



## Instructions

### New procedure for accessing db Interactive 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.

**i** Before beginning, please ensure you have:

- ✓ Your current access credentials (Client number, Client Code and PIN)
- ✓ A computer/tablet with the Internet connection\*
- ✓ A smartphone with the Internet connection
- ✓ The current Hard Token, if available

#### Access

#### Token choice

#### Activation

### 1 | Access page

Visit the page of the online banking service for db Interactive and select "No, I have not" to start the process for changing your credentials.

Have you already changed login 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

Client Number

7654321



Client Code

\*\*\*\*\*



5 3 8 2 4  
0 9 1 7 6

PIN

\*\*\*\*\*



Login

### 2 | Entering access credentials

Enter your current access credentials:

- Client Number
- Client Code
- PIN

\*Credentials can also be changed using only the tablet or smartphone via "La Mia Banca" app.



### 3 | 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 in the process.

To continue, please select the "Proceed" button.

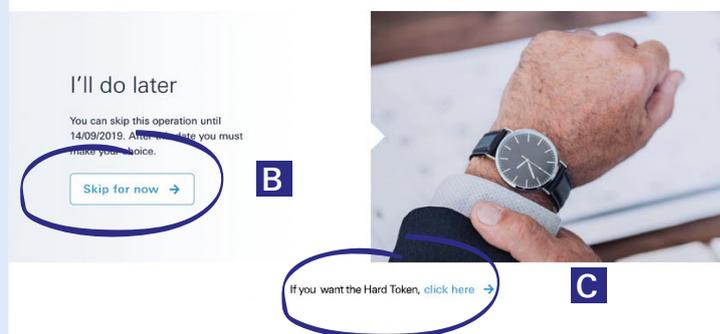
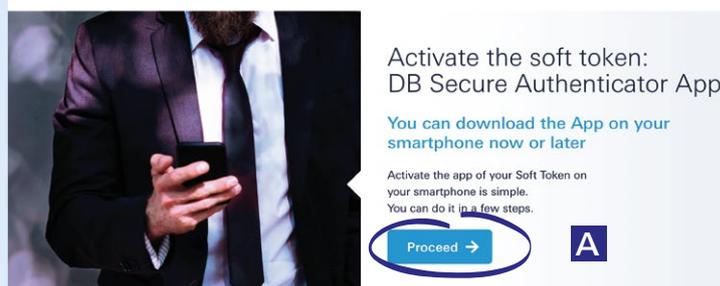
#### B I'll do it later

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**: a limited amount of time is available to complete the task. The last date for generating the new credentials is indicated on db Interactive.

#### 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 your home address. It is estimated that delivery will take between 2 and 16 weeks. To activate, select "If you want the Hard Token, click here" then continue reading on page 6.



\* If the credentials are edited through the "La Mia Banca" app, you cannot choose the Hard Token.



## 4 | Access data

If you have chosen to begin the process of activating the Soft Token, it will involve 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 (receiving the SMS or generating with 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 8995.9555

### 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.

**New 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.

If you have a Soft Token, [send SMS](#) →

Authorization Code  If you have trouble with your current Token, please call the Contact Center: 02 8995.9555.

[Confirm and proceed](#) →

Activate your DB Secure Authenticator App



 Your Registration ID is: **098765**

We sent it also at your email address: m\*\*\*\*\*i@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 DB Secure Authenticator App activation? [Login with your new credentials.](#)

[Proceed](#) →

## 5 | Registration ID

The **Registration ID** (in green) will automatically be generated. This Code will be required at a subsequent stage of the activation process. This code will also be sent to the email address indicated in step 4.

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

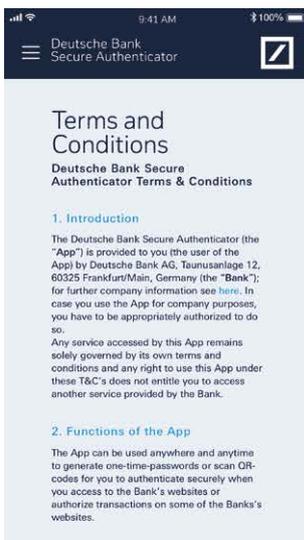
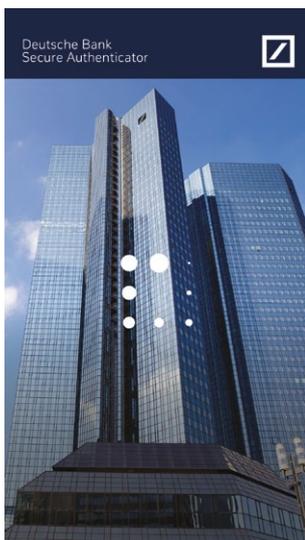
The next steps will be on the App itself. Once you have finished activating the App, click "Proceed" on this screen, then continue the process to change your credentials following step 10 of the instructions.



Access

Token choice

Activation > Soft Token



## 6 | Accessing the DB Secure Authenticator



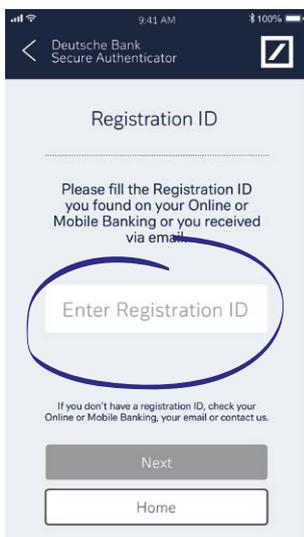
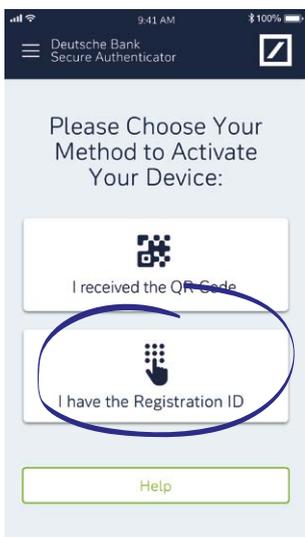
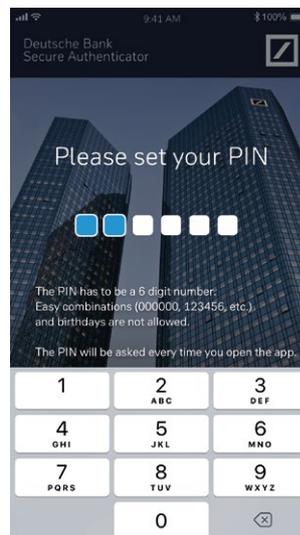
Once the app is open, choose the language and accept the personal data processing policy.

## 7 | 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.



## 8 | Activation



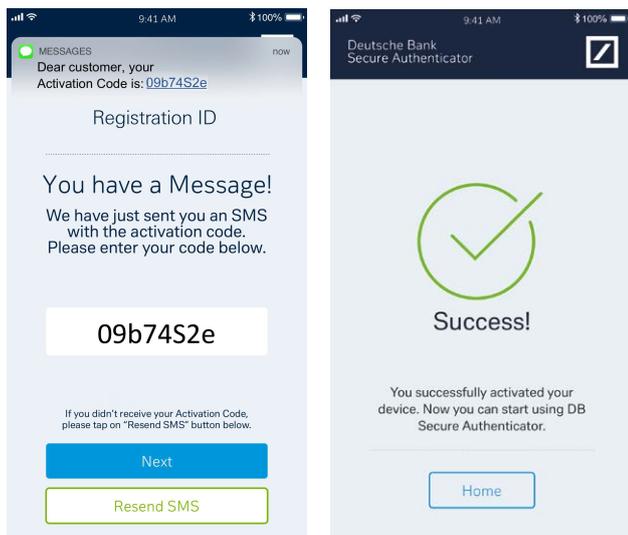
Select "I have the Registration ID" and **enter the code** previously shown on db Interactive online banking which was also received at the email address given.



Access

Token choice

Activation > Soft Token



## 9 | Confirmation SMS



An **SMS containing a code** to be entered in the appropriate space in the App will be sent to the number submitted during registration. Please now select "Next".

If you have any problems with receiving the SMS, select "Resend SMS" to receive a new code.

## 10 | Recovery ID

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

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

Tick the box "I understood and I 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!*

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

Username	m*****j@gmail.com	<small>Your email address.</small>
Password	*****	<small>The password you've chosen.</small>
Hard Token	DP 770R	<small>Your just activated token.</small>

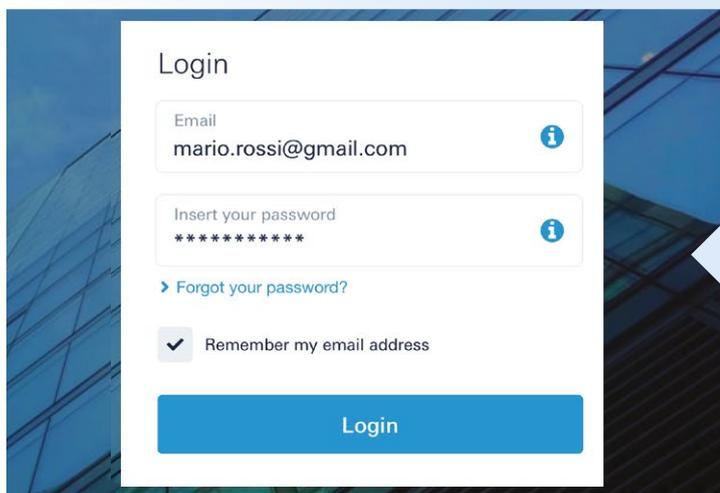
Please take note of your Recovery ID.

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 Copy

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

Login →



## 11 | db Interactive

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

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

*Well done! The procedure is complete!*

# If you opted for 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 home address given. As a result, it is important to:

- A** Tick the box "I'm aware that the Hard Token has an activation cost of 30€".
- B** Check to ensure the **personal details** in the online banking are correct.
- C** Select the **current account** which the cost of the Hard Token will be charged to.
- D** **Generate an Authorization Code** with the token currently being used (via SMS or generated with the Hard Token) and enter it in the appropriate space.
- E** Select "Confirm and proceed".

The subsequent steps can only be completed 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.

**Please check your shipping address and confirm your choice:** \* Mandatory fields

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

I'm aware that the delivery will take place within an estimated time of 2 to 16 weeks \*

To: **Mario Rossi**

Address: **Viale Europa, 26** **B**

ZIP Code: **00144**

City: **Roma**

Province: **RM**

If some data are wrong please go to the branch to request the update.

**Choose the account to charge the Hard Token**

Family account - 000900001234571236 **C**

**Insert the Authorization Code of your current token**

If you have a Soft Token, send an SMS →

Authorization Code: **123456** **D**

**You will need your current Token later. Don't throw it away!**  
If you have problems with your Token call the Contact Center: 02.8995.5555.

**E**

## 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 MIN. 8 CHARACTERS

Repeat Password Insert again your new password.

**New 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.

If you have a Soft Token, send SMS →

Authorization Code If you have trouble with your current Token, please call the Contact Center: 02.8995.5555.

## 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 you complete these steps, select "Confirm and proceed".



## 6 | Activating the Hard Token

- A** Check the email address supplied and the **QR code** you have been received.
- B** Create a new **6-digit personal PIN** on the new Hard Token (simple combinations such as 111111, 123456 will not be considered valid).
- C** Enter the **Authorization Code** which appears on the screen of the new Hard Token into the appropriate field.

### 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**

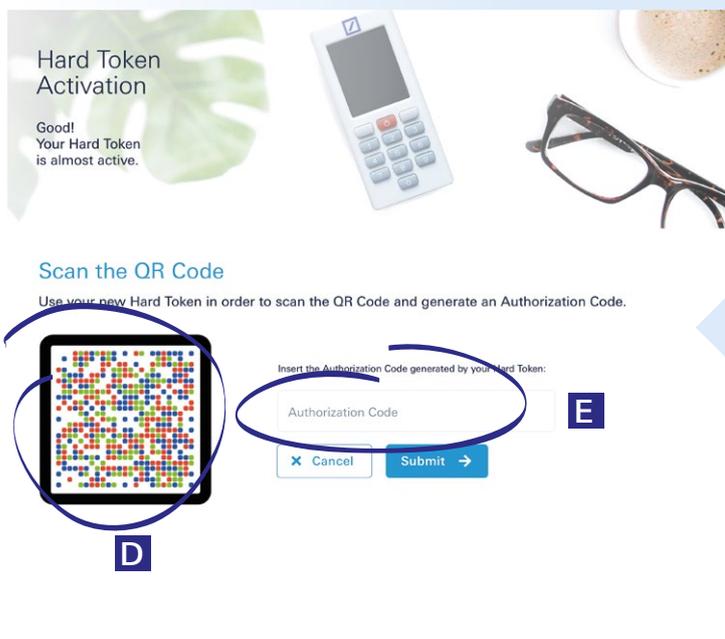
Create a six-digit PIN and confirm it in your new Hard Token. The PIN you choose will be requested each time the Hard Token is used.

### 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

In order to ultimate the activation of the Hard Token you need to:

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

## 8 | Confirm activation

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

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

Select "Login" to proceed with the login.

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

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

Username m\*\*\*\*\*i@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

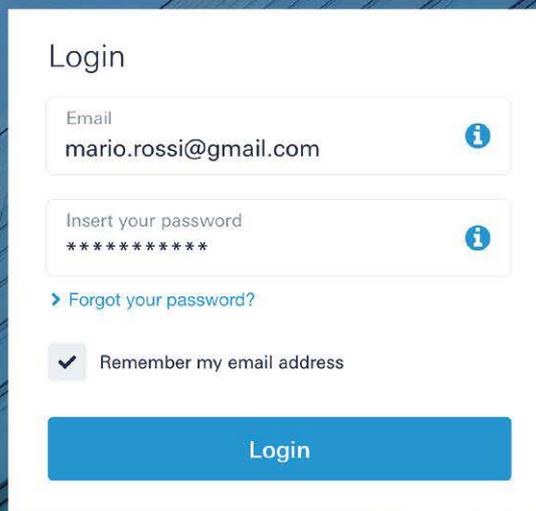
Login →



## 9 | db Interactive

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

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



The screenshot shows a login form titled "Login" with the following elements:

- An "Email" input field containing "mario.rossi@gmail.com" with an information icon on the right.
- An "Insert your password" input field containing "\*\*\*\*\*" with an information icon on the right.
- A link labeled "> Forgot your password?" below the password field.
- A checkbox labeled "Remember my email address" which is checked.
- A blue "Login" button at the bottom.

*Well done! The procedure is complete!*

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