



1. What is BOI-Safe?

This is an SSL-VPN solution which will provide access to our critical Infrastructure / Applications to our employees, vendors etc. from Internet & Intranet without compromising security.

As an additional benefit, it will also provide two factor authentication and Single Sign On functionality for selected web applications to the users.

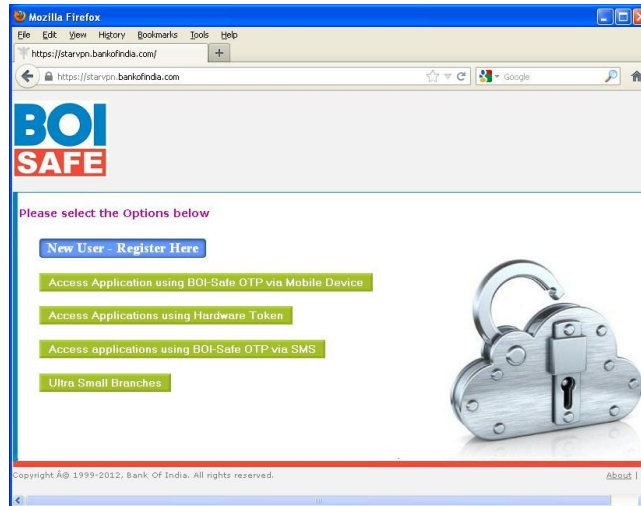
2. Why should I use BOI-Safe Token?

It is to access bank applications securely. You no more need to provide username & password of all different applications every time.

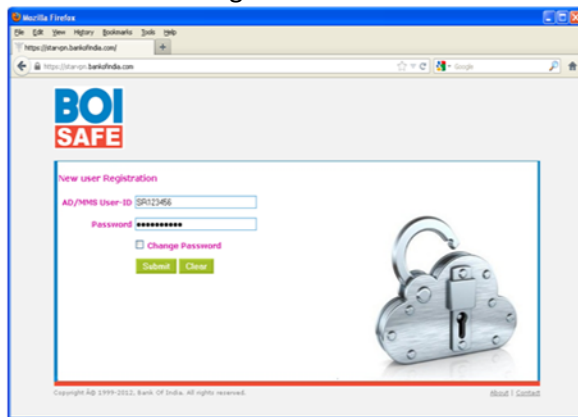
3. Who can use BOI-safe? : Each and every employee of Bank of India including sub-staff also can use BOI-safe, substaff can get their Active Directory(AD) id and Password after sending the mail to HO.MMS@bankofindia.co.in

4. Is registration is important ? How may I register ? : Initially before using the BOI-Safe, everyone should register himself as follows, please remember that it is one time activity and no need to repeat again

- 1) Go to <https://starvpn.bankofindia.com> , you may also go via www.bankofindia.co.in-> staffportal
- 2) And select new user registration



3) Provide your AD/MMS User-id (without BOICORP) & Password and click on Submit. After that Click on 'Registration for Mobile Device'



4) Provide following details in the page and click on Submit Button.

User ID → Has to be your AD/MMS User-ID (without BOICORP)

Mobile number → Has to be 10 digits only. It has to be without +91 and not starting with 0

PIN → Has to be 6 digit number only (use only numbers – no alphabets or special characters like -,!,,\$, etc)

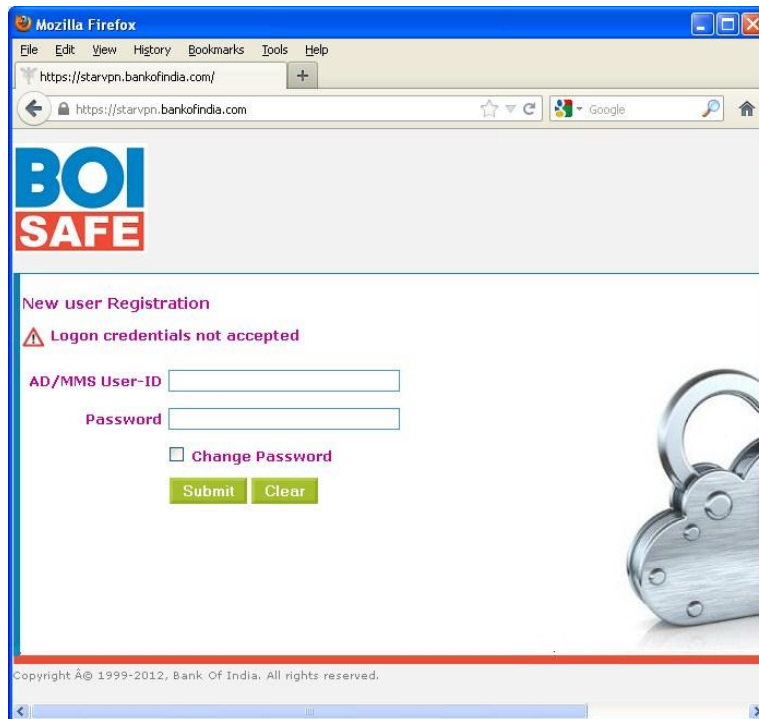
Now you will receive Activation Code SMS on your register Mobile. Kindly keep it. It will be needed during BOI Safe activation process.

5. **What Should I do after registration :-** After registration you may access the applications directly by using "on Access applications using BOI-Safe OTP via SMS" and "Access applications using PIN"

For this you may go the home page of BOI-Safe I.e. <https://starvpn.bankofindia.com>

If you are having smart phone like Black Berry , Android or I-phone etc then you may also download the application using <https://starvpn.bankofindia.com:9443> and select the appropriate option After downloading the application please put the activation code

6. **If I don't want to download mobile client or I am not having Smart Phone:** No issue , you may use SMS OTP or PIN option to access
7. **I am in abroad :** You may send mail to boi.safe@bankofindia.co.in , they will send your activation code to your MMS id
8. **I am getting below error message on screen?**



Following reasons may cause for the same;

- a. Providing wrong AD/MMS username or password
- b. Typing username with boicorp i.e. boicorp\abc1234
- c. Typing password in place of OTP
- d. Typing OTP in place of Password
- e. Typing wrong OTP
- f. Generating OTP with wrong PIN
- g. Generating OTP with different profile (if you have multiple profiles in Token)
- h. Trying 'New Registration' where you are already registered user

9. **I will be using BOI-Safe token for the first time, how do I Download BOI-Safe Token?**

Go to <https://starvpn.bankofindia.com:9443>

Click BOI-Safe Token for Non-Windows Platforms and Mobile Devices (select appropriate device file)

10. I will be using BOI-Safe Token first time, How do I Activate BOI-Safe Token?

Download & Install BOI-Safe Token software from <https://starvpn.bankofindia.com:9443> for Mobile device

Create new profile (as guided in 'Users Manual')

Provide 'Activation Code' that you have received via SMS on mobile

Select 'Synchronize' in case of Mobile device

11. Where to get BOI-Safe Token from when I'm at home or roaming? Go to

<https://starvpn.bankofindia.com:9443>

12. What type of file supports Mobile Phones like Nokia Asha, Nokia C, Nokia E, Nokia Classic, Samsung Chat, Samsung-Duos etc.?

BOI-safe for Java ME/Symbian/Nokia link with .jar file. If direct download from link is a problem on your mobile phone then you can get it copied to your mobile phone from downloading it on any PC with Internet.

13. What type of file supports Mobile Smart Phones like Android/BlackBerry? For Android → link will take you to

<https://play.google.com/store/apps/details?id=com.portwise.boisafe.clients.android>

For BlackBerry → it is boisafe.jad file

For iPad/ iPhone → link will divert you on <https://itunes.apple.com/us/app/id571638646>

Note: go to iPhone Apps to download BOI-Safe token for iPad device also

14. Does login ID required for download the token from App, Google store?

Yes. You must have login ID with INDIA country region for APP, Google store prior to download relevant token

15. What is OTP?

It is '**One Time Password**' generated by BOI-Safe Token using PIN.

16. Can OTP get generate on putting FALSE PIN?

Yes, but it will not help user to validate authentication to access applications.

17. If Mobile got misplaced or buy new Mobile?

The user need to go through the re-registration process using the Information Security Cell User Registration Form (Existing User Modification category) &submit the duly approved scanned copies of User Registration forms to Information Security Cell to their Email Id – BOI.Safe@bankofindia.co.in after Zonal Level approval.

18. User ID gets locked after multiple un-successful login attempts?

Please write to Information Security Cell on BOI.Safe@bankofindia.co.in through your corporate Email account.

19. Where to contact for other BOI-Safe Token issues?

For any technical help call on **022-67447155**

For any technical help write to **boi.safe@bankofindia.co.in**