



NEW LOGIN METHOD: REGISTRATION GUIDE

This document is for customers who still use their RSA Key to connect to the eBanking.

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NEW LOGIN METHOD

Since 01-May-2019, a new simple and comfortable connection method is available to access the eBanking.

This new method aims to replace the **RSA Key** (*hard token*) with a mobile application (*soft token*) called **HID Approve**.

When you next log in, you will be guided through the different steps of the registration process.

WHAT CHANGES

- A new eBanking Username will be assigned to you.
- Your eBanking PIN will no longer be used.
- The *HID Approve* app will replace your RSA Key.
- A new eBanking login page is accessible from ONE swiss bank website: www.oneswissbank.com

WHAT DOES NOT CHANGE

- Your eBanking Password remains unchanged.

STEPS OF THE REGISTRATION PROCESS

- (i) Download the *HID Approve* app to your device.
- (ii) Pairing your device:
 - *Scan the QR Code displayed on the screen.*
 - *Set a personal code (6 digits) for the HID Approve app.*
 - *We give you a new eBanking Username.*
- (iii) Testing the connection with the new method:
 - *Open the new eBanking login page.*
 - *Fill in your new eBanking Username.*
 - *Fill in your usual eBanking Password.*
 - *You receive a HID Approve notification on the registered device.*
 - *Open the HID Approve app and fill in your HID Approve personal code.*
 - *Swipe (from left to right) to approve the authentication.*

NOTE

- **Once the registration process has begun, it must be completed without interruption.**
- Once the registration process has been finalized, the old connection method will no longer be valid, and you will be able to get rid of your RSA Key (hard token).

REGISTER YOUR DEVICE (1/2)

1 Start of the registration process for your device

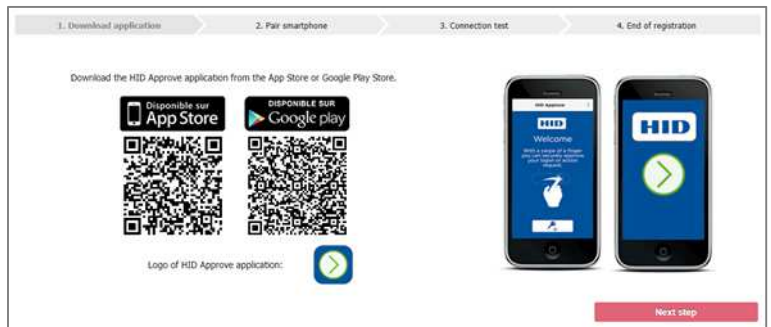
- Click on "I start recording with my smartphone".

NB. Once the registration process has begun, it must be completed without interruption.



2 Download the HID Approve application on your device (smartphone / tablet)

- Go to the Store of your device (Apple Store or Google Store) and download the HID Approve app.
- Once the download is completed, open the HID Approve app.

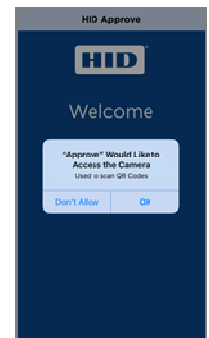
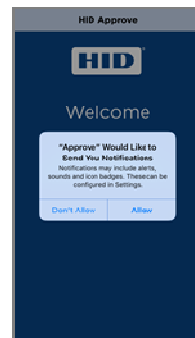
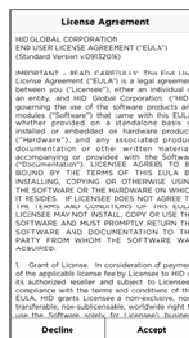


3 Validations related to the application functioning

For smooth operation of the HID Approve app, you must:

- Accept the license agreement.
- Allow the application to send you notifications.
- Allow the application to access your device's camera.

NB. Depending on the operating system of your device (iOS or Android), the order may be different than indicated above.



REGISTER YOUR DEVICE (2/2)

4 Scanning the QR Code and setting your personal code

The QR Code (single use) allows you to register your smartphone / tablet:

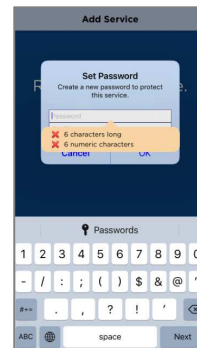
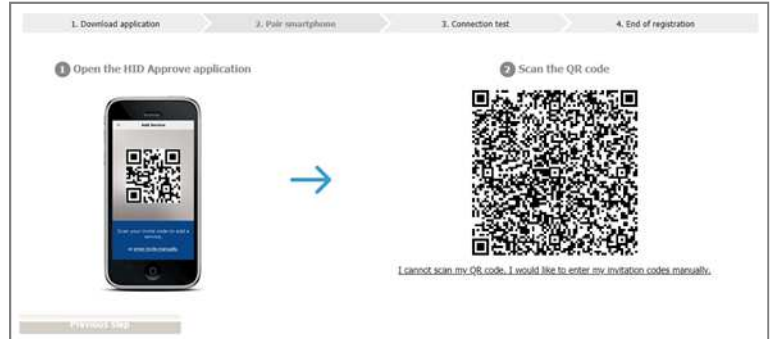
- Scan the QR Code you received (i.e. new user or reset of the QR Code by the eBanking Helpdesk).
- or
- Scan the QR Code displayed on your eBanking (i.e. adding a device).

NB. If the scan of the QR Code does not work (e.g. phone network issue), you can click on the link : "I can not scan my QR Code, I want to enter the code manually".

A new page is displayed allowing the manual entry of information into the application.

After scanning the QR Code, the *HID Approve* application asks you to set a personal code (**6 digits**).

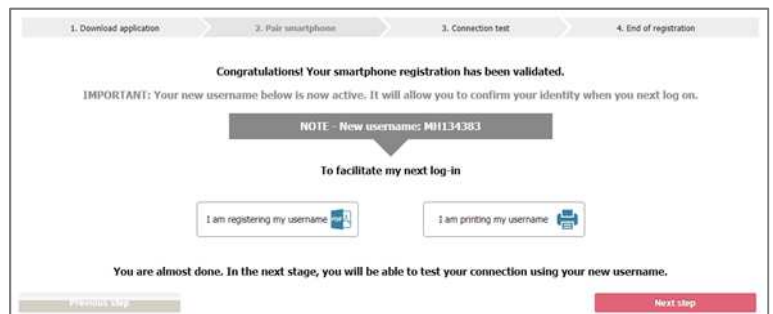
It will be systematically requested to access the application in order to finalize the authentication.



5 Assigning your new Username

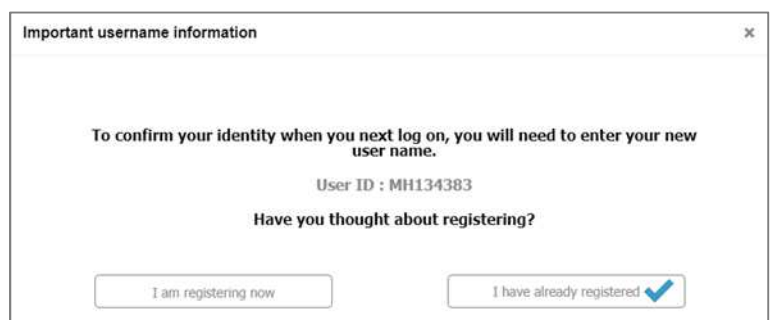
Once pairing your device, eBanking assigns you a new eBanking Username. This replaces the "Key Number" you used so far.

NB. Be sure to save or print your new Username.



6 Registration of your new Username

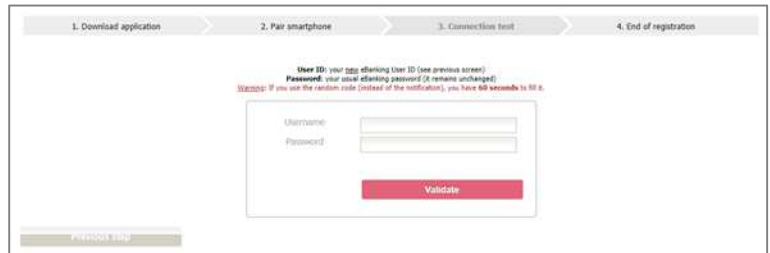
To proceed to the next step, you must confirm that you have successfully register your new Username.



LOGIN TEST

1 Test the connection with the new method

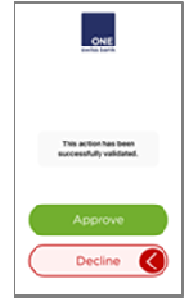
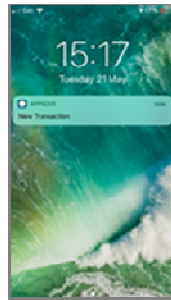
- **Username:** fill in your new Username assigned to you in the previous step
- **Password:** fill in your usual eBanking Password (it has not changed)



2 Acceptance of the notification or random number entry

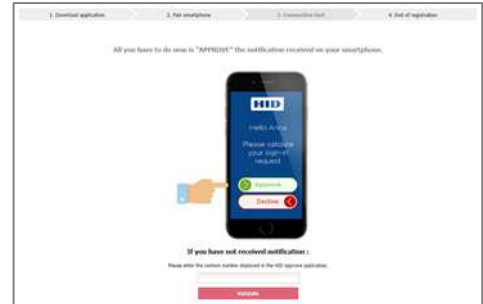
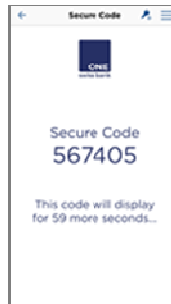
The *HID Approve* app sends a notification to your device (previously registered):

- Open the *HID Approve* app.
- Enter your personal *HID Approve* code (6 digits).
- Swipe from left to right to approve the authentication.
- You will be automatically redirected to the eBanking home page.



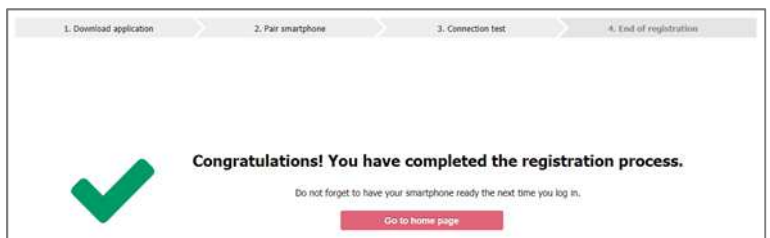
NB. If you have not received a notification (e.g. phone network issue), you can generate a random number via the *HID Approve* app:

- Open the *HID Approve* app.
- Touch the screen to generate a random secure code.
- Enter your personal *HID Approve* code (6 digits).
- The secure code is then generated.
- Fill in the secure code in the appropriate field then,
- Click on "Validate".



3 End of the registration

- After approving authentication via the *HID Approve* app, a message confirms the completion of the registration process
- Click on "Go to home page" and you will be taken to the home page of your eBanking.



Congratulations, you have successfully completed the registration process!

We invite you to consult the connection guide available at the bottom of the eBanking connection page.

FREQUENTLY ASKED QUESTIONS

- 1 I followed the registration steps of my smartphone. Will my ID change?**

Yes, once you have registered your device (by scanning the QR Code displayed on your screen), you will be assigned a new eBanking Username. This replaces your old eBanking ID (i.e. Key Number).
- 2 I followed the registration steps of my smartphone. Will my password change?**

No, your eBanking password remains the same.
- 3 What happens to the eBanking PIN and the RSA Key?**

With the new authentication process (soft token), the eBanking PIN code and the RSA key (hard token) are no longer used.
- 4 I do not have a smartphone / tablet, or I do not want to use my smartphone / tablet to connect to eBanking. What alternative do you propose?**

We can provide a Flexi Token to use instead of your smartphone / tablet.
NB. Please note that the use of a Flexi Token is charged **CHF 100 per year**.

 - Please contact your Relationship Manager.
 - We will provide you with a new eBanking ID, a Flexi Token with its temporary PIN and a Flexi Token guide.