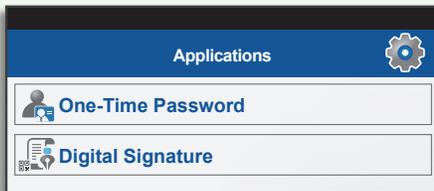# Soft Token: Completing a Security Challenge

Completing Security Challenges using your DIGIPASS soft token:

If you are required to complete a Security Challenge to approve or initiate transactions such as ACH or wire transfers, you will be asked to provide a Digital Signature or a One-Time Password to complete the challenge.

Providing a Digital Signature

1. Open the DIGIPASS soft token app and choose **Digital Signature**.

2. Scan the CRONTO image displayed on the screen.

3. Enter the 10-digit **Digital Signature** displayed in the app.

If you are unable to scan the image, select the "Can't scan the image?" link to provide a One-time password instead.
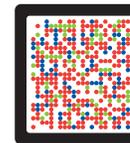
Security challenge

A digital signature security challenge is required to complete this transaction.

Digital signature instructions   Hide ^

To generate a digital signature using your device, follow these steps:

1. Open the app on your device
2. Select **Digital Signature** on your device
3. Scan the image with your device
   Note: If you have multiple devices, you will need to select the device from the list before you will see the image
4. Device will display the **digital signatrue**, enter it below
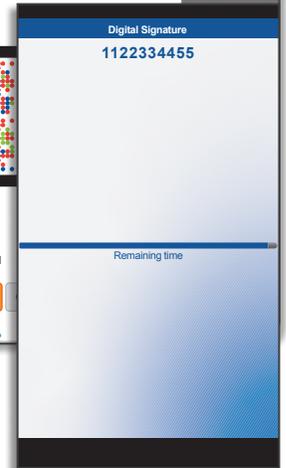
Device nickname   Sarah's Phone

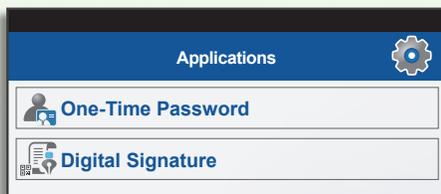Digital signature *   `1122334455`

* Indicates required field

[Complete challenge]

Can't scan the image?

Digital Signature
1122334455

Remaining time

Providing a One-Time Password

1. Open the soft token app and select **One-Time Password**.

2. Enter the one-time password displayed on your device.

3. Select **Complete challenge**.

Available balance
$12,082.59   Recent v

Available balance

Security challenge

A one-time password security challenge is required to complete this transaction.

One-time password instructions   Hide ^

To generate a one-time password using your dev

1. Open the app on your device
2. Select **One-time password** on your device
3. Device will display the **one-time password**,

Device nickname   Sarah's Phone

One-time password *   `21201063`

* Indicates required fie

[Complete challenge]

One-Time Password

One-Time Password:

21201063

Site verification code:

0301

Serial number:

AB00011222

Remaining time