



AKARI APPLICATION CUSTOMER GUIDE

SECURE YOUR ONLINE PAYMENTS
WITH AKARI



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1. AKARI APPLICATION



AKARI

The AKARI mobile application offers a robust strong authentication solution to secure online card payments. In addition to verifying possession of the phone, each transaction requires further validation.



ACTIVATION

Users can choose between two options: using biometrics (fingerprint or facial recognition, depending on the capabilities of their device) or entering a six-digit authentication code, known as the 'Authentication PIN'. This choice is made when registering for the application.



SMS

Note that SMS validation remains available as a back-up solution.



Enhanced security

Each card payment made online is subject to strong authentication.



Flexibility

You can choose between two authentication methods, biometrics or PIN authentication, eliminating the need to enter a text message received on your smartphone.



Protection of personal data

The information stored in your mobile phone remains secure and confidential, inaccessible to the bank or any other third party.



Ease of use

Simply download the application and choose the authentication method that suits you best when you make your purchase.

With the development of online card payments, AKARI puts your security first.

2. Install and register AKARI on your phone

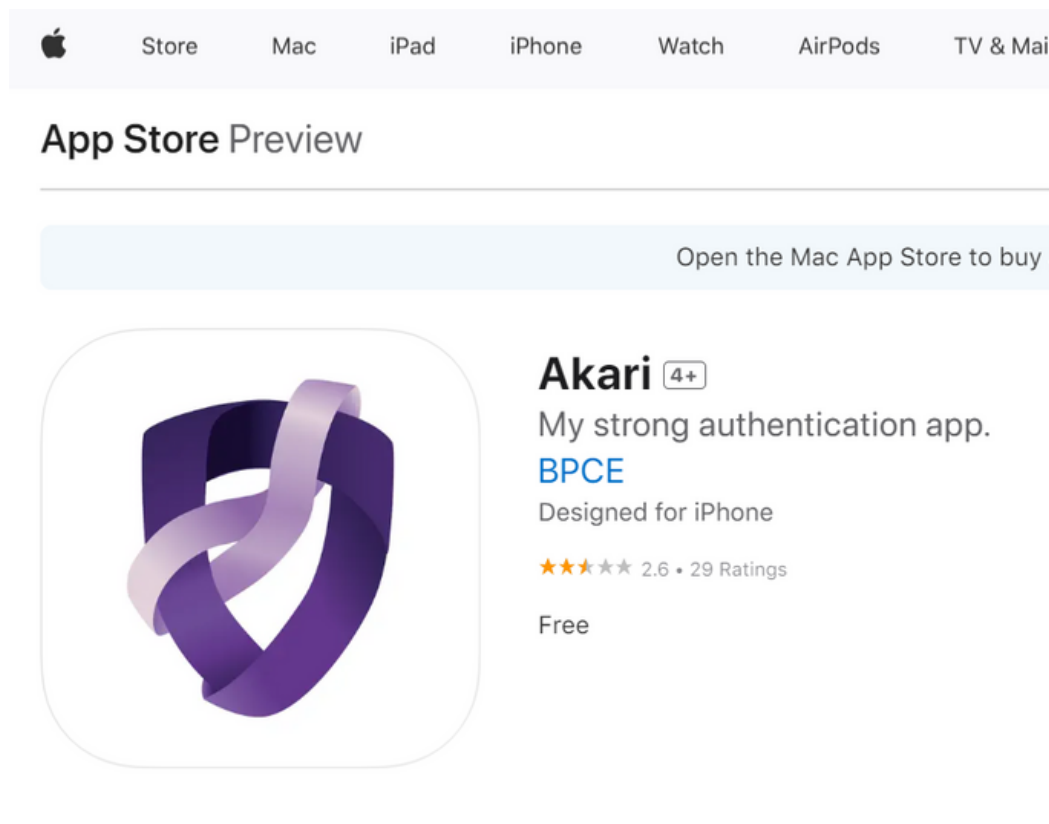


Note :

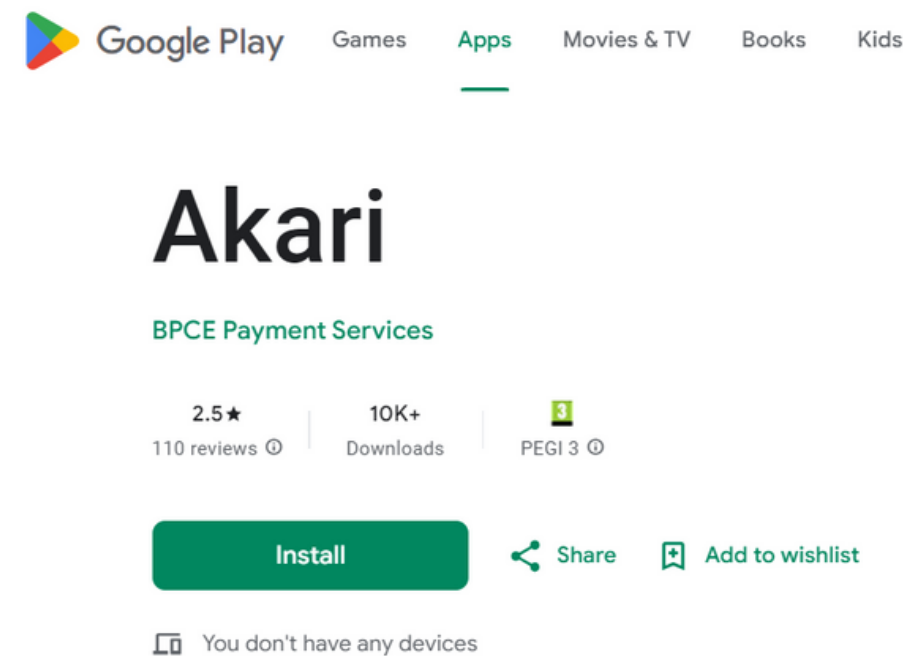
This application is highly recommended, and will become compulsory for all customers with a bank card to use when making online purchases.

- This application is free.
- Register now to benefit from enhanced security. You'll be ready to make your online card purchases in complete security.

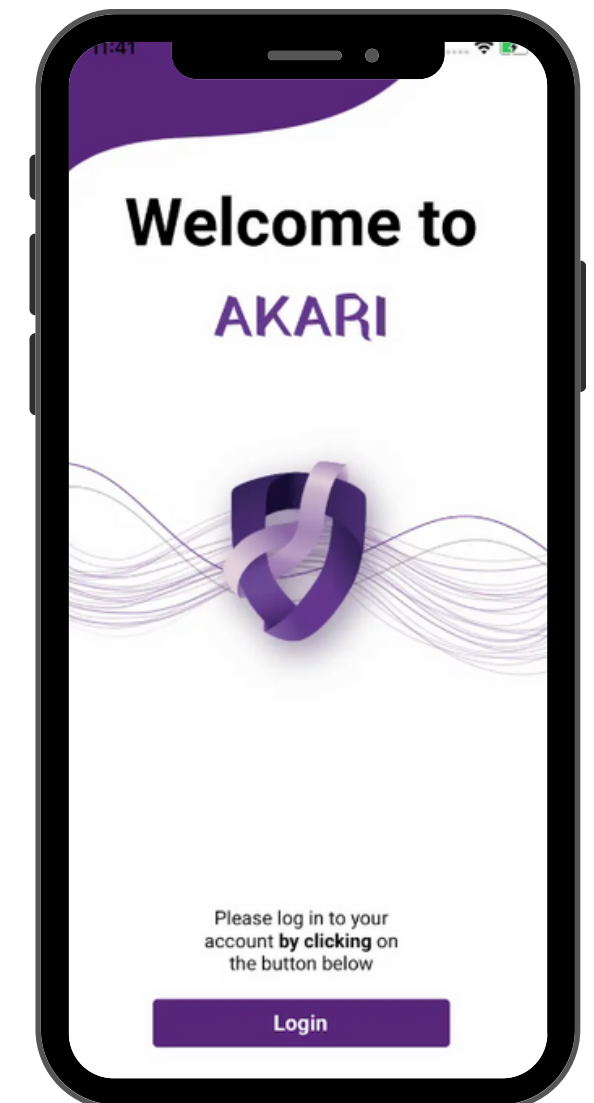
Download the 'AKARI' application on the AppStore or via GooglePlay.



[APPSTORE](#)



[GOOGLE PLAY](#)



2. Install and register AKARI on your phone

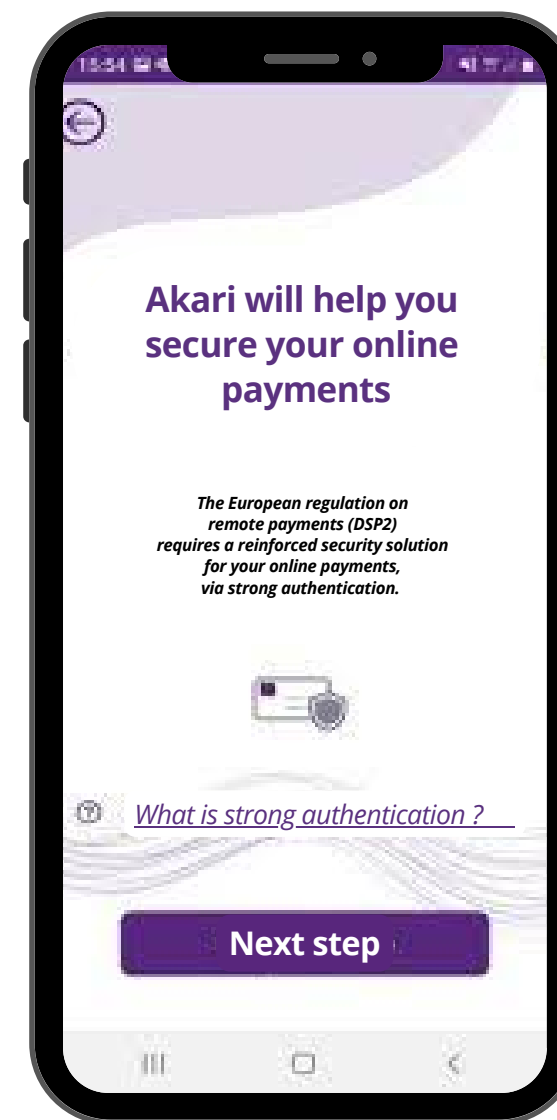
- Go to the application



Click on
'Activate Now'



- Click on 'Next step'

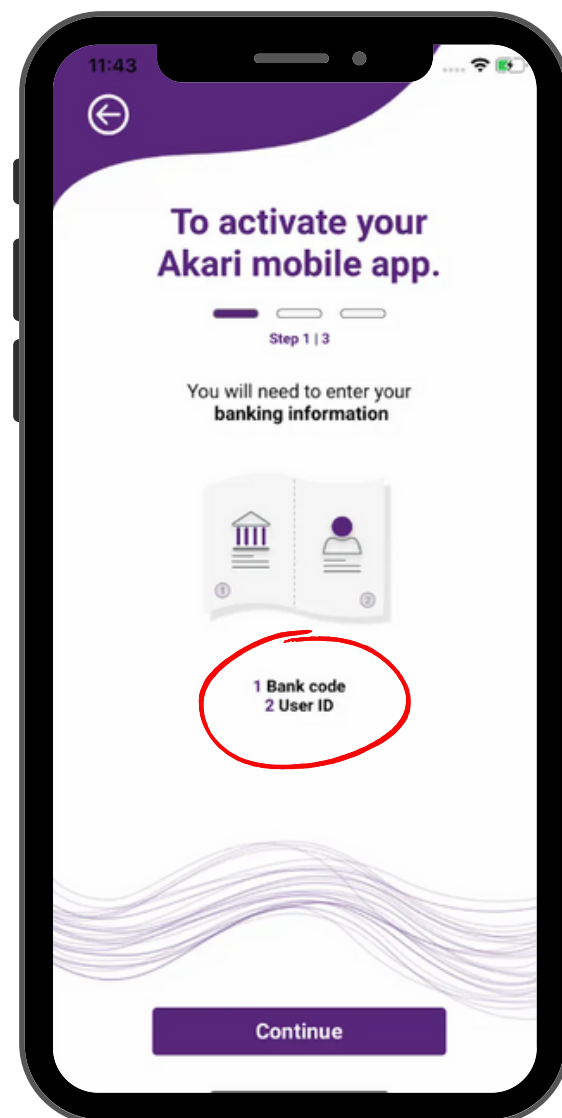


The AKARI application
introduces you to regulations
and strong authentication.



2. Install and register AKARI on your phone

- **Activate AKARI - BANK CODE**



To activate the AKARI application, obtain the bank code and your customer ID.

C2A'S BANK CODE IS 16498.



ENTER 'BANK CODE C2A'

2. Install and register AKARI on your phone



Note :
If you don't know your customer ID, you can find it on the MyC2A platform.

- **Activate AKARI - CUSTOMER IDENTIFICATION**

The customer ID is on MYC2A in the 'Card Manager' section.

Card Manager

1 Nouvelle carte

2 Commande de carte(s) / Modifier la commande

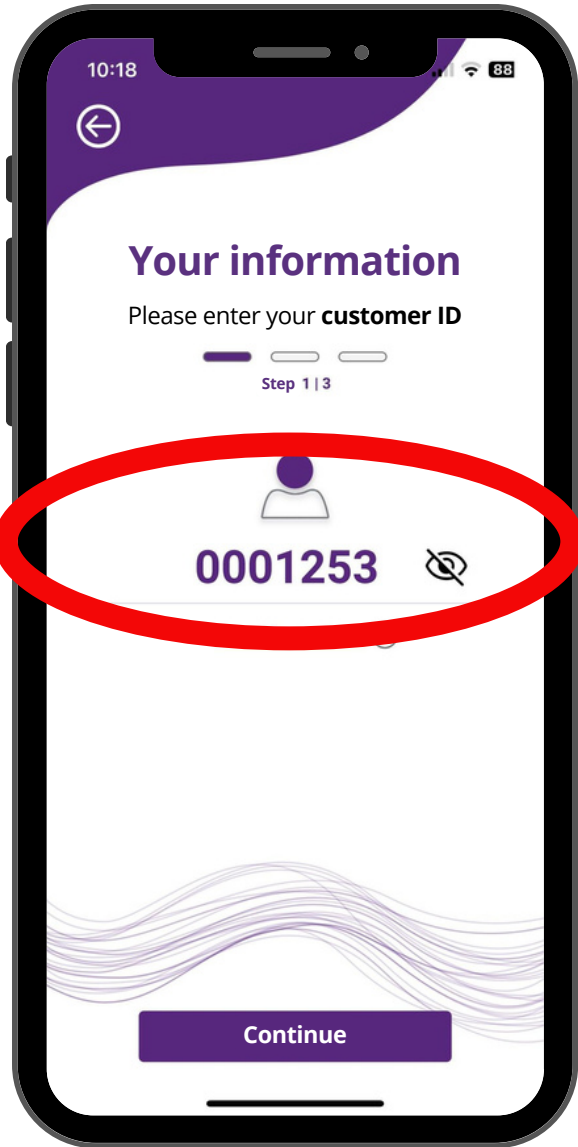
Liste des Porteurs de cartes

ID	Nom	Prénom	Numéro de carte	Type de carte	État	Solde	Achat	Retrait	Web	Sans contact	Téléphone	Email	Véhicule	Télécharger	
0012317	ALAU	MOHAMED	529320XXXXXX7069	TRUCK	Bloquée	8,09 €								Opposition	Refus
0001253	CON	ALEXANDRU	529320XXXXXX5602	TRUCK	Actif	24,22 €								Opposition	Refus
0001254	IVA	OLGA	529320XXXXXX5610	TRUCK	Bloquée	15,00 €								Opposition	Refus
0000028	MARTIN	PAUL	529320XXXXXX5594	TRUCK	Actif	0,00 €								Opposition	Refus



Prerequisite: a telephone must already be associated with a card, such as the web. The green lights indicate that they are associated with the C2A card.

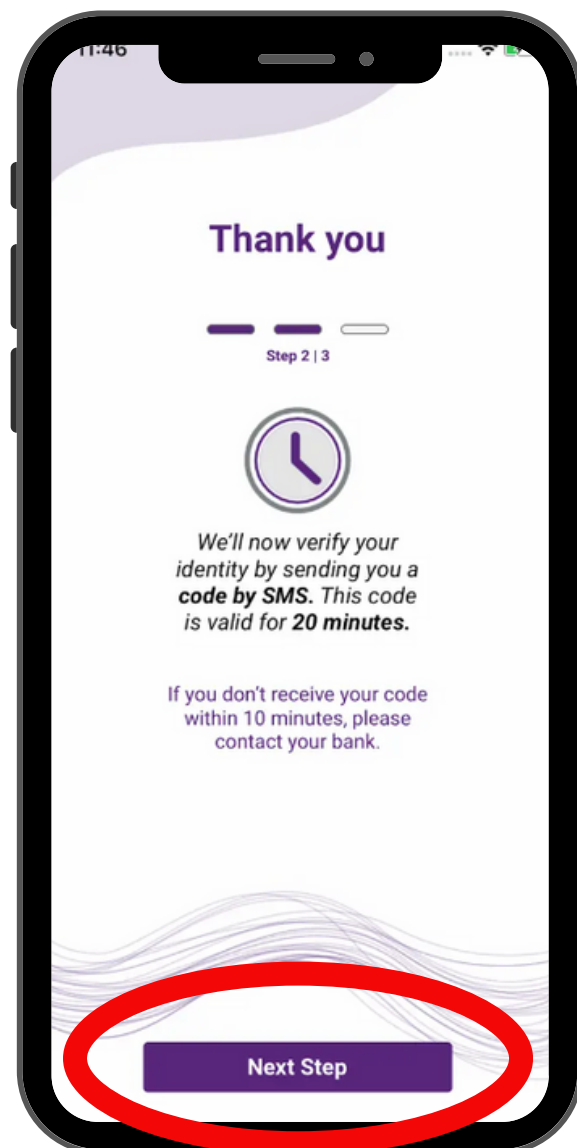
Web	Sans contact	Téléphone	Email



Enter your customer ID

2. Install and register AKARI on your phone

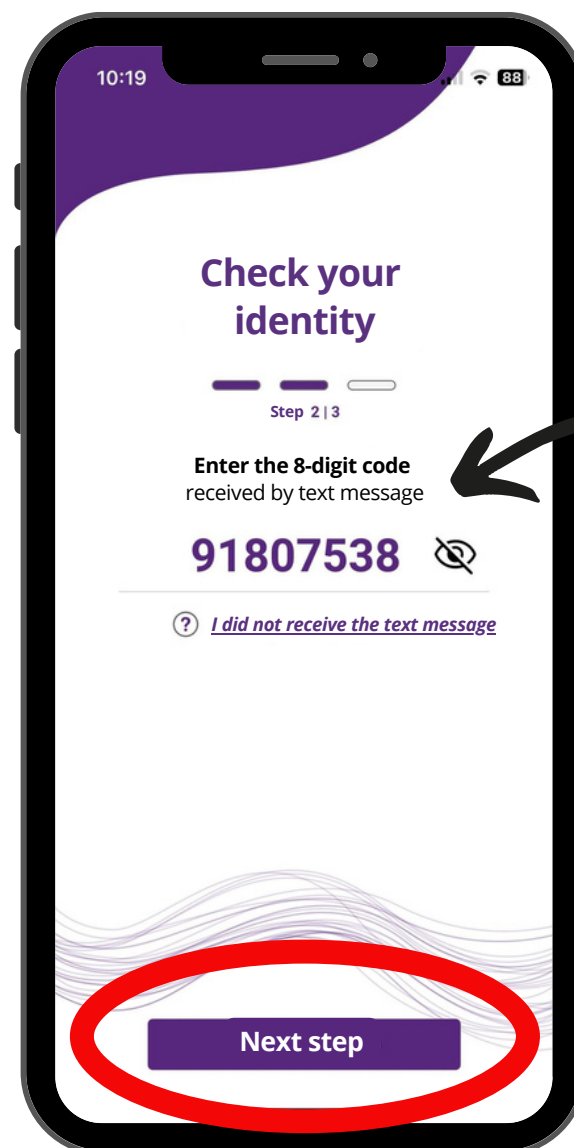
- Enter the activation code received by text message



→

An eight-digit code will be texted to the mobile number linked to your card.

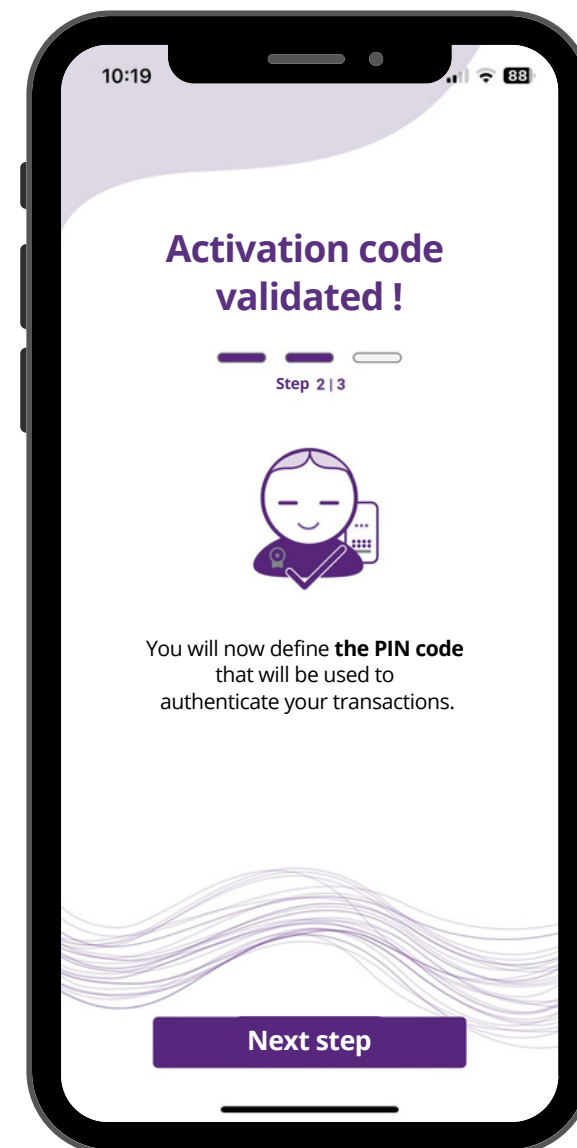
Click on 'Next Step' to enter the activation code. This code is valid for 20 minutes.



←

Once received, enter the activation code in the field provided.

Then click on 'Next Step' to continue the process.



2. Install and register AKARI on your phone

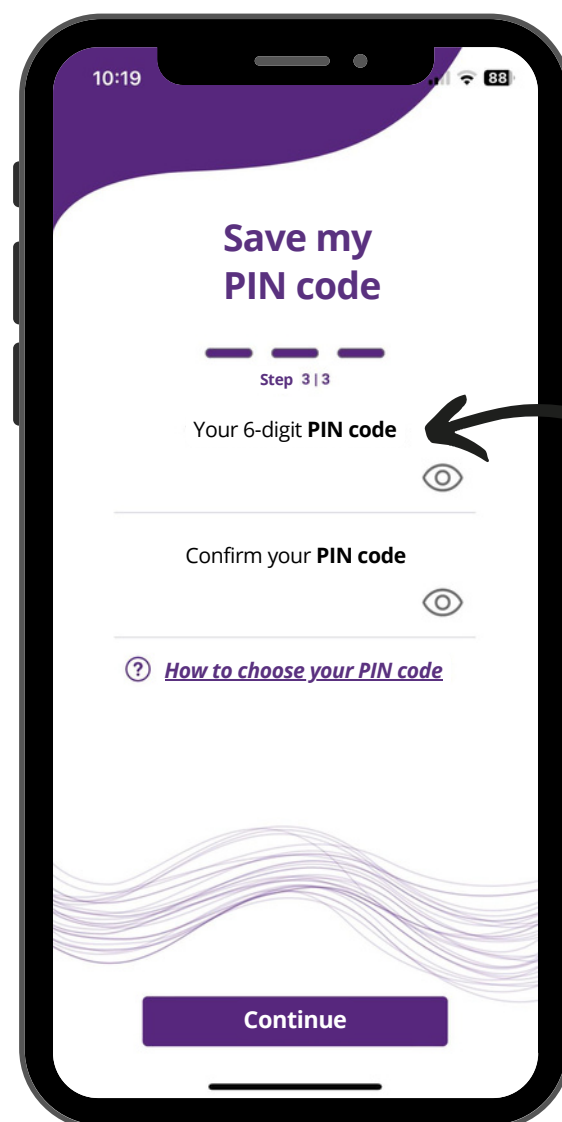


Make sure you choose a robust PIN CODE!

Example: '123456' is not strong enough.

- **Create your PIN CODE**

Register

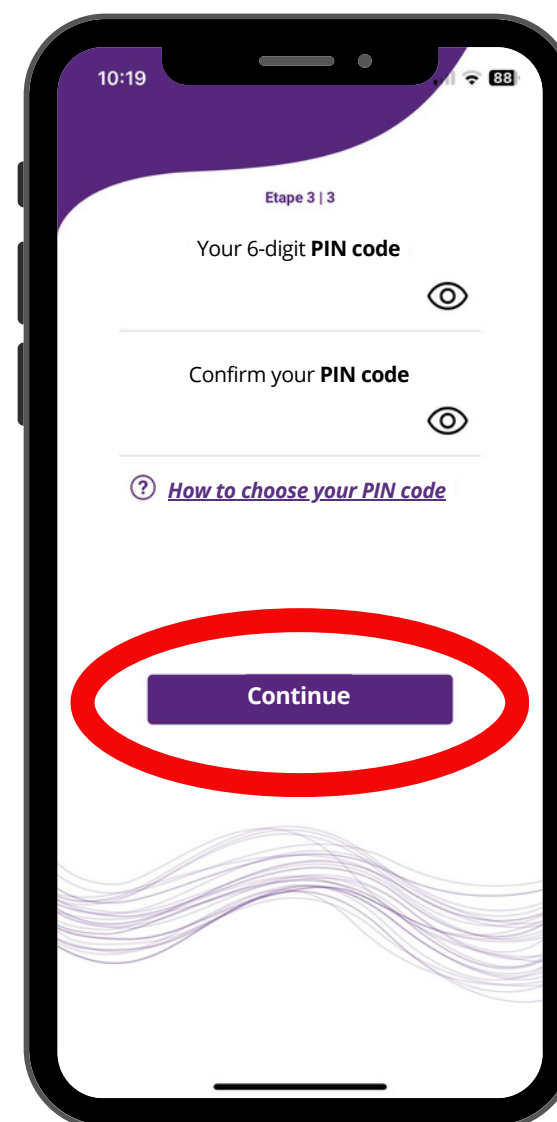


Choose the 6-digit PIN code and confirm.

You may be asked to provide this when you make an online purchase.

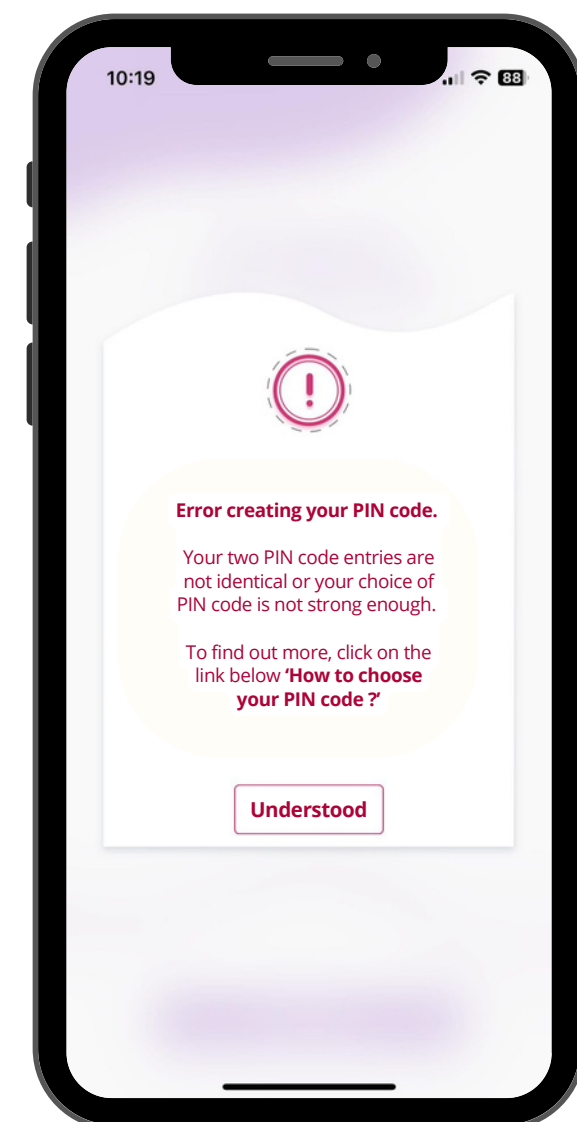
Biometric recognition is also available.

Confirm



Then click on 'Continue'.

In case of error



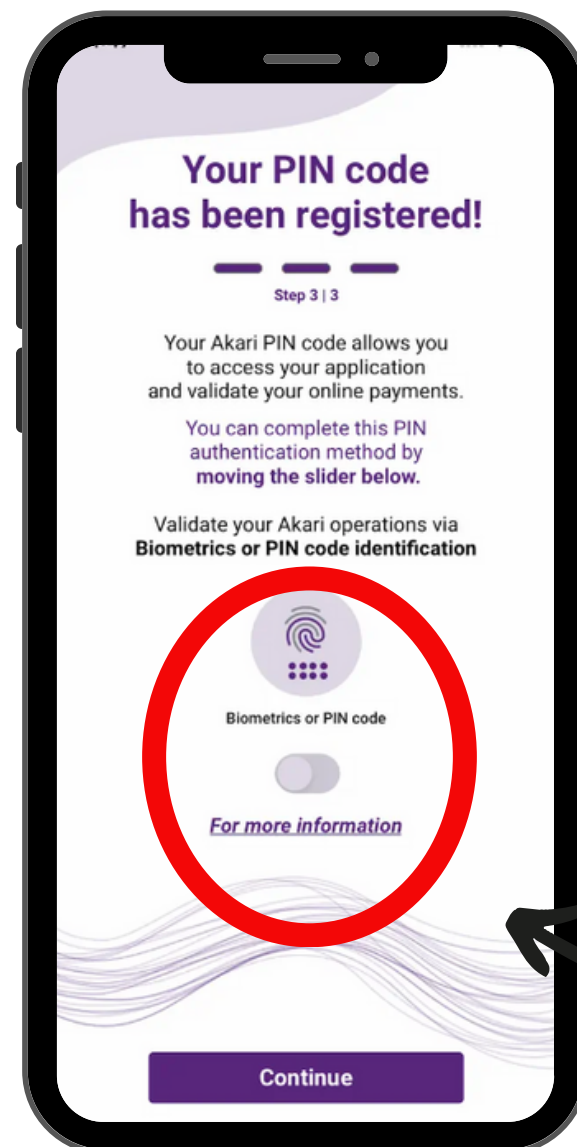
2. Install and register AKARI on your phone



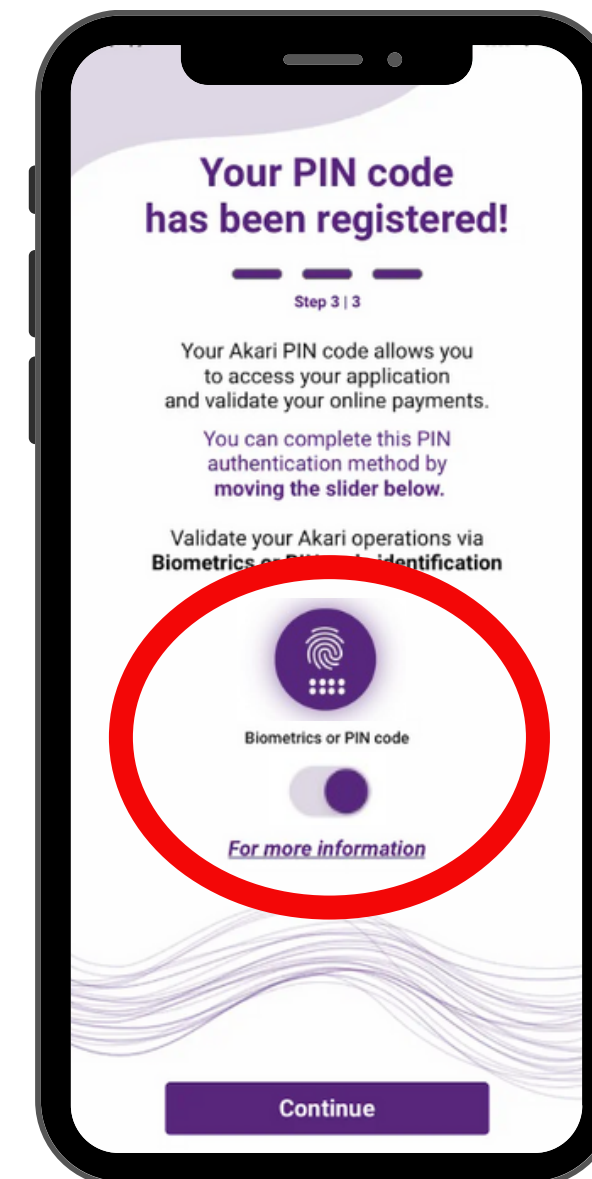
Biometrics is used to recognise, authenticate and identify people based on characteristics such as fingerprints and faces.

- REGISTERED PIN CODE & BIOMETRY

Once you have entered your PIN code, we recommend that you **activate biometric recognition**.



To activate it, simply click on the grey area



Colour purple : it's on!

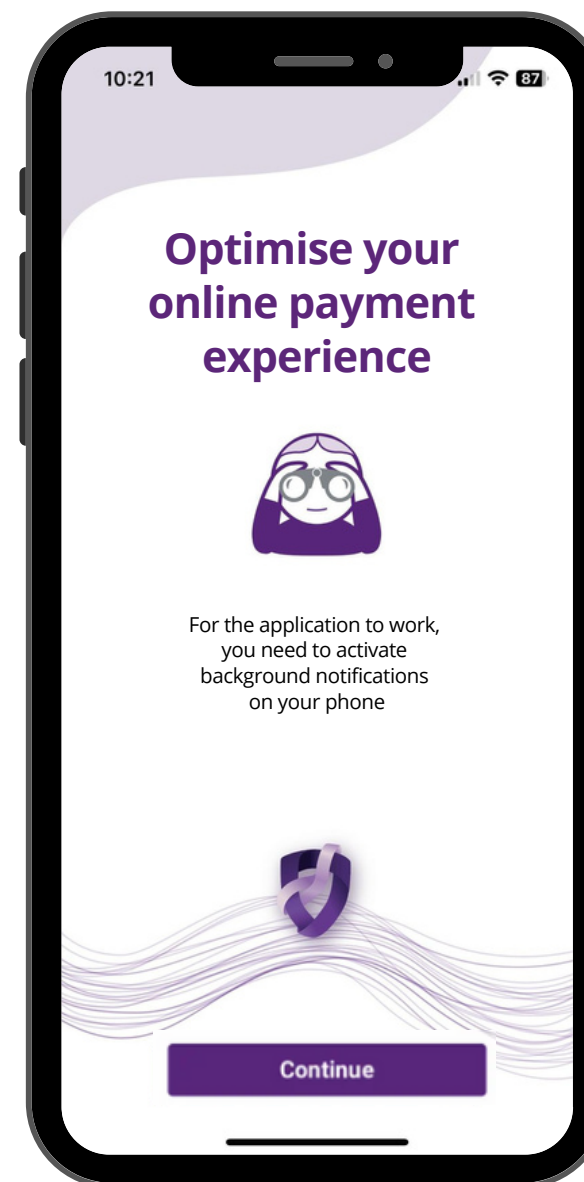
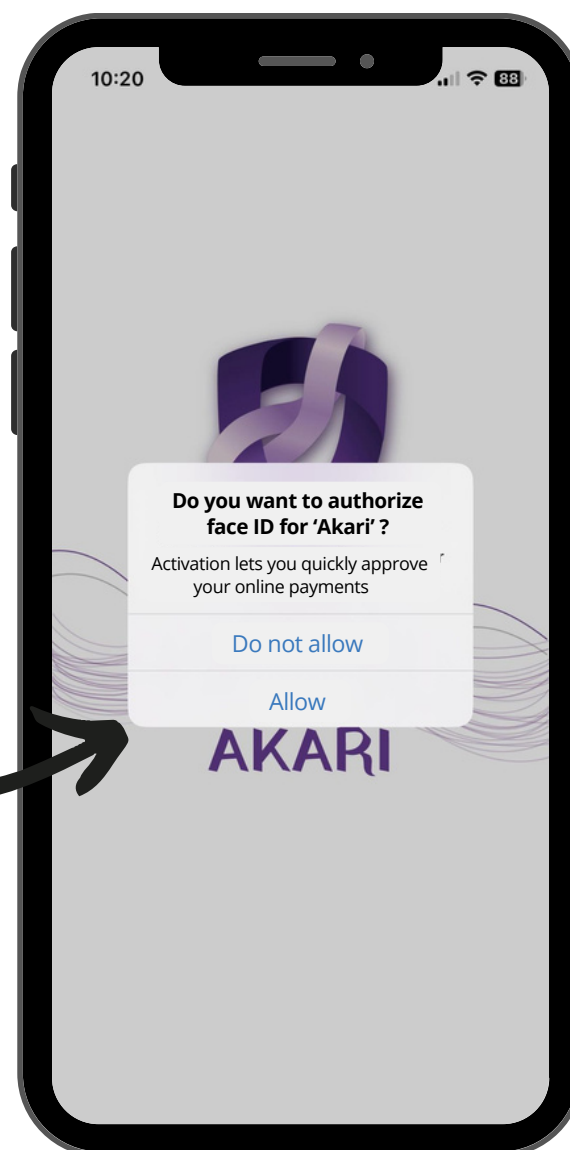
2. Install and register AKARI on your phone



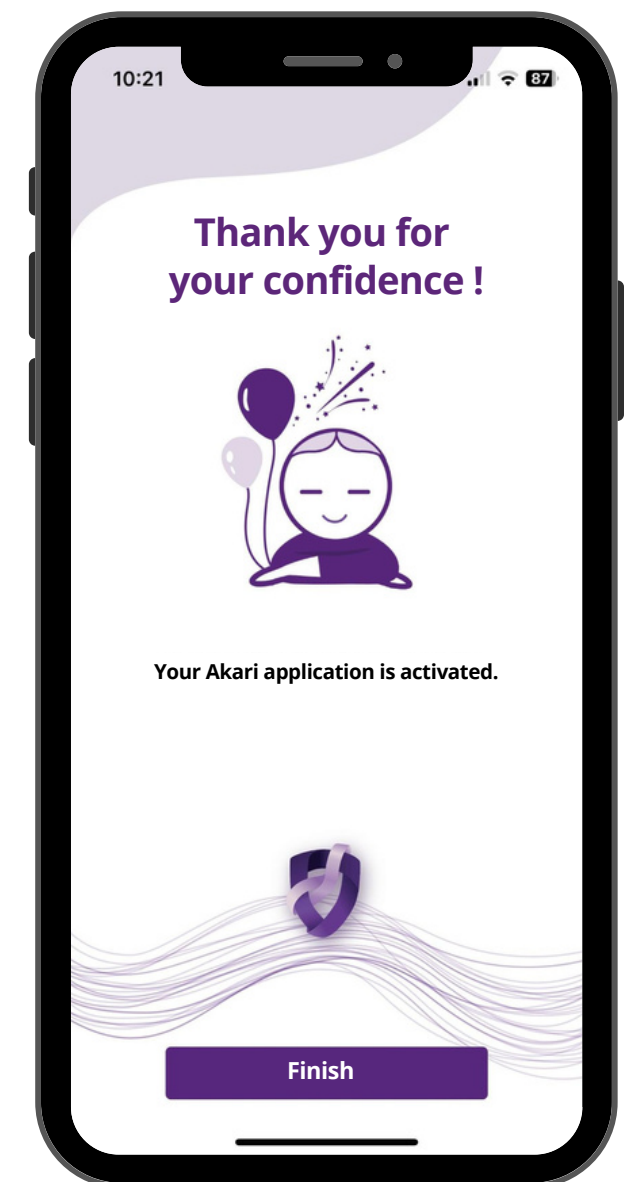
We strongly advise you to activate notifications for AKARI. (Without notifications, you will not receive alerts on your phones).

- **ACTIVATE FACE ID (OR FINGERPRINTS) & NOTIFICATIONS**

Activate Face ID for biometric recognition
(iPhone interface)



Une fois les notifications acceptées, cliquez sur "continuer"

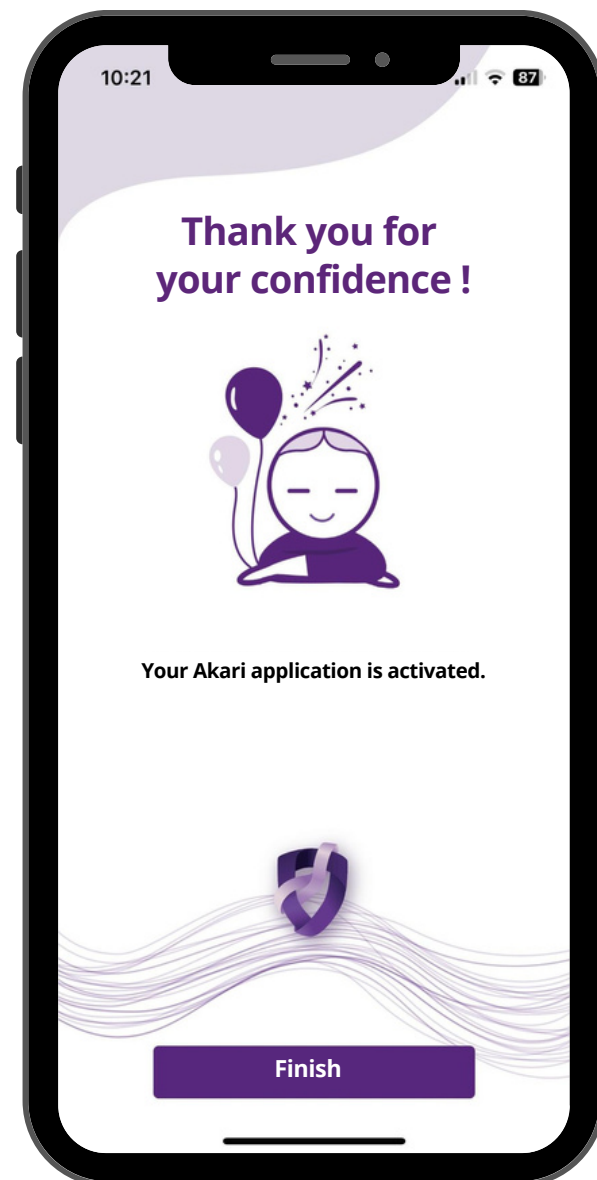


2. Install and register AKARI on your phone

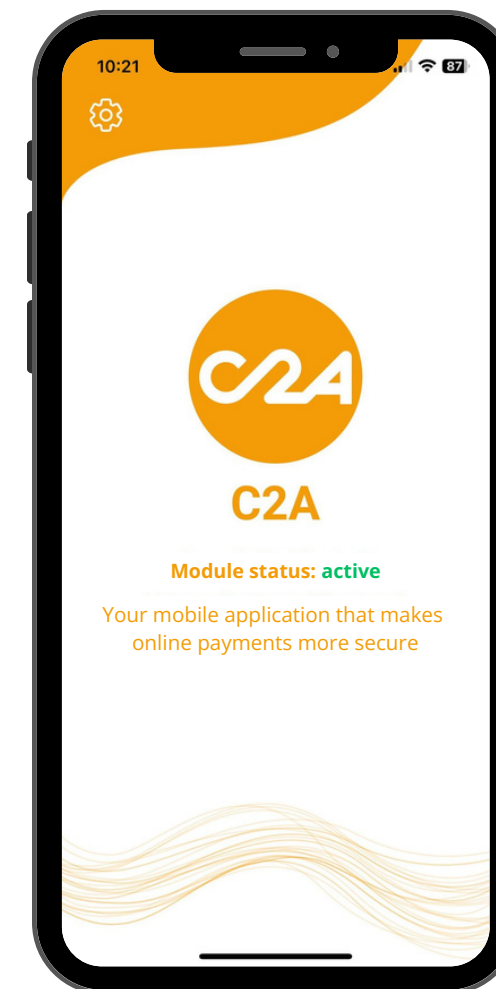


The next time you make an online purchase, AKARI will send you a notification to confirm or reject your payment!

YOU ARE OFFICIALLY REGISTERED WITH AKARI !



Click on
'Finish'

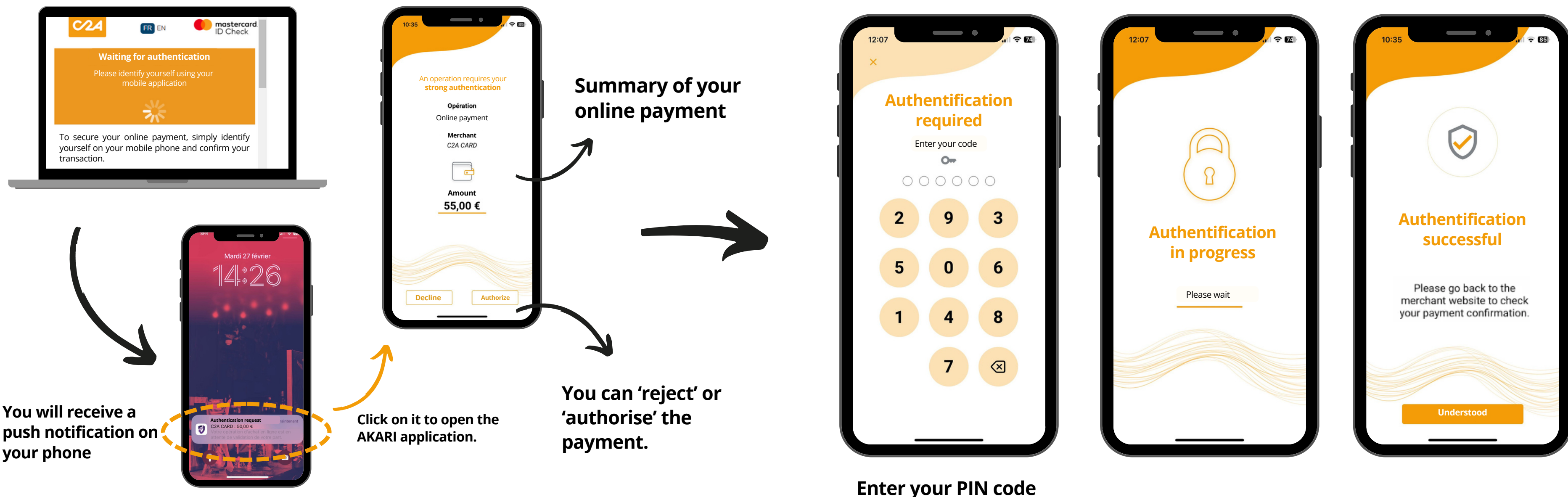


3. Validating a payment with AKARI



ONLINE PAYMENT WITH PIN CODE

- Purchase on the merchant site
- Open the AKARI application
- Authentication successful (PIN code)

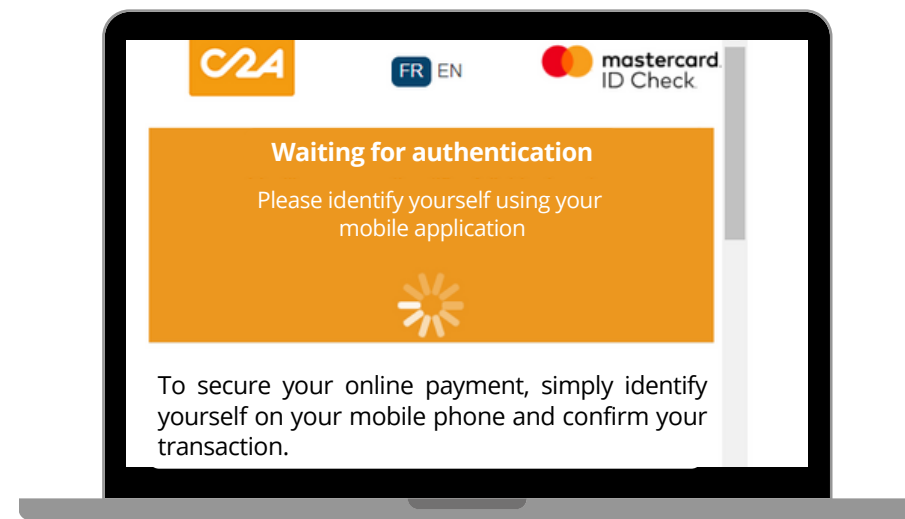


3. Validating a payment with AKARI



**AUTHORISED ONLINE PAYMENT
WITH BIOMETRICS**

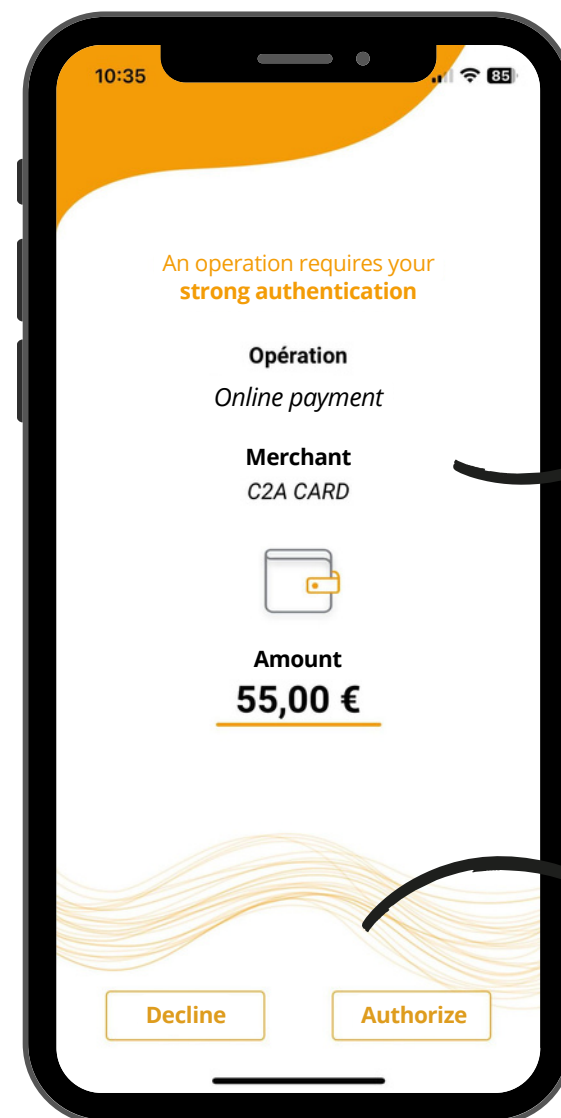
- Purchase on the merchant site
- Open the AKARI application
- Authentication successful



You will receive a push notification on your phone

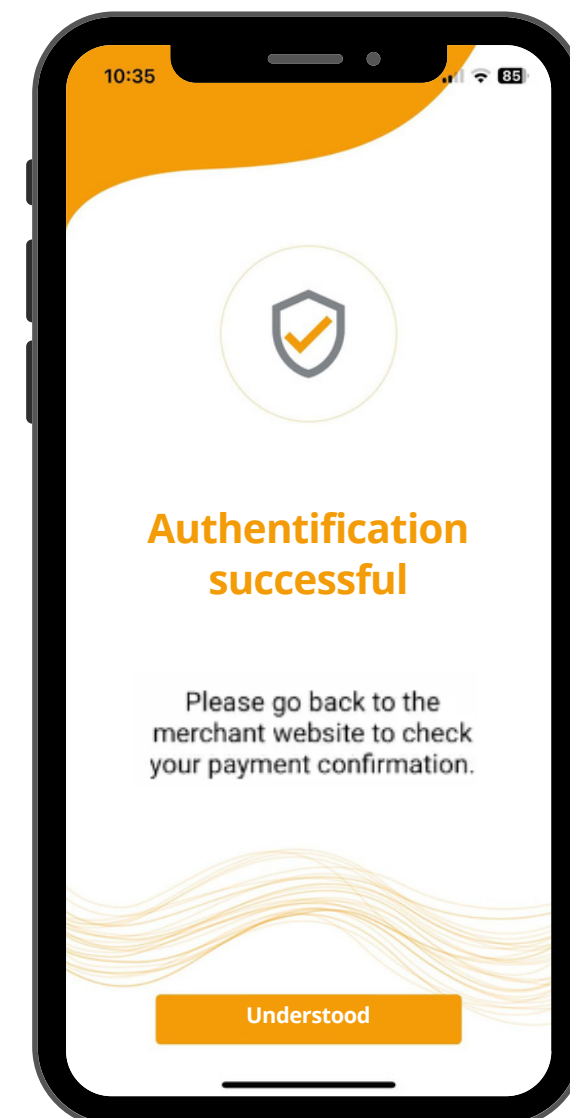


Click on it to open the AKARI application.



Summary of your online payment

You can 'reject' or 'authorize' the payment.



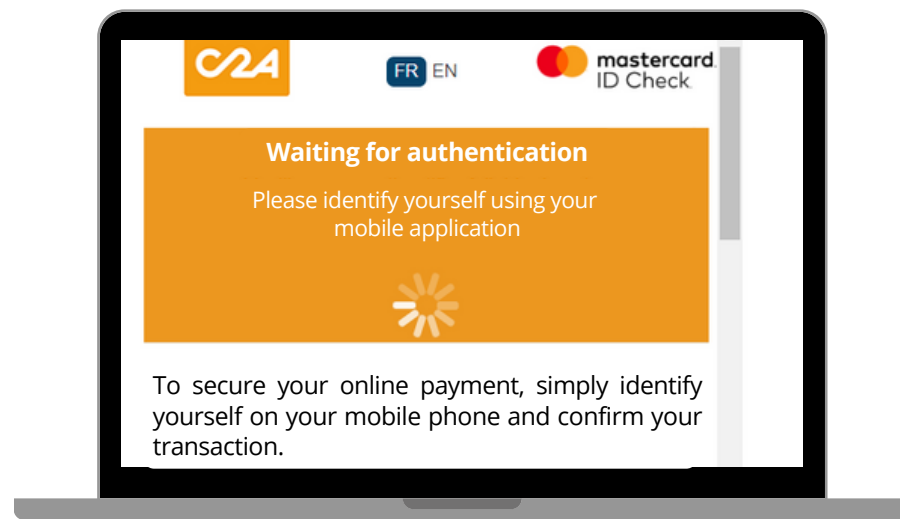
Successful authentication thanks to biometric recognition.

3. Validating a payment with AKARI

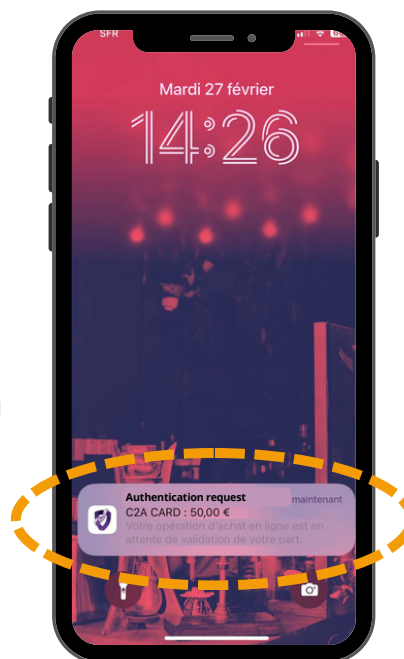


CASE OF A REJECTED ONLINE PAYMENT

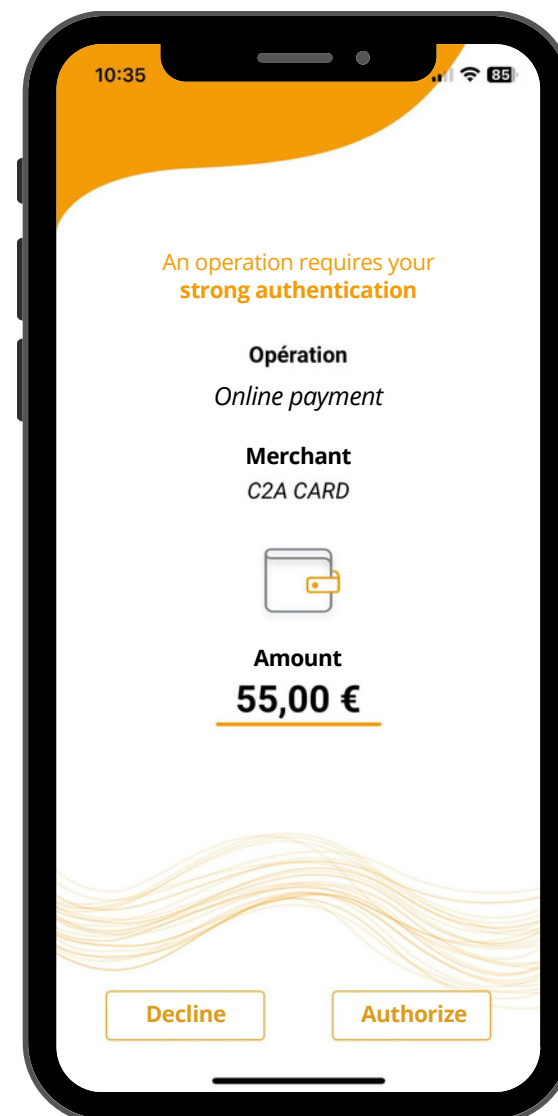
- Purchase on the merchant site
- Open the AKARI application
- Authentication refused



You will receive a push notification on your phone

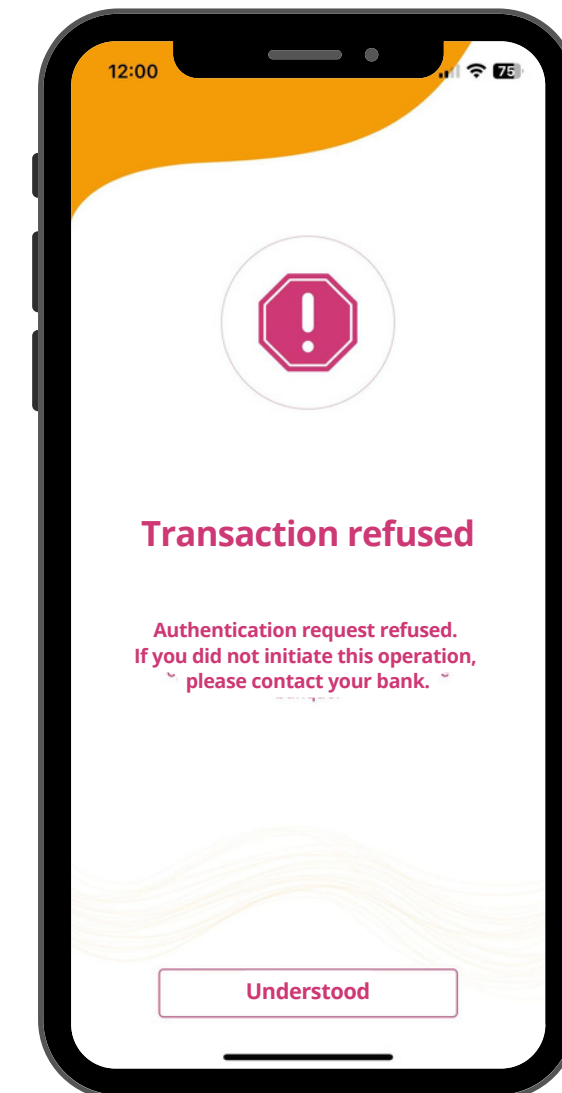


Click on it to open the AKARI application.



Summary of your online payment

You can 'reject' or 'authorize' the payment.



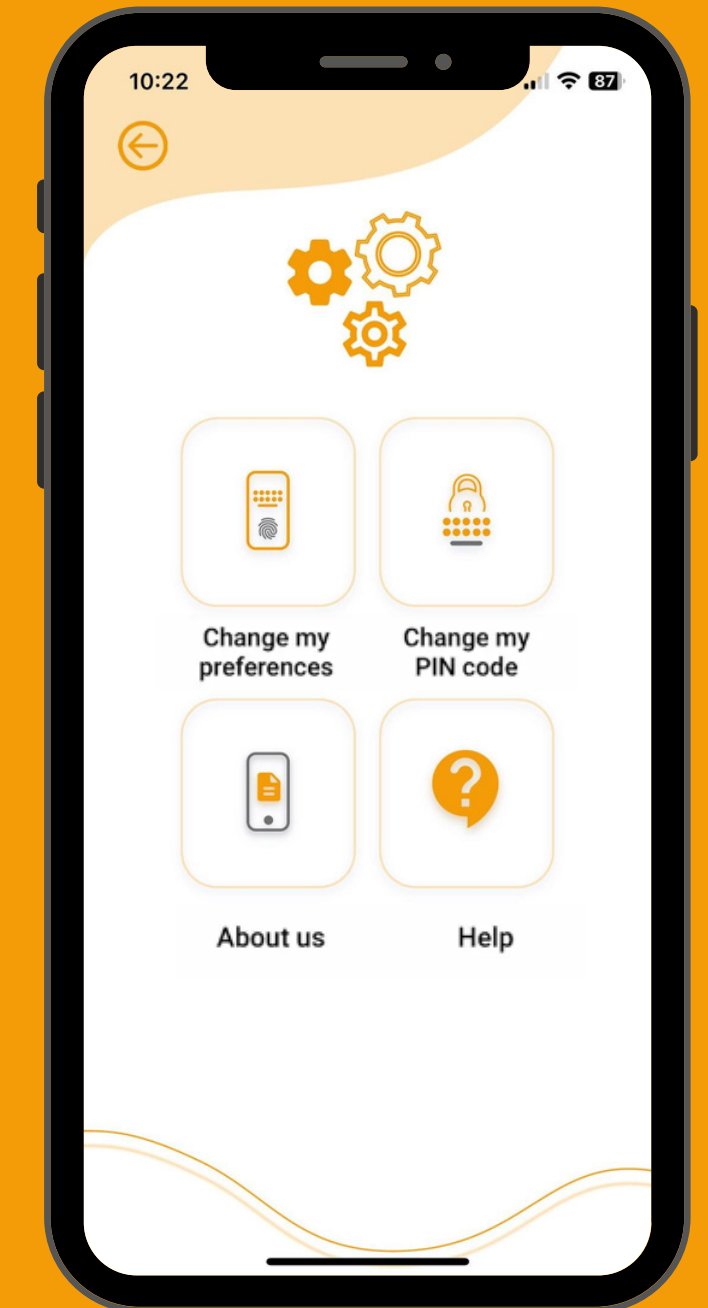
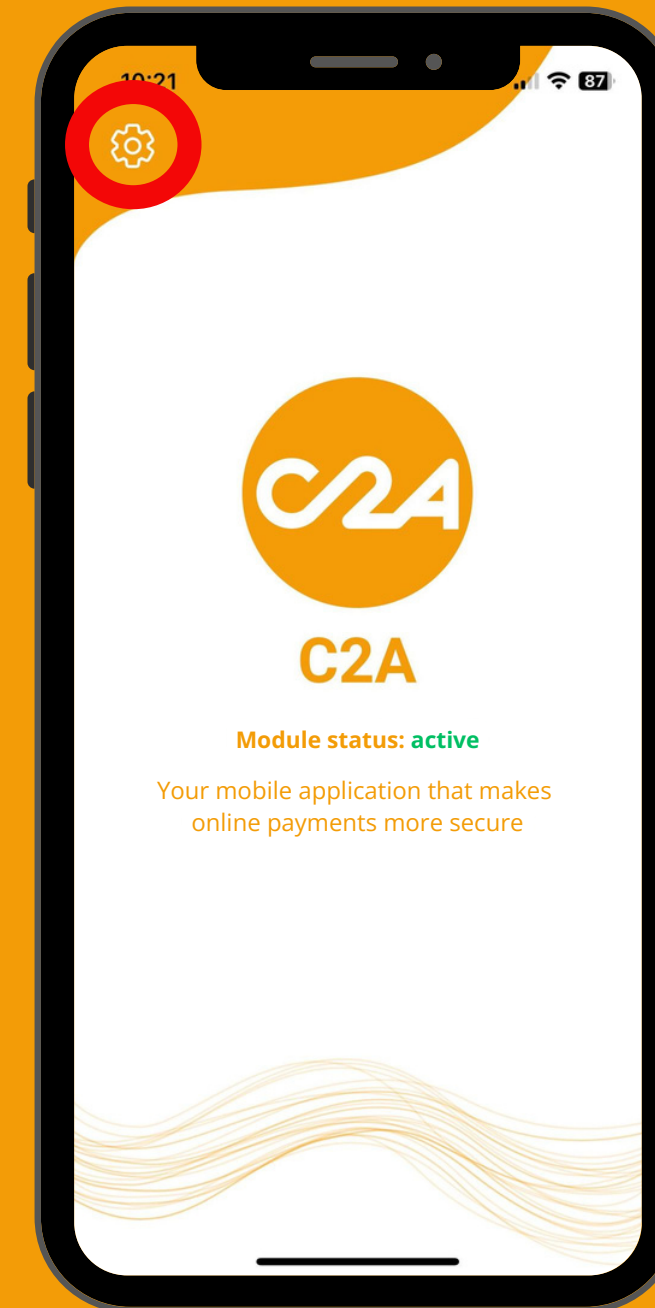
Authentication request refused because the cardholder rejected this payment in the previous step.

4. Setting up the AKARI application

To access the settings, click on **the gear in the top left-hand corner**.

The AKARI application settings page allows you to :

- Modify my preferences: payment validation mode (authentication PIN or Biometrics)
- Change your authentication PIN
- About: Information about the application
- Support: AKARI support number



ASSISTANCE

Do you need help?

Our team is at your disposal.
Click on support to access the
support number +33 5 59 47 05 05

