Frequently Asked Questions

1. Why does system indicate that my Two-Factor Authentication with Software Token service is not activated upon registration?

   Please contact customer service of your broker firm to activate the Ayers Token's service.

2. Can I register Ayers Token on more than one device?

   For security reasons, your Ayers Token can only be registered to one device at a time.

3. Can I use Ayers Token App with my tablet?

   Ayers Token App is supported on iOS and Android devices, including tablets.

4. Why does system always indicate that my entered One-Time Password is invalid upon login?

   Since Ayers Token service is time-sensitive, please check and rectify the time setting of your mobile ("Set Automatically" should be turned ON), and restart Ayers Token App after the time adjustment.

5. What should I do when I want to change my mobile device?

   You are recommended to uninstall the Ayers Token App at your old mobile phone. Then please re-install the Ayers Token App and re-register your token at your new mobile phone.

6. What should I do when Ayers Token registered device is lost or stolen?

Please contact the customer service hotline to disable the current Ayers Token service.

7. Why do I have to set up Ayers Token App password?

To help prevent anyone else using your mobile device to perform login, you will be asked to setup a password for your Ayers Token App. Please be noticed that you need to input password when Ayers Token is locked. The Auto lock time can be adjusted at the setting page of Ayers Token App.

8. What should I do if I forget the password of Ayers Token App?

Please uninstall Ayers Token App and re-install it again. Please be noticed that for security reason, all the stored token(s) will be deleted. Please re-register again after new installation.

9. Why Ayers Token App cannot be installed on a jailbroken/rooted device?

Since your device is jailbroken/rooted, your device will be less secure and may lead to fraudulent transactions. Please use another non-jailbroken/rooted device to register Ayers Token service again.

10. Can I restore the registered Token(s) from the backup of the phone?

Please be noticed that for security reason, all the stored token(s) will not be restored. Please setup the password and re-register again after the phone restoration.