

Need help logging in to the National Book Tokens transaction sites?

Multi Factor Authentication is now required to access our sites. Once it's set up, you'll be able to access the gift card authorisation, administration and reports sites with ease – with just the occasional security check, in the form of a One-Time Pin (OTP) request, which you'll find using the MFA method you've set up.*

If your authenticator app is working correctly, you should have no issues logging in to the National Book Tokens websites. However, just as with any other account log-in, there are other factors to consider, should you run into problems.

Here are some tips for the most common issues that can occur:

➤ Check your password

If you receive the message 'Invalid credentials' after signing in, you may have entered your password or user ID incorrectly. Double check the details before you attempt to log in again – please note, **your account will be locked after 3 failed attempts!** If this does happen, contact our customer service team to unlock it for you.

Handy Hint!

The screenshot shows a 'User Login' form. At the top right, there is a 'Language' dropdown menu. Below it, a white box contains the text 'Welcome JanB Not You?'. The main form has a 'Password *' label and a text input field containing 'sygcugYt@3'. To the right of the password field is an eye icon. Below the password field are two buttons: 'Cancel' and 'Sign In'. At the bottom of the form, there is a small disclaimer: 'This is an FIS Application environment, which may be accessed and used only for official business by authorized personnel. Unauthorized access or use of this environment is prohibited and may subject violators to administrative, and/or criminal, civil action. Users (authorized or unauthorized) have no explicit or implicit expectation of privacy. All information on this environment may be intercepted, monitored, recorded, read, copied, audited, inspected and disclosed by and to authorized personnel.'

When you've finished typing in your password, just click on the eye symbol at the end of the password field to double check your details before you proceed. This will help you to spot any typos and avoid a failed log in!

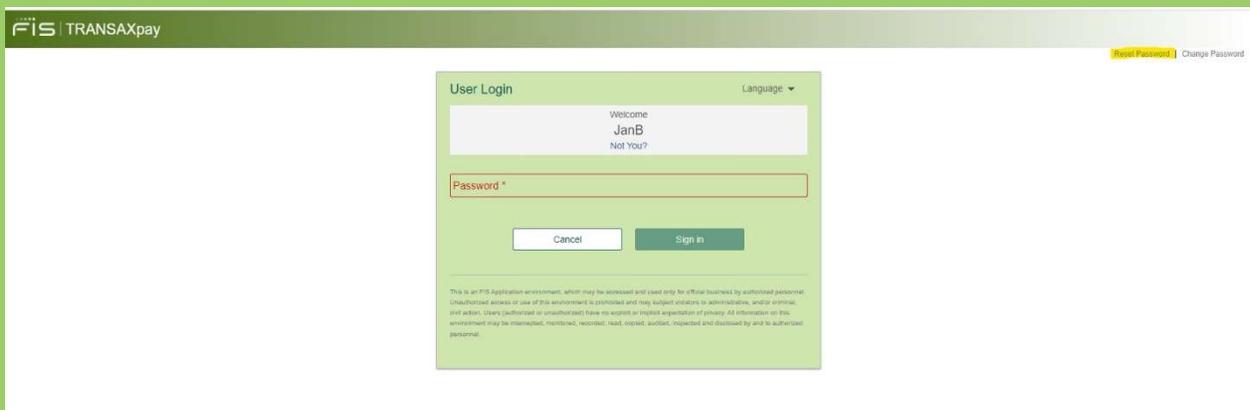
*Visit nationalbooktokens.com/mfa to find more information on authenticator application options, as well as download and set-up guides.



➤ How to reset password

If you've tried a couple of times to log in with the correct credentials with no success, and you're uncertain about your password, the safest thing to do is reset it.

Handy Hint!



Click on 'Reset password' in the top right corner of the log-in page, and confirm your user ID and account email address to receive a secure code to help you reset your password.

➤ Quick Tip

Log in with just two clicks: don't forget to tick the box 'Remember my user ID' and save your password to your browser to help you log in quickly.

As always, we're here to help you. Email our dedicated customer service team with any questions: egiftcard@booktokens.co.uk.