



# **EBANKING: FLEXI TOKEN GUIDE**

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# INITIAL USE OF FLEXI TOKEN

## 1

### Turn on the Flexi Token

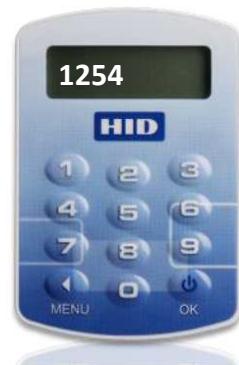
- Turn on the Flexi token by pressing "OK".



## 2

### Enter initial PIN code

- Enter the initial PIN code you received.
- Press "OK" to confirm.



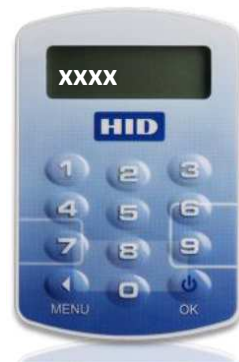
## 3

### Define your personal PIN code

- Define your personal PIN code that you will be asked to enter each time you use the Flexi Token.
- You will be asked to confirm this PIN code.

*NB. The choice of the new PIN code can not be a sequence of numbers (e.g. 1234).*

- Press "OK" to confirm the new PIN code.
- Le Flexi Token s'éteint automatiquement au bout de quelques secondes.
- The Flexi Token turns off automatically after a few seconds.



# STANDARD USE OF FLEXI TOKEN

1

## Turn on the Flexi token

- Turn on the Flexi Token by pressing "OK".
- The message "Ent Pin" is displayed.



2

## Enter personal PIN code

- Enter the personal PIN code you defined the first time you used the Flexi Token.
- The message "SEL APP" is displayed.



3

## Generate a random secure code

- Press **key 1** to generate a random secure code.
- The random secure code is displayed.



# INITIAL LOGIN WITH FLEXI TOKEN

The eBanking login page is accessible from the website of ONE swiss bank: [www.oneswissbank.com](http://www.oneswissbank.com)

## 1 eBanking login page

- Go to the eBanking login page.

## 2 eBanking Username and Password

- Enter the eBanking Username that has been provided to you (i.e. User ID indicated under the QR Code).
- Click on "Login".

## 3 Define your personal eBanking Password

- In the field "Old password": enter the password you were given.
- In the field "New password": enter your new personal password (**8 characters** including at least 1 letter and 1 number – no special characters).
- Confirm your new personal Password.
- Click on "Validate".

## 4 Enter the random secure code

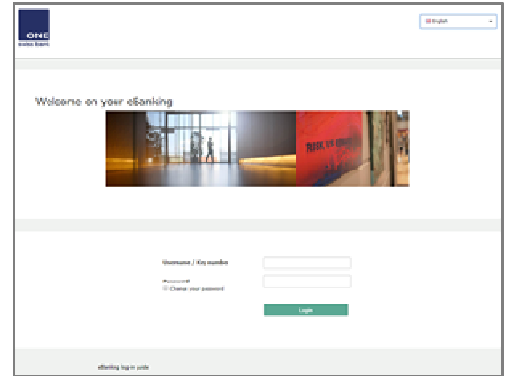
- Fill the random secure code generated by the Flexi Token in the field provided for this purpose.
- Click on "Validate".
- You will be automatically redirected to the eBanking home page.

# STANDARD LOGIN WITH FLEXI TOKEN

The eBanking login page is accessible from the website of ONE swiss bank: [www.oneswissbank.com](http://www.oneswissbank.com)

## 1 eBanking login page

- Go to the eBanking login page.



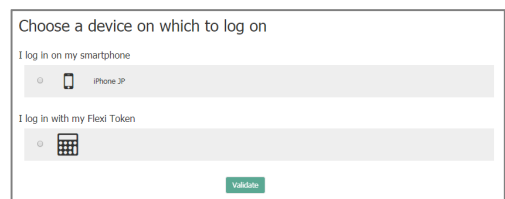
## 2 eBanking Username and Password

- Enter your eBanking Username.
- If you wish to change your personal Password, tick this box.
- Enter your eBanking Password.
- Click on "Login".



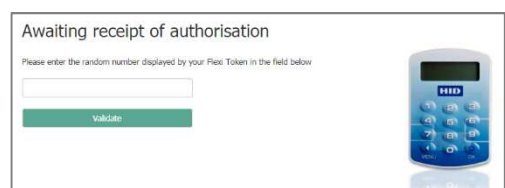
## 3 Choice of device for connection (optional)

- If you have registered several devices (smartphone / tablet / flexi token), select the one with which you want to do the authentication.
- Click on "Validate".



## 4 Enter the random secure code

- Fill the random secure code generated by the Flexi Token in the field provided for this purpose.
- Click on "Validate".
- You will be automatically redirected to the eBanking home page.



# FREQUENTLY ASKED QUESTIONS

- 1 **I forgot / lost my eBanking Username. What should I do?**
  - Please contact your Relationship Manager.
  - We will give you your eBanking Username. It remains unchanged.
  
- 2 **I forgot / lost my eBanking Password. What should I do?**
  - Please contact your Relationship Manager.
  - We will give you a temporary eBanking Password.
  - When you next log in, you will need to register a new personal Password (**8 characters**, including at least 1 letter and 1 number – no special characters).
  
- 3 **My access is blocked. What should I do?**
  - Same as **question 2**: "*I forgot / lost my eBanking Password ...*".
  
- 4 **My Flexi Token does not turn on or does not seem to work properly. What should I do?**
  - Please contact your Relationship Manager.
  - If possible, please send a picture illustrating the malfunction.
  - If the malfunction is proven, we will provide you with a new Flexi Token.

## ERROR MESSAGES

- 1 **"Forbidden Application"**
  - This error message may appear when your Internet browser's cache memory is full or when your Internet browser continues to use obsolete files stored in the browser cache memory.
  - Please clear the browsing history of your Internet browser and then log in again.
  
- 2 **"C10" or "C30"**
  - This error message appears if you enter an incorrect Username or Password on the eBanking login page.
  - Please login again, ensuring that you correctly fill in your Username and Password.
  
- 3 **"Technical Error"**
  - This message appears when you have entered a Password that does not meet the required criteria, when setting your personal eBanking Password.
  - Please set a personal Password consisting of **8 characters** (including at least 1 letter and 1 digit – no special characters).
  
- 4 **"Blocked account"**
  - This error message appears if you enter more than 3 times an incorrect eBanking Password.
  - Please contact your Relationship Manager.
  - We will give you a temporary eBanking Password.
  - When you next log in, you will need to register a new personal Password (**8 characters**, including at least 1 letter and 1 number – no special characters).