

# Initial login in online-banking TAN-generation with a TAN-generator (Sm@rt-TAN photo)

## Initial login in online-banking with Sm@rt-TAN photo

### This is your starting point


You have already signed the online-banking-contract and in future you would like use the Sm@rt-TAN photo.

You have the following:

- VR-NetKey
- The Initial-login-PIN sent to you by the bank
- TAN reader for Sm@rt-TAN photo
- Computer, Smartphone or a tablet with internet access
- A girocard (bankcard), that has been activated for SM@rt-TAN photo

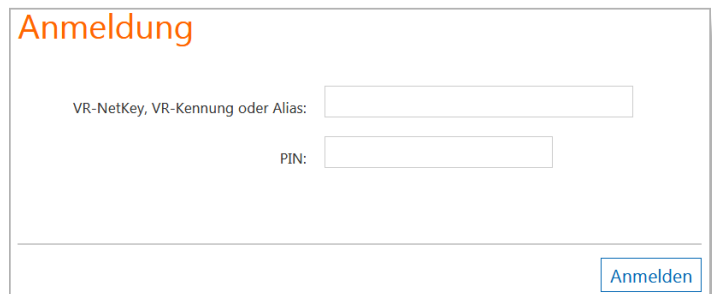
Now just follow our instructions.

 Login Online-Banking

 eBanking Private Edition

### Login to online-banking

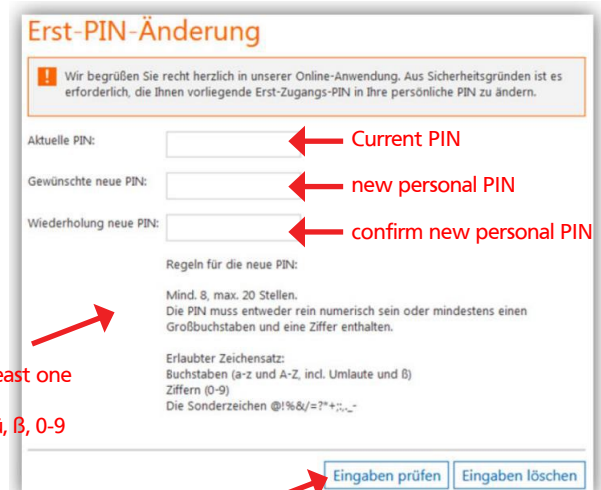
1. Go to our homepage [www.volksbank-hochrhein.de](http://www.volksbank-hochrhein.de) and select „eBanking PrivateEdition“.
2. Enter your VR-NetKey and the Initial-login-PIN sent to you in the fields provided and select „Anmelden“.



### Änderung Ihrer Erst-Zugangs-PIN in Ihre persönliche PIN

3. First enter the Initial-login-PIN sent to you by post in the field „Aktuelle PIN“.
4. Now you can enter a new PIN in the field „Gewünschte neue PIN“ and confirm the PIN in the next field „Wiederholung neue PIN“.
5. After successful entry select „Eingaben prüfen“.

Welcome to our online banking. For security measures you are asked to change your Initial-Login-PIN to a personal PIN.



Formal requirements for the new PIN are:

- A minimum of 8 and maximal 20 characters.
- The PIN must either contain only numbers or at least one capital letter and one digit.
- Only these characters are allowed (a-z, A-Z, ö, ä, ü, ß, 0-9 and special characters (@ !% & / - ? \* + ; : \_)).

Check entry

Current PIN

## Confirming the PIN change using the Sm@rt-TAN photo

6. Insert your girocard (bankcard) into the card reader and press the button „Scan“. Now point the card reader to the computer screen and scan the QR-Code.
7. Now follow the instructions on the display. Once the TAN has successfully been synced, the display of the TAN reader will automatically change to „Service Funktionen“. Please confirm this with „OK“ on the TAN reader. After confirming the TAN reader will have a TAN ready for you. Enter the TAN in to the correct field and confirm with „OK“.
8. After repeated login with your new PIN the online banking will be available for you.
9. Tip: In the service menu under “My eBanking” you can set the Sm@rt-TAN photo as your standard TAN-procedure. Setting your standard TAN-procedure needs to only be done once.

Erst-PIN-Änderung

Aktuelle PIN: ..... Current PIN

Gewünschte neue PIN: ..... new personal PIN

Wiederholung neue PIN: ..... confirm new personal PIN

TAN-Eingabe durch Farbcode-Erkennung (Sm@rt-TAN photo)

1. Stecken Sie Ihre Chipkarte in den TAN-Generator und drücken "Scan".
2. Halten Sie den TAN-Generator so vor die Farbcode-Grafik, dass der Farbcode in der Anzeige vollständig angezeigt wird.
3. Prüfen Sie die Anzeige auf dem Leserdisplay und drücken "OK".
4. Bitte beachten: Überprüfen Sie die Anzeige des TAN-Generators immer anhand der Original-Transaktions-Daten - z.B. einer Rechnung.

TAN-Eingabe durch optische Erkennung (animierte Grafik)

TAN-Eingabe durch manuelle Erfassung

Bitte geben Sie die auf Ihrem TAN-Generator angezeigte TAN ein:  OK

Please enter the TAN shown on the TAN generator and click on „OK“.

1. Put your card with the chip in the TAN generator and press “Scan”.
2. Hold the TAN generator in front of the colour code so that the colour code is completely shown in the display.
3. Check the details on the display and press “OK”.
4. Please note: Check the data on the TAN generator against the original transaction data.

## Important information

For your safety please check the data for every transaction that the TAN-generator shows you.

- The first information for a transaction that appears on the TAN-generator is „Überweisung SEPA/EU“  
→ Confirm this with „OK“.
- After that the IBAN of the receiver is shown. Because the IBAN is too long for the display it will be shown in two parts. First you will see the country code, the check digit and the bank code.  
→ Confirm this with „OK“.
- The second part will be the account number. Please confirm this with “OK” too.
- Finally the TAN will be generated and shown.

In case something should not be correct then do not enter the TAN and cancel the transaction! Further information you can be found on our homepage under “Banking/Online-Banking”.