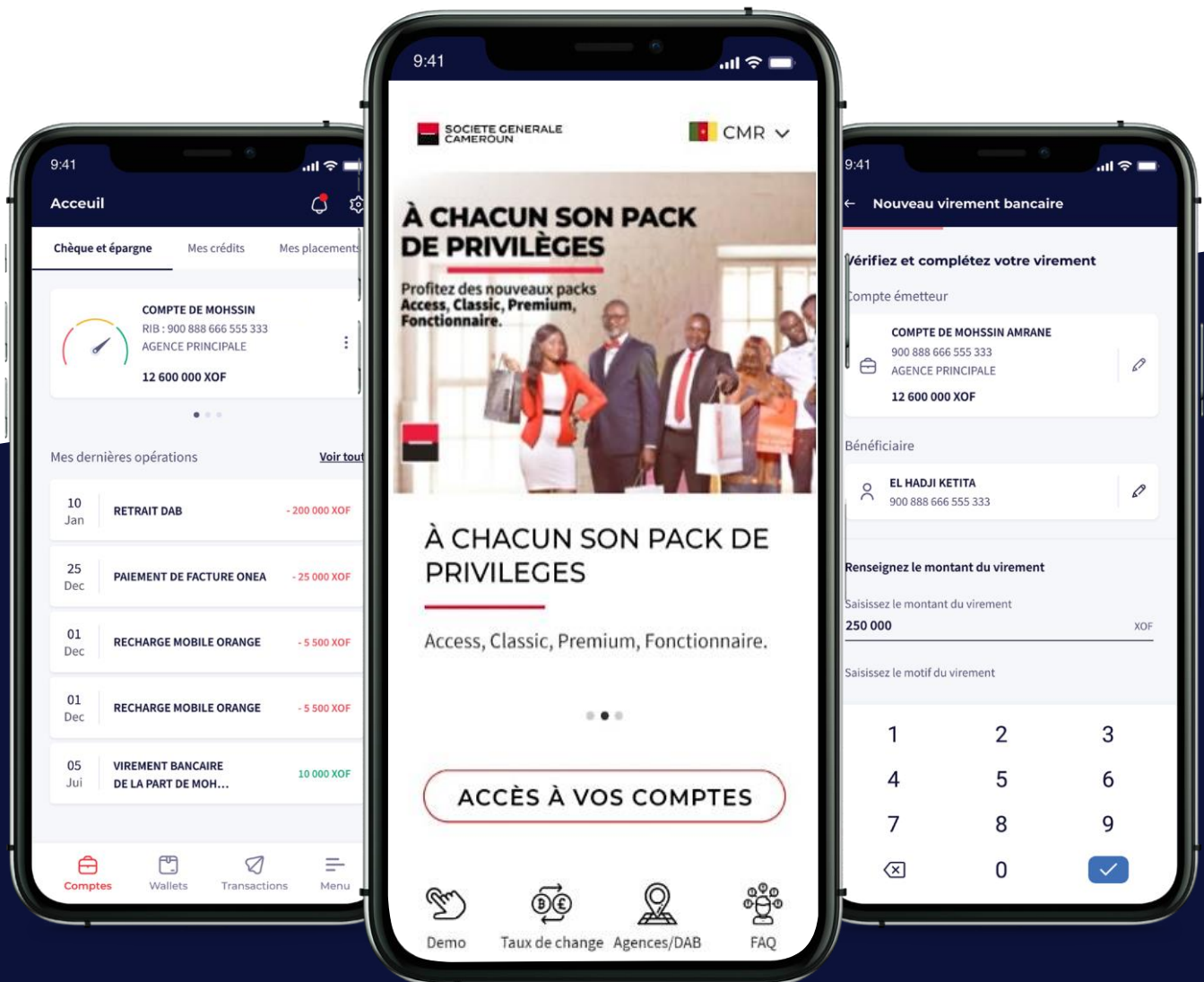**THE FUTURE IS YOU** | SOCIETE GENERALE CAMEROUN

GUIDE TO UPDATE YOUR **SG CONNECT** APPLICATION

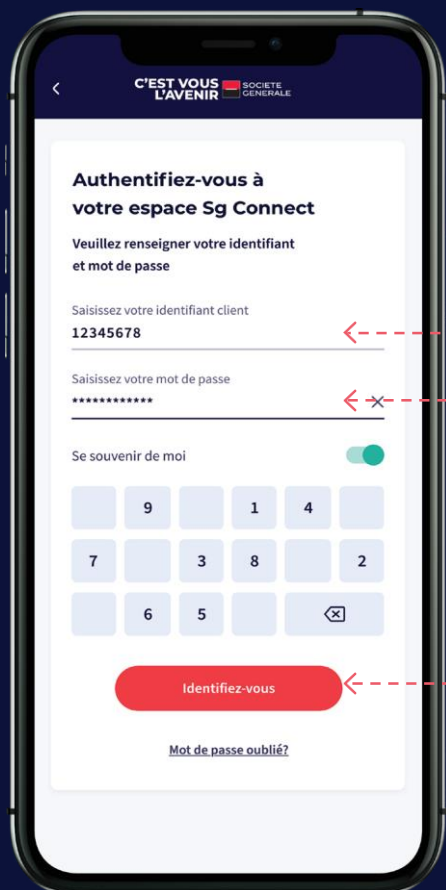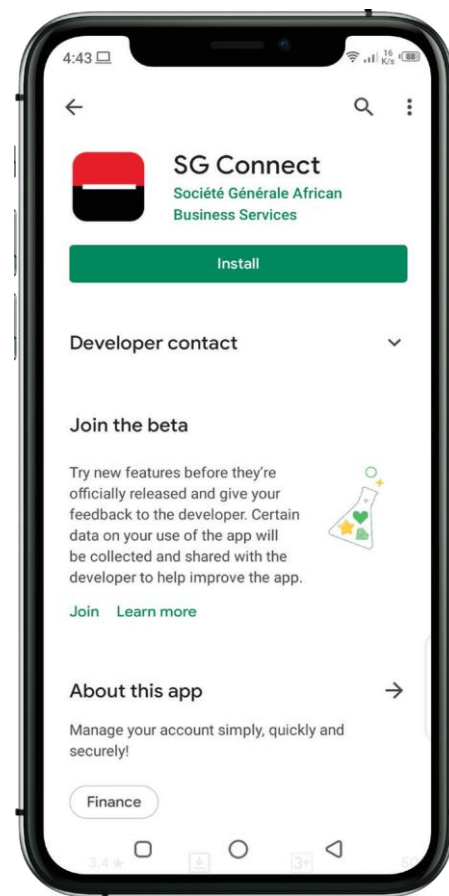**Please note that for this update, you must use your current username and password (SG CONNECT)**

HOW TO ACCESS YOUR NEW APPLICATION IN 6 STEPS?

STEP 1

I download the application from **Play store** ▶ or **Apple store** 🍎.
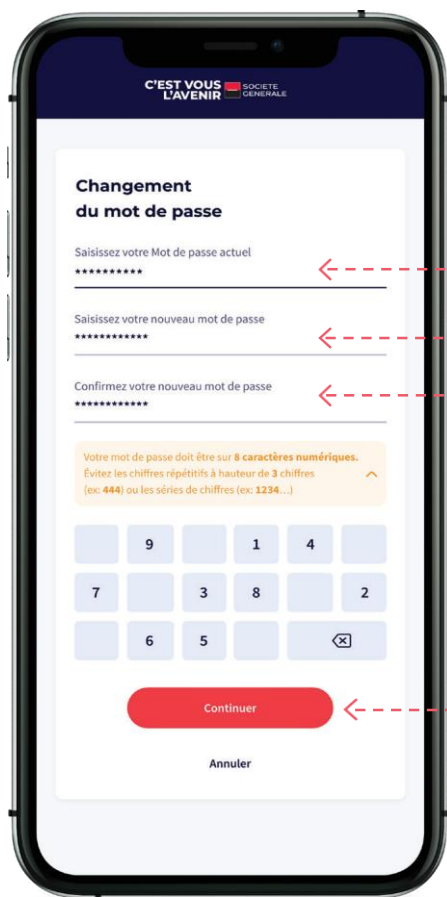You should search for it by the name "**SG Connect**".

> **If you forget your username or password, contact the Customer Service Centre at +237 233 50 18 18**

STEP 2

First connection after downloading the application.

1 - I enter the login of my former application SG CONNECT

2- I enter the password of my former SG CONNECT application

3 - I click on "login"

STEP 3

I now need to change my password.

For security reasons, the new password must be **8** characters long. It should not contain more than **2** repetitive digits (e.g. **444**), or a series of digits (e.g.: **1234**).
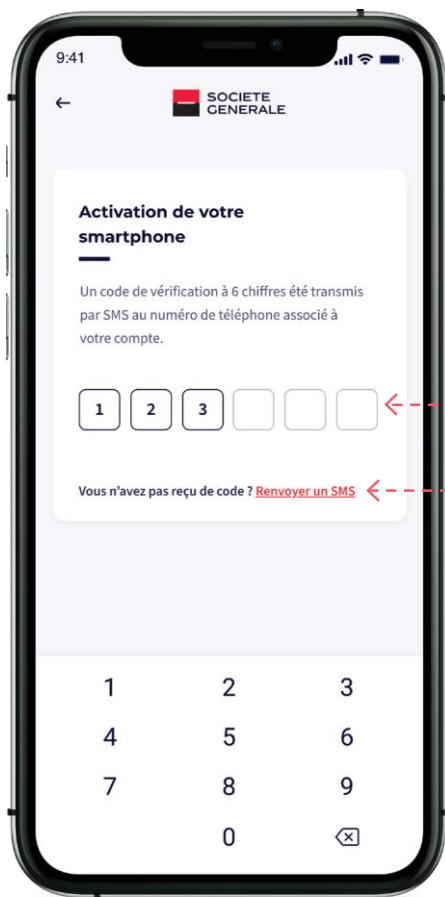
1 - I enter the password of my former SG CONNECT application

2- I enter the new password that I will use from now on to connect

3 - I confirm the new password

4 - I confirm the change by clicking on "Continue".

STEP 4

I log in again with my former **Username**

and my new **password**

<u>**NB :**</u> The former username remains the same for the new SG CONNECT application. Only the password changes.
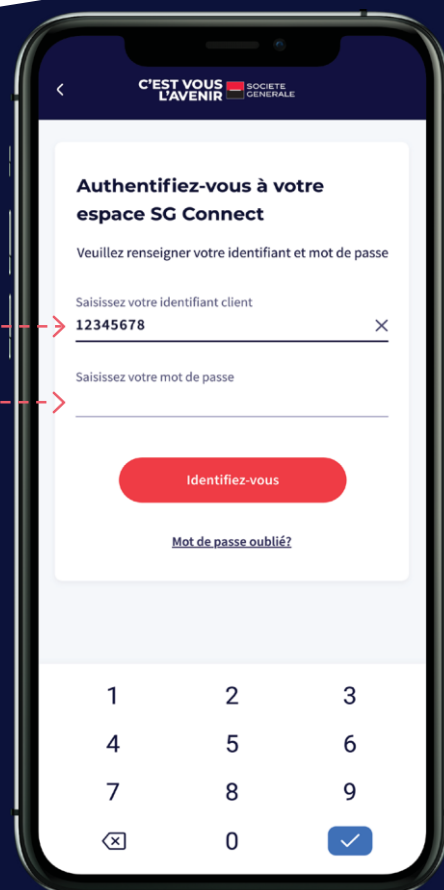
STEP 5

After validating step 4, I instantly receive a 6-digit code by SMS that will allow me to activate my new SG CONNECT

Warning : The activation code has a life span of 2 minutes after its receipt.

1 - I enter the activation code I received by SMS**.**

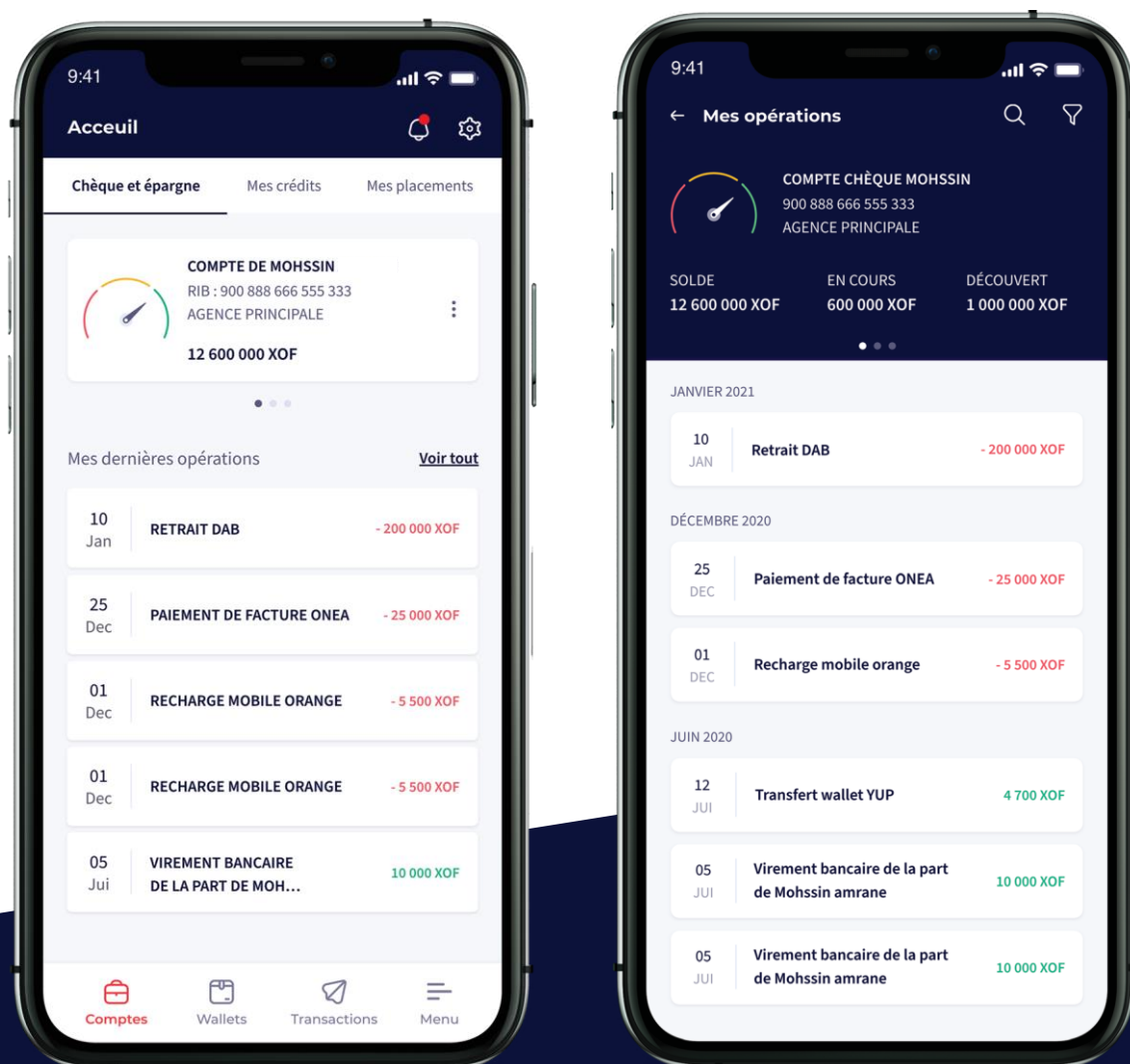2 - If I have not received it within 5 to 10 minutes, I have to click on "**Resend SMS**"**.**

STEP 6

I now activate the **GTCU**
(General Terms and Conditions of Use)

1- I click on accept the GTCU

WELCOME TO SG CONNECT

I access my accounts and that's it.
I can now use the services of the application.

Warning :

If you have limited access to your application, it means you did not sign your CONNECT contract when you enrolled.

To take full advantage of your application, please contact your branch manager or contact the Customer Service Centre at 233 50 18 18.