

## SecureGo procedure Login

### „VR-SecureGo“ app

With the VR-SecureGo procedure you receive a TAN in the „VR-SecureGo“ app on your smartphone or tablet. This TAN activates your transaction. For your safety every TAN is linked to a specific transaction, has a time limit and is encrypted. With the „VRSecureGo“ app you can also complete your initial login to the Online-Banking. The „VR-SecureGo“ app is linked to a VR-NetKey and can only be used on one device. A change in device is always possible.

### This is how you login to „SecureGo“

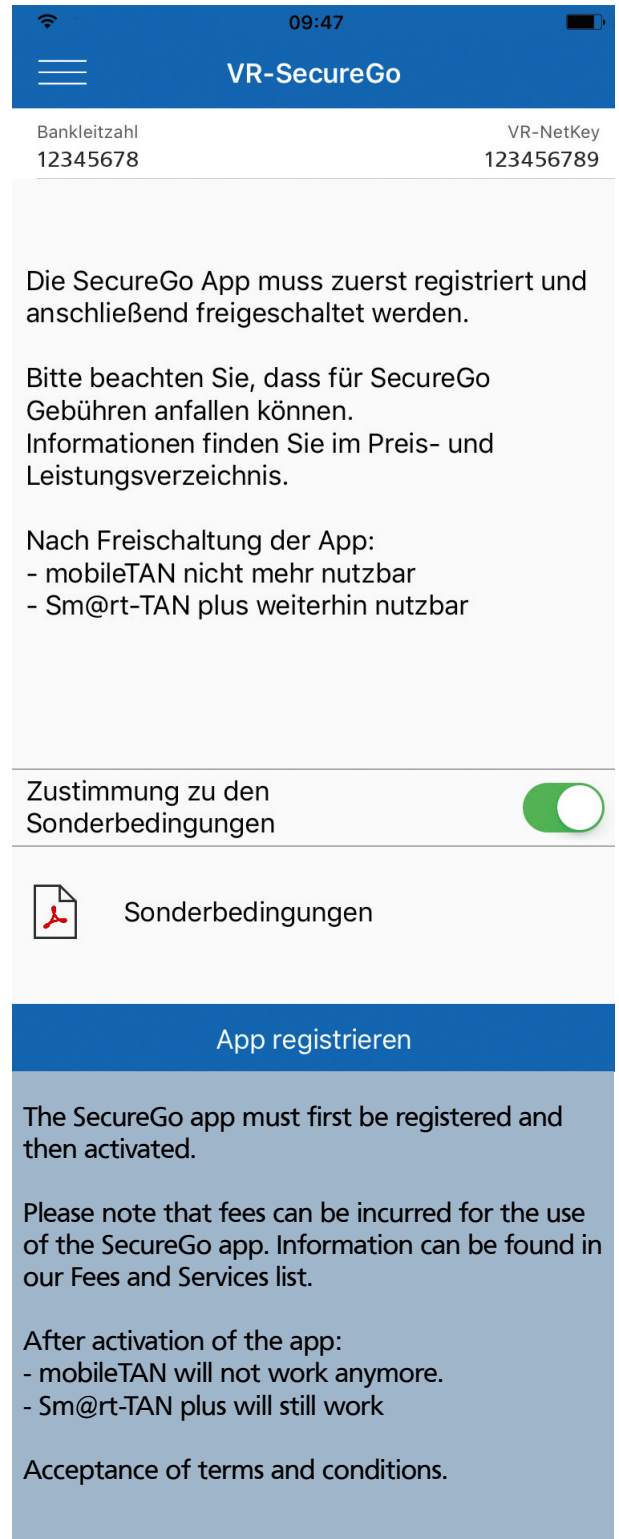
Open your AppStore and scan one of the following QR-codes. Now download the „VR-SecureGo“ app.



QR-Code Android



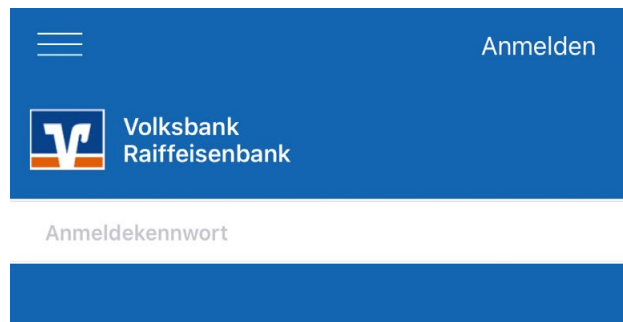
QR-Code iOS



The screenshot shows the VR-SecureGo app interface. At the top, it displays the time 09:47 and the app name. Below the header, there are two fields: 'Bankleitzahl 12345678' and 'VR-NetKey 123456789'. The main content area contains the following text: 'Die SecureGo App muss zuerst registriert und anschließend freigeschaltet werden.' followed by 'Bitte beachten Sie, dass für SecureGo Gebühren anfallen können. Informationen finden Sie im Preis- und Leistungsverzeichnis.' Below this, it states 'Nach Freischaltung der App:' with a list: '- mobileTAN nicht mehr nutzbar' and '- Sm@rt-TAN plus weiterhin nutzbar'. A toggle switch for 'Zustimmung zu den Sonderbedingungen' is turned on. Below the toggle is a document icon and the text 'Sonderbedingungen'. At the bottom, there is a blue button labeled 'App registrieren'. The bottom section of the screenshot is a light blue overlay with the same text as the main content area.

## After installing the app on your device you will have to register the app

- Open the app and login with your VR-NetKey and the bank identification code. Set a login password for the VR-SecureGo app. This login password will be required for every future login in the VR-SecureGo app.



- Register the app. Accept our terms and conditions and click on "App registrieren". By doing this we will automatically send you the activation code via post. You will need this code to activate the VR-SecureGo app.

## Once you have received the activation code via post then follow these steps

- Login in the VR-SecureGo app with your password. Then click on "Freischaltcode erfassen" and enter the activation code manually or scan the QR-code.
- After successful activation you will receive a notification in the VR-SecureGo app.
- From now on you can use the VR-SecureGo app.
- Changing the initial-PIN: Open our Homepage. Login into the online-banking with your VR-NetKey and your initial-PIN. The initial-PIN you have received via post.

You will be asked to change your initial-PIN. Please enter a new PIN. To complete the change in PIN, you will receive a TAN in the VR-SecureGo app. Enter the TAN in the correct field and after confirmation you will be able to use the online-banking.

## Safety warning

Be suspicious if you have to enter more data than usual. Never trust internet links from unknown sources, regardless of whether it's on your PC, tablet or smartphone. Also carefully check what you download on your smartphone or tablet.

## 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

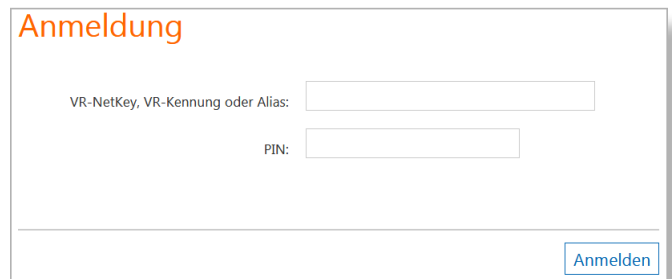
#### Via our Homepage

- Open our homepage [www.volksbank-hochrhein.de](http://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



The screenshot shows a login form with the title "Anmeldung". It contains two input fields: "VR-NetKey, VR-Kennung oder Alias:" and "PIN:". Below the fields is a blue button labeled "Anmelden".

#### 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“.



The screenshot shows a form titled "Erst-PIN-Änderung". It contains three input fields: "Aktuelle PIN:", "Gewünschte neue PIN:", and "Wiederholung neue PIN:". Below the fields are instructions for the new PIN: "Regeln für die neue PIN: Mind. 8, max. 20 Stellen. Die PIN muss entweder rein numerisch sein oder mindestens einen Großbuchstaben und eine Ziffer enthalten. Erlaubter Zeichensatz: Buchstaben (a-z und A-Z, incl. Umlaute und ß) Ziffern (0-9) Die Sonderzeichen @!%&/=?\*+;:~\_-". At the bottom are two buttons: "Eingaben prüfen" and "Eingaben löschen".

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

(Continued)

- 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)

**Erst-PIN-Änderung**

Aktuelle PIN:

Gewünschte neue PIN:

Wiederholung neue PIN:

Die SecureGo-TAN wurde an "Apple iPhone6,2" um 14:21:37 Uhr bereitgestellt.  
Bitte geben Sie diese TAN ein:

