

FAQ : Sponsored Users for 2FA Registration

(applicable only for foreigners or sponsored users)

You should be here if you are either a foreigner or corporate account holder. For Singaporeans & work permit holders, please contact our helpdesk at 6202 1862 for more information.

Upon successful registration for a Sponsored Token on our platform, you will be expected to receive couple of items. Your Token has to be activated via Assurity Portal before you can start using 2FA on KGI trading platform. Do refer below on the steps to start the onboarding process.

List of Items expected to receive & activation process

You will be receiving couple of things over the next few days*

**non-local address tends to take a longer time*

1. Email From OneKey
2. Subject Title : Successful Registration for OneKey Token
3. Envelope containing **Hard Token** and a letter containing your **Username & Identification No.**
4. Pinmailer containing "Initial Login Password"

Once you have received these, login to the portal at <https://portal.assurity.sg/activate>

- Select ID Type = "**SP-Sponsored**"
- Key in **Identification No & Password** provided in pinmailer
- Change the Online Service Provider to **KGI Securities (Singapore) Pte. Ltd**

Do refer to screenshot below for the Step by Step Guide to activate your Token. Token will be automatically linked to KGI Trading Platform once this is completed.

Excerpt of Email (1)



Successful Registration for OneKey Token
OneKey Service Desk to: ps.sg

14/08/2018 16:11

[Show Details](#)

History: This message has been forwarded.

Dear Customer,

You have been successfully registered for OneKey as per your Service Provider's (KGI Securities (Singapore) Pte Ltd) request. We will send you the OneKey Token and the PIN Mailer within 5 working days. For security reasons, the OneKey Token and the PIN Mailer are sent separately.

Please contact the OneKey Customer Care Centre at (65) 6566 3539 with your NAF user name for any clarifications/assistance.

NAF User Name: kspl372175691

Yours sincerely,
OneKey Customer Care Centre

Steps at <https://portal.assurity.sg/activate>

Activate

1. Login

Please do not use browser [Back](#) / [Refresh](#) buttons

Please fill in the following information.
Fields with * are compulsory.

ID Type

Identification No.* (X1234567)

Initial Login Password
(PIN Mailer)*

Online Service
Provider*
(Select your Service Provider from PIN Mailer, else Not Applicable)

Online Service Provider: KGI Securities (Singapore) Pte Ltd

Full name: RESEARCH VIEWING 4

Identification Type: SP-SPONSORED

Identification No.: 372175

Country of Issue: Others

Registered Address

Block/House No.: 13

Street Name: SGX CENTRE 2

Postal Code: 068807

Mailing Address

Block/House No.: 13

Street Name: SGX CENTRE 2

Postal Code: 068807

Mobile +65 92312881

Email ps.sg@kgi.com

Secret Question 1*

Secret Answer 1*

Secret Question 2*

Secret Answer 2*

Submit

Cancel

6. Mobile OTP Activation (Optional)

Please do not use browser [Back](#) / [Refresh](#) buttons

Mobile OTP Activation

Please fill in the following information.

Fields with * are compulsory.

Please note the following

A One-Time Password (OTP) has been sent to you via SMS.

This Mobile No. cannot be activated in other NAF accounts.

Please skip if you do not wish to activate.

Mobile No.: +65 92312881

SMS OTP* nAWdeW-

[Resend OTP](#)

[Skip](#)

[Submit](#)

[Cancel](#)

Activate

To activate your **OneKey/Mobile** please complete the following steps.



4. Create User Account

Please do not use browser [Back](#) / [Refresh](#) buttons

Please fill in the following information.
Fields with * are compulsory.

Please note the following:

- Password should follow the format of 8 to 24 characters with at least one digit, and one lower case letter.
- Password may contain '\$', '@', '#' special characters.

NAF Username* kspl372175691

NAF Password* (P@ssw0rd)

Retype NAF Password*

[Back](#)

[Cancel](#)

[Next](#)

Activate

To activate your **OneKey** please complete the following steps.



7. Acknowledgement

Please do not use browser [Back](#) / [Refresh](#) buttons

Your account with username kspl372175691 has been successfully created.
Your **OneKey** Token with serial no. VA-34-1224332-4 has been successfully activated.
An email will be sent to you shortly at ps.sg@kgi.com.
Your mobile +65 92312881 has been successfully activated for receiving SMS OTP.

Next Steps:

Please proceed to link your **OneKey** Token with your sponsoring Service Provider.

[Link to Service Providers](#)

[Print](#)

[Close](#)

Token is automatically linked