

Initial login in Online-banking with the VR-SecureGo app

1. Initialisation of the "VR-SecureGo App" with a new VR-NetKey

This is your starting point

You have already signed your online banking contract and in future wish to use the Push-TAN process „VR-SecureGo“. Before you can complete the initialisation (PIN allocation) in the online-banking, a one-off registration in the „VR-SecureGo app“ is necessary.

You have the following:

- VR-NetKey
- Smartphone or a tablet with access to the internet

Follow the instructions below.

Installation of the VR-SecureGo app on your smartphone

(If you already have the app, then continue to step c.)

- a. Open the AppStore or the GooglePlay store (depending on your operating system)
- b. Download the "VR-SecureGo app"

Download for Android



Download for iOS



Register on the VR-SecureGo app

- c. Open the VR-SecureGo app and enter 68492200 as bank identification code (BIC) and your VR-NetKey. (In case you already use the app for a different bank identification, then go to the Service Menu and click on the following tabs „Einstellungen → Bankverbindung hinzufügen“.)
- d. After logging in you will set a personal password for the app: (This step can be ignored if you already use the app for a different bank identification.)

Minimum requirements for the password are:

- minimum one upper case
- minimum one lower case
- minimum one digit
- password length between 8 and 20 symbols

Attention: please remember your password or store it safely!

- e. Confirm the registration by clicking the button „App registrieren“. Within about **3 working days** you will **automatically** receive an activation code via post.

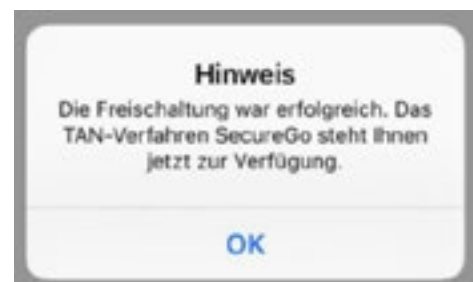
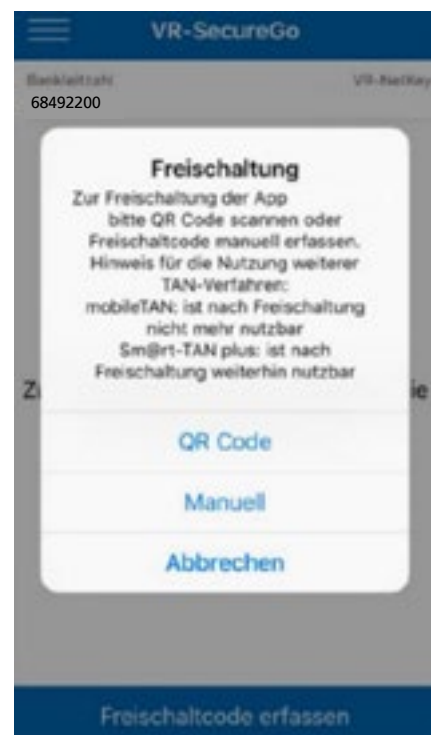


Continue as follows once the activation code has arrived by post:

Activation of the „VR-SecureGo app“

- f. Open the VR-SecureGo app on your smartphone or tablet and login with your password that you set in step d.
- g. Activate the app with the activation code that you received.
- **Scan**
In the letter that you received there is a QR-code.
On your smartphone please click on the tab “Scannen” and hold your camera over the QR-code.
 - **or**
 - **Manuel entry**
Click on “Manuell” on your smartphone and enter the activation code provided in the letter.
- h. After successful activation you will receive a confirmation.
Click on „OK“ and you will be redirected to the home screen of the app.
→ „VR-SecureGo“ is activated!

Tip: In the Service Menu of the app (under „Einstellungen“) you can activate Face or Fingerprint ID (if your smartphone or tablet supports this feature) to simplify the login process.



Important Notice

With the VR-SecureGo procedure you will receive a TAN in the „VR-SecureGo app“ on your smartphone or tablet, for the approval of a transaction made in the online-banking app. For your safety each TAN is only valid for a specific transaction, for a limited time period and is encrypted.

The „VR-SecureGo App“ is linked to your VR-NetKey and can only be installed on one device. A change of device can be made at any time.

Further information can be found on our Homepage in the Section „Banking/Online-Banking für Privatkunden“.

2. Initial login in Online-Banking with the „VR-SecureGo app“

This is your starting point

You have activated the VR-SecureGo procedure on your smartphone or tablet.

You have the following things at hand:

- VR-NetKey
- A smartphone or tablet with the activated „VR-SecureGo app“
- The Initial-Access-PIN (for Online-Banking) sent to you by the bank
- A computer, smartphone or tablet with internet access

Follow these instructions.

Initial login in Online-Banking

Via our Homepage

- Open our homepage www.volksbank-hochrhein.de and click on „Login Online-Banking“ and then click on the link „eBanking PrivateEdition“.
- Enter your VR-NetKey and the Initial-Access-PIN that you received from the bank into the intended fields and click on „Anmelden“.



or

Via the VR-BankingApp

If you want to complete the initial login with the VR-Banking app, then download the app on the App Store/Google Play Store and follow the setup. Then continue with step c. of this guide.

Changing your Access-Access-PIN to your personal PIN

- Now you will be asked to change your Initial-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 the button „Eingaben prüfen“.

2. Initial login in Online-Banking with the „VR-SecureGo app“

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- e. To successfully change your PIN you will receive a TAN in the „VR-SecureGo app“. Enter the supplied TAN in the intended field and confirm it with „OK“.
- f. After repeating the login with the new PIN the Online-Banking will be available for you.
(not necessary at the VR-BankingApp)

