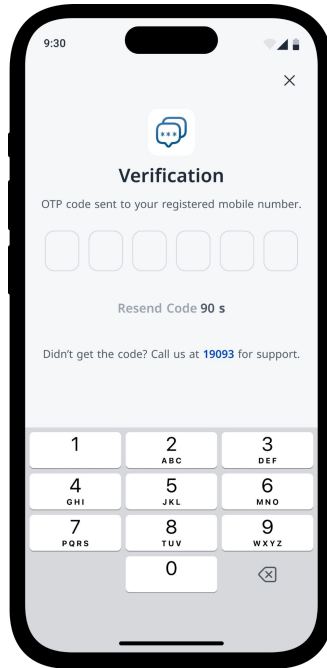
Step 5

User is prompted to accept the Terms & Conditions



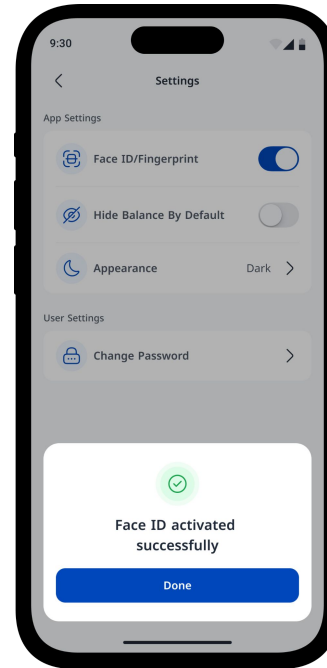
Step 6

System sends an OTP to the registered mobile number



Step 7

A confirmation popup appears: "Biometric Login activated successfully.."



Deactivate Biometric Login

This flow allows users to deactivate biometric login.

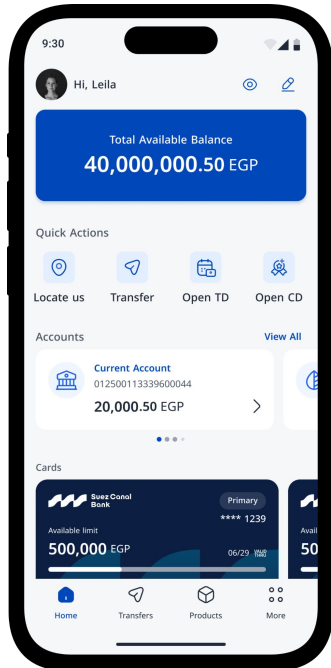
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Deactivate Biometric Login

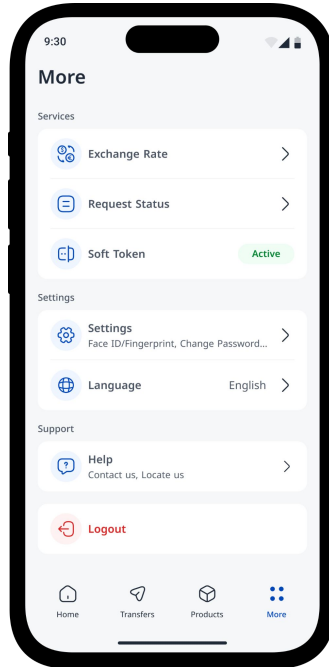
Step 1

User taps the “More” tab from the Home Dashboard



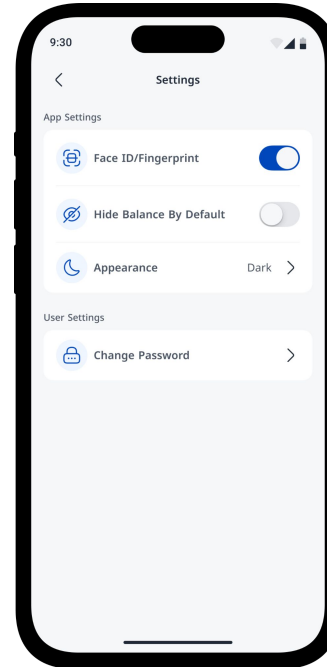
Step 2

Redirected to the More screen and the select “Settings”



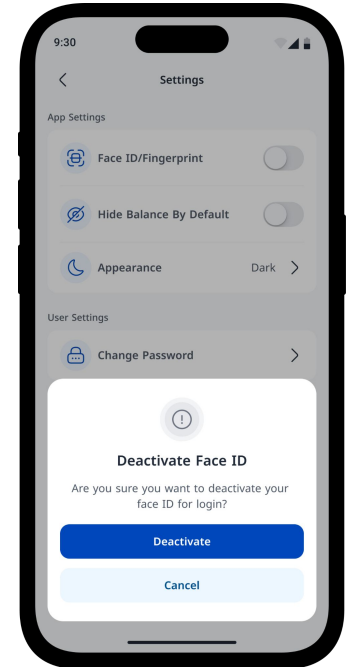
Step 3

Redirected to the Setting screen and disable the Biometric Login section



Step 4

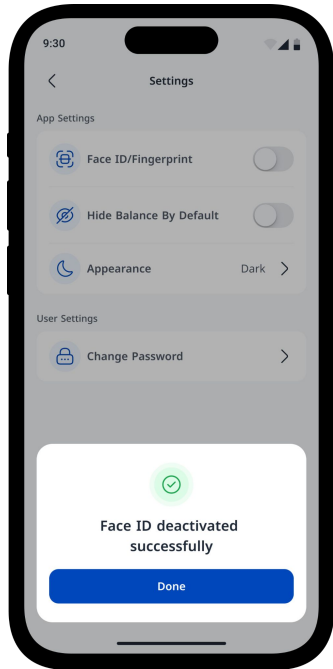
A popup appears: “Deactivate Biometric Login?”, user taps “Deactivate” CTA



Deactivate Biometric Login

Step 5

A confirmation popup appears: "Biometric Login deactivated successfully."



Still Need Help?

If you didn't find what you're looking for in this guide, we're here to support you through our official channels:

Call center (Inside egypt)

19093

Call center (Outside egypt)

+20 2 19093

Support Email

Digital.support@scbank.com.eg

Website

www.scbank.com.eg

Social media

