



Instructions.

New procedure for accessing db Corporate Banking online banking.

The security standard which meets PSD2 directive.

Change your access credentials in a few simple steps.

Changing them immediately is essential for ensuring the highest level of protection and transparency.

Before beginning, please make sure you have:

- ✓ Your current access credentials (Company, User Code, Password)
- ✓ A computer/tablet with internet connection
- ✓ A smartphone with internet connection
- ✓ The current Hard Token, if available. If it is not, to complete the process you will need to await the approval from a colleague who has already activated the new Soft Token (App) or the Hard Token

Access

Token choice

Activation

1 | Access page

Visit the page of the online banking service for db Corporate Banking and select "No, I have not" to begin the process to change your credentials.

Do you already have the new credentials?

No, I have not →

Yes, I have →

Choose «Yes, I have» if you have already activated the new access mode with email and password.

If you are a new customer make your [first access](#) →

Login

COMPANY

USER CODE

PASSWORD

Login

2 | Entering access credentials

Enter your current access credentials:

- Company
- User Code
- Password



Access

Token choice

Activation

3 | Identification

Enter the personal information (name, surname, date of birth, sex and tax ID).

Please insert your personal information

Keep your personal information always up to date, in order to increase your account security. If you need support, please call the Contact Center.

Name Surname

Your birthdate  Gender M F

Tax ID Please fill with your fiscal code.

Important!

Strengthen the security of your online banking



Activate the soft token: DB Secure Authenticator App

You can download the App on your smartphone now or later

Activate the app of your Soft Token on your smartphone is simple. You can do it in a few steps.

[Proceed →](#)

A

I'll do later

You can skip this operation until September 14th. After this date you must make your choice.

[Skip for now →](#)

B



If you don't want the Soft Token, [click here →](#)

C

4 | Token Choice

To change your credentials, you must first **select the new token**: only one per user may be chosen.

A Soft Token

The Soft Token is a **free application** for smartphone, **DB Secure Authenticator**.

You can choose whether to download it now or at a later time.

To continue, please tick the "Proceed" box.

B I'll do it later

If you wish to change your credentials later, please tick the "Skip for now" box: you will be returned to the screen for entering your old access credentials.

NB: only a limited amount of time is given to complete the task.

The last date for generating the new credentials is indicated on db Corporate Banking.

C Hard Token

Alternatively, you can opt for the Hard Token at a cost of €30.

It is a portable electronic device, and will be delivered to the address of the company's head offices. It is estimated that delivery will take between 2 and 16 weeks.

To activate, select "If you don't want the Soft Token, click here" then continue reading on page 6.



5 | Access data

If you have chosen to begin activating the Soft Token, the process involves the following steps:

- 1) confirming the **email address**
- 2) choosing a **new password** and a **secret question**
- 3) generating an **Authorization Code** using the token currently in use

If you still don't have a token, to ultimate the process you must wait the approval of your colleague who has already activated his new Soft Token (App) or the Hard Token.

Once these steps have been completed, select "Confirm and proceed".

1. Please check your personal data.

Confirm or update your email address and telephone number.

@ Email address

mario.rossi@gmail.com

Edit

Phone number

*****435

If you need to update your telephone number, please call the Contact Center: 02.6995.3333

2. Please choose a new password and set a new secret answer.

You will use this instead of the Client Code from the next access. You'll be able to change again the password anytime from your account setting area.

New password

New Password

Choose a new password. It must contain at least a number a special char and an uppercase letter.

MIN. 8 CHARACTERS

Repeat Password

Insert again your new password.

Secret question

Security question

Choose a question. This will be used for identity check if you need to recovery your credentials.

Security answer

Provide an answer you only know.

3. Please insert the Authorization Code of your current token

To enroll your soft token, you need the Registration ID. Please generate an Authorization Code with your current Token and enter it in the field below to get it.

Authorization Code

If you have trouble with your current Token, please call the Contact Center: 02.6995.3333.

Confirm and proceed →

Activate your DB Secure Authenticator App

Your Registration ID is: 89b74S2e

We sent it also at your email address: m*****@gmail.com.

[Download the DB Secure Authenticator app](#)

Download the DB Secure Authenticator App and activate with the Registration ID.



Once you have activated the application you will be able to login with your new credentials.

Have you completed the Secure Authenticator App activation? Login with your new credentials.

Proceed →

6 | Registration ID

The **Registration ID** (in green) will be automatically generated. This Code will be requested at a subsequent stage of the activation process and will also be sent to the email address indicated in step 5.

If you have not already done it, now is the time to download the "DB Secure Authenticator" app into your smartphone without closing the online banking page.

The next steps will be on the app itself. Once you have finished activating the app, click on "Proceed" on this screen, then continue the process to change your credentials by following step 11 of the instructions.



Access

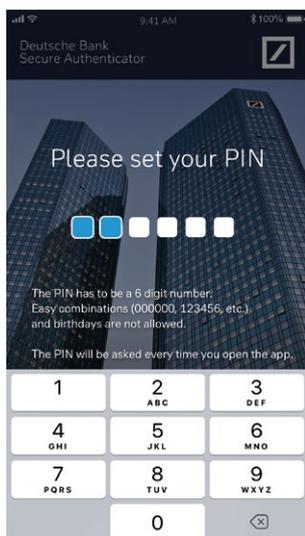
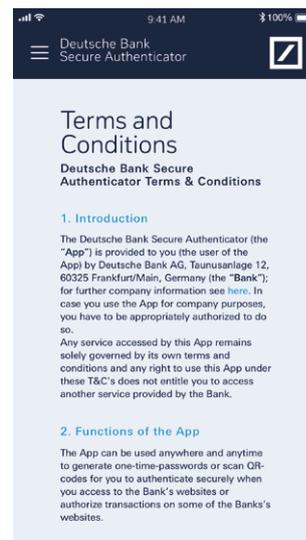
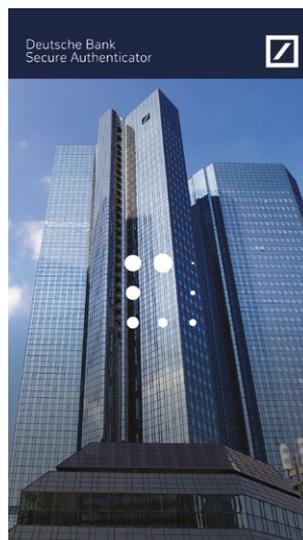
Token choice

Activation > Soft Token

7 | Accessing the DB Secure Authenticator Application



Once the App is open, choose the language and accept the personal data processing policy.



8 | Choosing the PIN



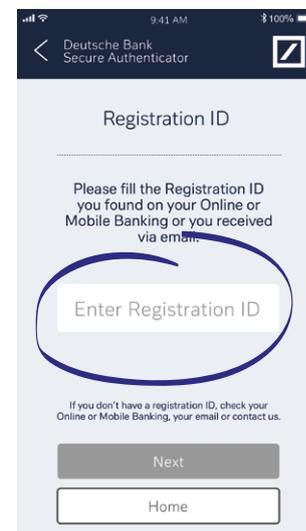
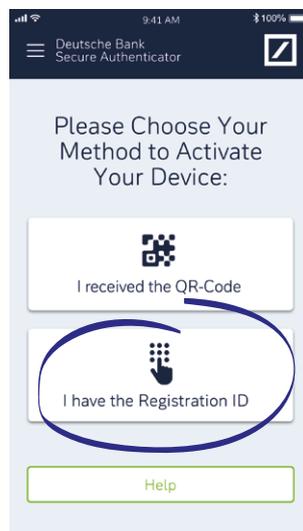
Create your **6-digit PIN** (simple combinations such as 111111, 123456 will not be considered valid).

The PIN will be requested each time you open the application. Alternatively, biometric identification (e.g. Face ID, Touch ID) can be set.

9 | Activation



Select "I have the Registration ID" and **enter the code** previously shown on db Corporate Banking online banking which was also received on the email given.

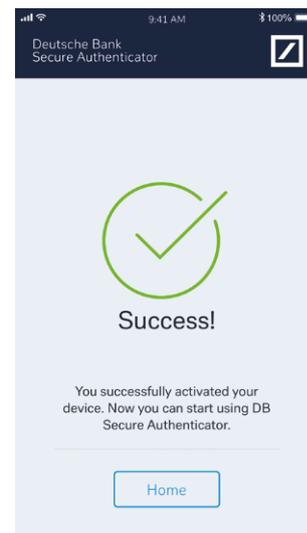
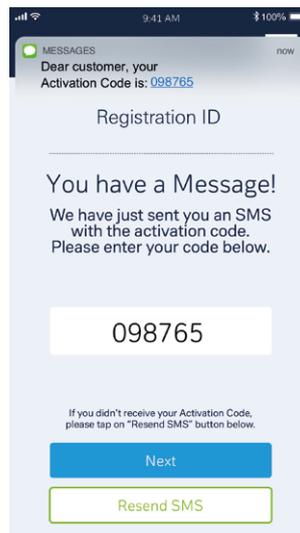




10 | Confirmation SMS



An **SMS containing a code** to be entered in the appropriate space in the App will be sent to the number indicated during registration. Please now select "Next".
 If you have any problems with receiving the SMS, select "Resend SMS" to receive a new code.



Now you can login with your new credentials and DB Secure Authenticator App

Username	m*****j@gmail.com	<small>Your email address.</small>
Password	*****	<small>The password you've chosen.</small>
Secure App	iPhone 8	<small>Your just activated app.</small>

Please take note of your Recovery ID.

This code will be useful in case of problems with your Online or Mobile Banking account. Please keep it in a safe place, where you can easily find it in case of need.

Here is your Recovery ID: yr475y39tu48

I've understood and stored my Recovery ID in a safe place.* * Mandatory fields

11 | Recovery ID

Once you have completed the procedure on the application, you should return to the online banking.

A screen summarising the credentials (username and password) will now be available along with the **Recovery ID which must be kept in a safe place**: it will be needed if any issues should arise with your account.

Tick the box "I've understood and stored my Recovery ID in a safe place".

Select "Login" to proceed with the login.

It is important to store the Recovery ID in a safe place!

12 | db Corporate Banking

Welcome to db Corporate Banking online banking: you can now access your account by entering your **new credentials**.

From now on, you can access both your personal account and the corporate account using the same online banking credentials.

Well done! The procedure is complete!

Login

[Forgot your password?](#)

Remember my email address

If you chose the Hard Token



Access

Token choice

Activation > Hard Token

4 | Delivery details and account for charging

If you chose the Hard Token, it will be delivered to the address of the company. As a result, it is important to **check the address** entered in the online banking system is correct and to **tick the two boxes** regarding delivery costs and times.

Select "Confirm and proceed".

The following steps can only be made once the new Hard Token has been received. Meanwhile, it is possible to proceed to the online banking clicking on "No, I have not" on the login page.

You've chosen the Hard Token

It will be delivered at your address within 10 working days.

Consider to get a Mobile Token instead. It is free!

[I choose the Soft Token](#)



Please check your shipping address and confirm your choice:

* Mandatory fields

I'm aware that the hard token has an activation cost of 30€ *

I'm aware that the hard token shipping could take 10 working days *

To: Lorem Ipsum SpA
For the attention of: Mario Rossi
Address: Viale Europa, 26
ZIP Code: 00144
City: Roma
Province: RM

If some data is wrong please ask our Contact Center for support.

Choose the account to be charged for the Hard Token

Company Account - 000900001234571236

[Back to token selection](#)

[Confirm and proceed](#)

2. Please choose a new password and set a new secret answer.

You will use this instead of the Client Code from the next access.
You'll be able to change again the password anytime from your account setting area.

New password

New Password



Choose a new password. It must contain at least a number a special char and an uppercase letter.

MIN. 8 CHARACTERS

Repeat Password

Insert again your new password.

Secret question

Security question



Choose a question. This will be used for identity check if you need to recovery your credentials.

Security answer



Provide an answer you only know.

[Confirm and proceed](#)

You can skip this operation until 14/09/2019. After this date you must activate the new app.

[Skip for now](#)

5 | Personal information and security

If you have chosen to begin activating the Hard Token, the process involves the following steps:

- 1) confirming the **email address**
- 2) choosing a **new password** and a **secret question**
- 3) generating an **Authorization Code** using the token currently in use

Once these steps have been completed, select "Confirm and proceed".



6 | Activating the Hard Token

- A** Check the inbox of the **email** address provided and scan the **QR code** received.
- B** Create a new **personal 6-digit PIN** on the new Hard Token (simple combinations such as 111111, 123456, will not be valid).
- C** Enter the **Authorization Code** displayed on the screen of the new Hard Token in the indicated box.

1. Check your email **A**

We have just sent you an email.
Please use your Hard Token to scan the QR Code you will see in the email you just received, in order to generate an Authorization Code. To activate the scan mode, simply turn on the device using the central red button.

2. Choose a Personal PIN **B**

Create a six-digit PIN and confirm it in your new Hard Token. The PIN you choose will be requested each time the Hard Token is used.

3. Insert the Authorization Code

Enter the Authorization Code generated by your new Hard Token in the field below.

Authorization Code **C**

Submit →



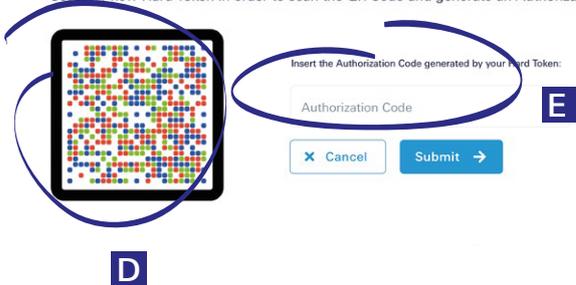
7 | Activating the Hard Token

To complete activation of the Hard Token is necessary to:

- D** Scan the **QR Code** displayed on the PC using the new Hard Token.
- E** Enter the **Authorization Code** which appears on the screen of the Hard Token into the relevant field of the online banking page.

Scan the QR Code

Use your new Hard Token in order to scan the QR Code and generate an Authorization Code.



8 | Confirm activation

The Hard Token has now been activated. Make a note of the **Recovery ID**: it will be needed if any issues should arise with your account.

Tick the box "I understood and stored my Recovery ID in a safe place".

Select "Enter" to proceed with the login.

It is important to store the Recovery ID in a safe place!

✓ Now you can login with your new credentials and your Hard Token.

@ Username	m*****@gmail.com	Your email address.
🔑 Password	*****	The password you've chosen.
📱 Hard Token	DP 770R	Your just activated token.

Please take note of your Recovery ID.

This code will be useful in case of problems with your Online or Mobile Banking account.
Please keep it in a safe place, where you can easily find it in case of need.

Here is your Recovery ID: **yr475y39tu48** Copy

I've understood and stored my Recovery ID in a safe place.* * Mandatory field

Login →



Access

Token choice

Activation > Hard Token

9 | db Corporate Banking

Welcome to db Corporate Banking: you can now access your account by entering your **new credentials**.

From now on, you can access both to your personal account and the corporate account using the same online banking credentials.

Login

Email 

Insert your password 

> [Forgot your password?](#)

Remember my email address

Login

Well done! The procedure is complete!

For more information contact the helpdesk or visit the website
<https://www.deutsche-bank.it/psd2-modifica-accesso-dbcorporatebanking.html>

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