

Initial login in online banking with the VR SecureGo plus app

A. This is your starting point

You have applied for online banking and would like to use the Push-TAN-process "VR-SecureGo plus" in future. A one-off registration in the "VR-SecureGo plus" app is necessary before you can complete the initialisation (PIN-allocation) in the online banking.

You have the following documents:

- Document with the VR-NetKey and personal identification number (PIN)
- Document with the activation code

B. Setup the "VR SecureGo plus" app

1. Installation of the "VR SecureGo plus" app on your smartphone

- Depending on the operating system of your device open the "Google Play" store or the "Apple App Store".
- Install "VR-SecureGo plus" app.

Download for Android



Download for iOS



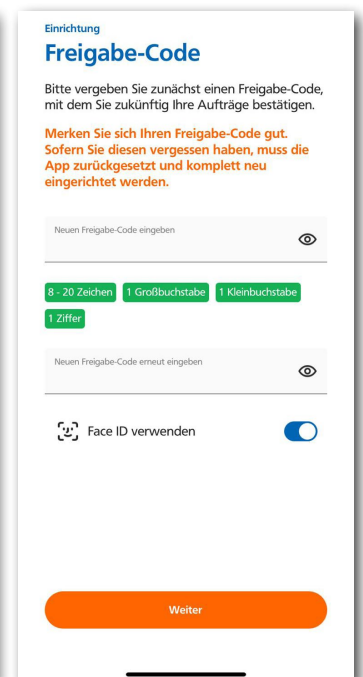
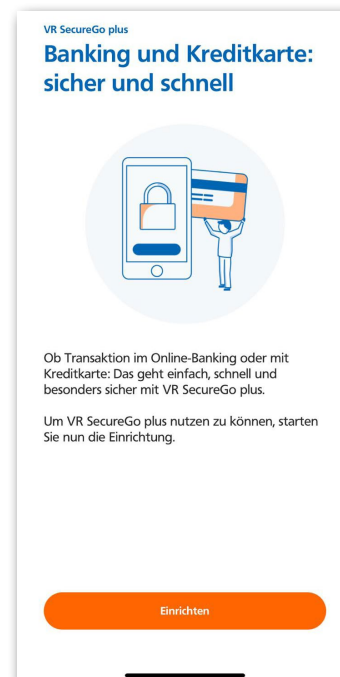
2. Login in the "VR SecureGo plus" app

Open the app and set an individual unlock-code.

Minimum requirements for the unlock-code are:

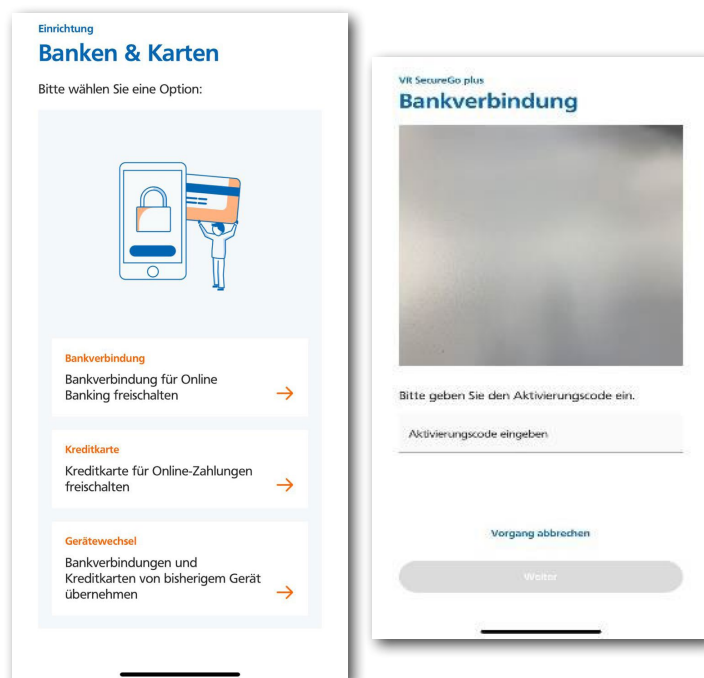
- unlock-code between 8 and 20 symbols
- minimum of one digit
- minimum one lower and one upper case

Important: In future you will need your individual unlock-code to confirm every transaction.



3. Registration in the "VR SecureGo" plus app

Click on "Bankverbindung für OnlineBanking freischalten" and then scan the activation code or enter the code manually from the first document we sent you.



C. Continue with the initial login in the online banking

1. Initial login in the online banking

To complete the initial login to your online banking open our homepage "www.volksbank-hochrhein.de" in a browser on your computer. Click on the button "Login Online-Banking" in the top right-hand corner. Then click on the link "OnlineBanking für Privat- und Firmenkunden".

Finally enter your login details that you can find in the first document we sent you.



Anmelden

VR-NetKey oder Alias

PIN

[Bitte beachten Sie die aktuellen Phishing-Warmmeldungen.](#)

Demo-Anwendung

Abbrechen

Anmelden

[Impressum](#) · [Datenschutz](#) · [AGB & Sonderbedingungen](#)

Wir machen den Weg frei. Gemeinsam mit den Spezialisten der Genossenschaftlichen FinanzGruppe Volksbanken Raiffeisenbanken



2. Changing your Access-PIN to your personal PIN

First enter your initial Access-PIN that the bank sent you via post in the field "Aktuelle PIN". Then enter a new personal PIN and confirm that PIN in the field "Wiederholung neue PIN". After completing press the button "Eingaben prüfen".

Important: The new PIN you will have to enter every time you login to your online banking on your browser and on your mobile version if you do not have it saved there.

You will receive a confirmation in your "VR-SecureGo plus" app.

3. Repeat the login

In the next step the system will ask you to repeat your login. Enter your VR-NetKey and your new personal PIN.

PIN-Änderung
← **Überprüfen**

Ihre Eingabe

Aktuelle PIN
●●●●●●●●

Gewünschte neue PIN
●●●●●●●●

Wiederholung neue PIN
●●●●●●●●

Sicherheitsabfrage

Bitte unbedingt Auftrags-Daten abgleichen ⓘ

Sicherheitsverfahren
Sm@rt-TAN photo

Bitte geben Sie die auf Ihrem TAN-Generator angezeigte TAN ein.

TAN
TAN erforderlich.

Anleitung ☰

← PIN ändern →

Volksbank Niederrhein eG

Sicherheit

Volksbank Hochrhein

PIN-Änderung erfolgreich.

Sie haben Ihre PIN erfolgreich geändert. Aus Sicherheitsgründen ist nun eine erneute Anmeldung erforderlich.

Verwendete TAN: 956027

Erneut anmelden