ONE SWISS BANK

eBanking

Access your personal space from anywhere

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5 FAQ/SUPPORT

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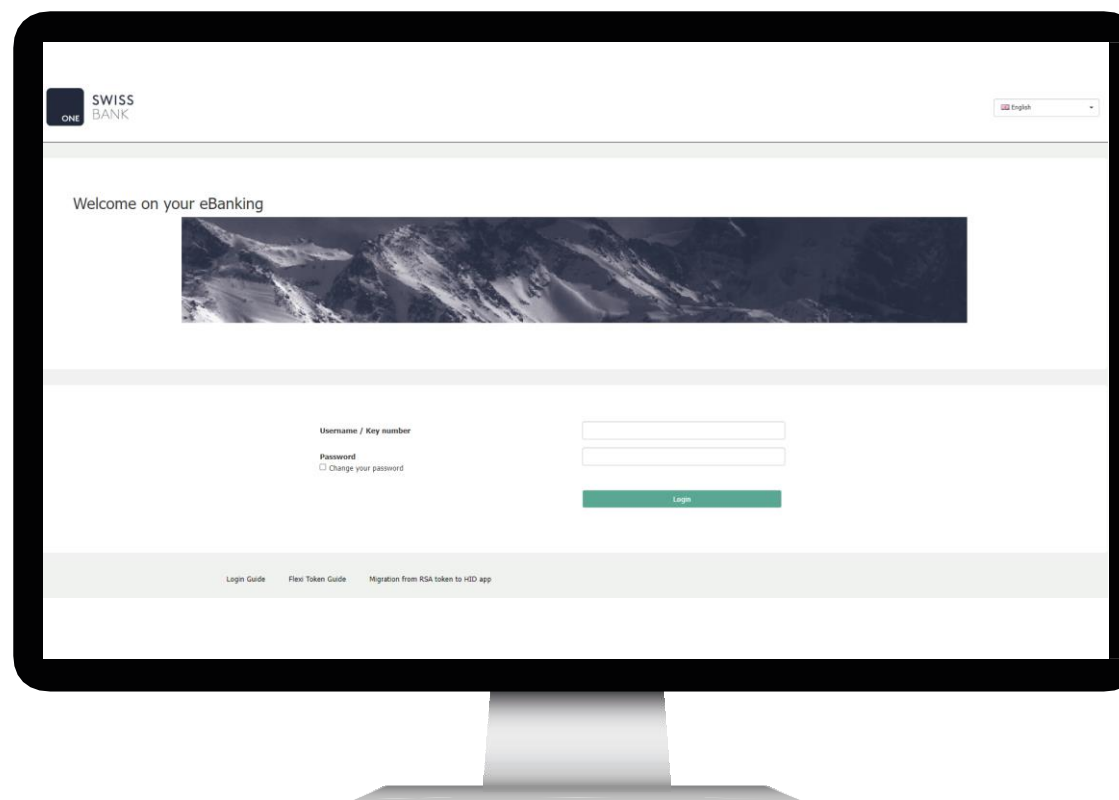
DELETING A DEVICE

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FAQ/SUPPORT

IN ORDER TO LOG IN FOR THE FIRST TIME, YOU MUST HAVE:

- Your User ID and QR Code stated in the letter sent to you, which we encourage you to keep safely;
- Your temporary eBanking password sent to you separetely;
- Downloaded the HID Approve app to your smartphone or your tablet.

LETTER

Including the QR Code and User ID

Your eBanking User ID to be entered each time you log in.

QR Code to be scanned with the HID Approve app (step 2).

Please note that this QR Code is valid only once.

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FAQ/SUPPORT

STEP 1: ON YOUR COMPUTER

ACCESS THE AUTHENTICATION PAGE

https://gsb2.pbgate.services

Enter the User ID and password
that were sent to you in two separate letters.

Click on Login

CHANGE YOUR eBANKING PASSWORD

Enter a new eBanking password, avoiding
personal references
(8 characters, at least 2 letters and 1 number, at least 2 capital
letters - no special characters), re-enter it.

Then click on Validate

THE FOLLOWING SCREEN WILL APPEAR

If you have not already done so,
you must download the HID Approve app
in order to log in securely.

Click on Next step

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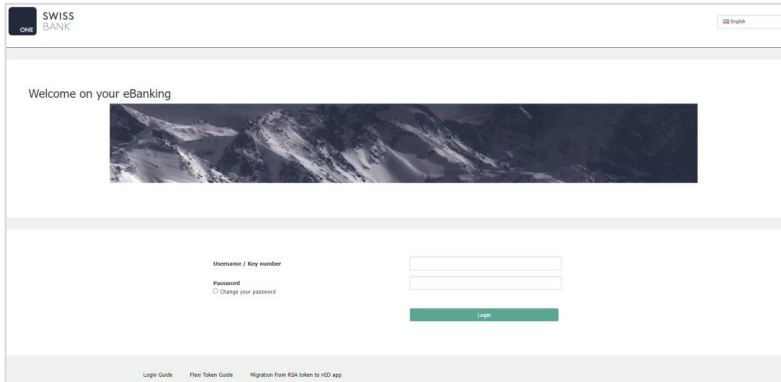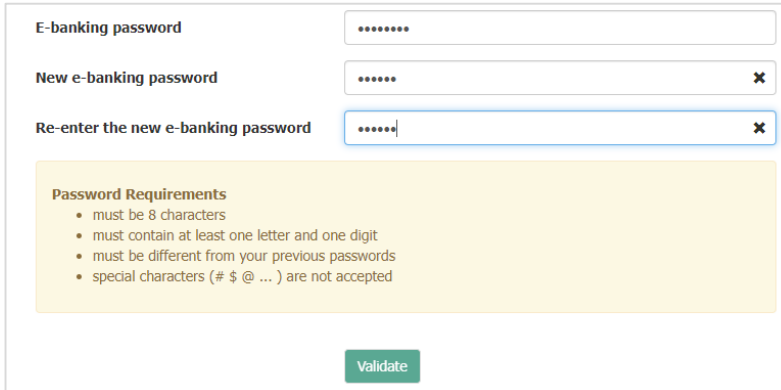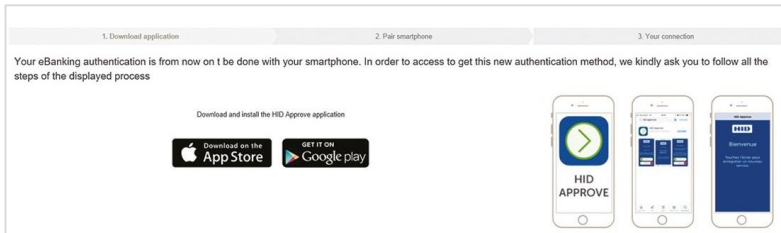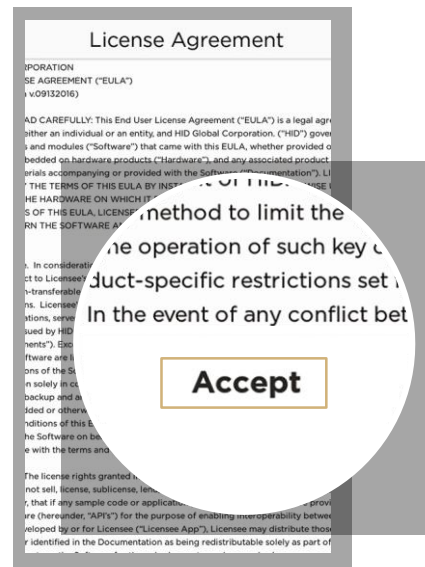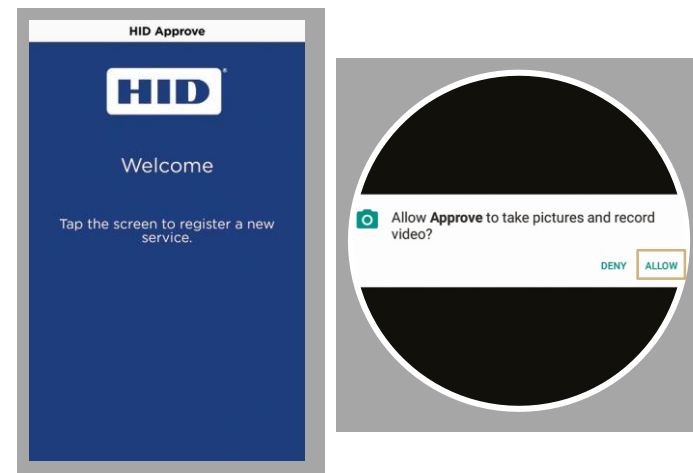## STEP 2: FOR ANDROID SMARTPHONE -> DOWNLOAD THE HID APPROVE APP

DOWNLOAD THE APP

From the Google Play Store, download the HID Approve app to your smartphone.
Once the download is complete, open the app.

ACCEPT THE LICENSE AGREEMENT

AUTHORISE ACCESS TO YOUR CAMERA

Authorise the HID Approve app
to access your smartphone camera.

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STEP 2: FOR APPLE SMARTPHONE -> DOWNLOAD THE HID APPROVE APP
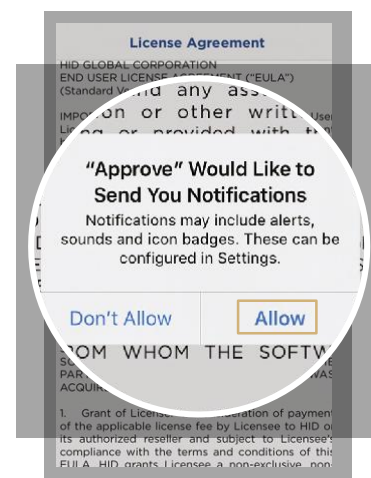
Download on the App Store

DOWNLOAD THE APP

From the Apple Store, download the HID Approve app to your iPhone.
Once the download is complete, open the app.

ACCEPT THE LICENSE AGREEMENT
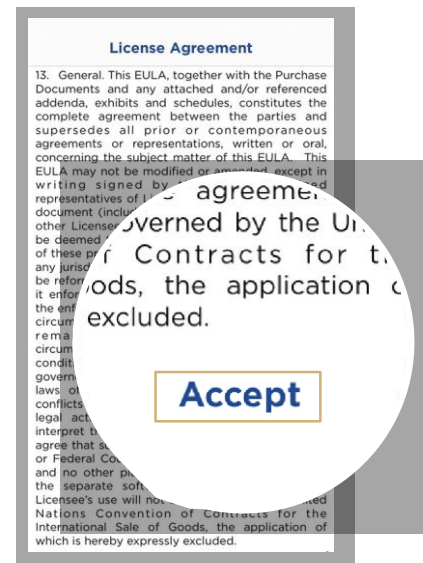
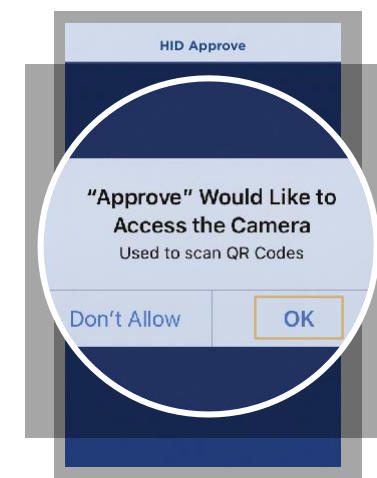
AUTHORISE THE NOTIFICATIONS

Authorise the HID Approve app to send you notifications.

AUTHORISE ACCESS TO YOUR CAMERA

Authorise the HID Approve app to access your smartphone camera.

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STEP 3: FINALISE YOUR LOGIN

The HID Approve app
is installed on your smartphone.

Click on Next step to access this screen.

SYNC YOUR eBANKING ACCOUNT VIA YOUR SMARTPHONE

SITUATION A

SCAN THE QR CODE AND
CREATE YOUR HID PIN CODE

Scan the QR Code sent to you with the first letter and create your 6-digit HID PIN code. You must confirm it. Personalise your access name if you wish.

The QR Code can be found in a recently received letter.

We encourage you to keep this letter which also contains your User ID.

SITUATION B

YOU ARE UNABLE TO SCAN THE
QR CODE SENT TO YOU BY POST

Open the HID Approve app.
Click on "Enter the invitation codes manually".

You must have the 3 codes included in the first letter.

Enter them in the app.

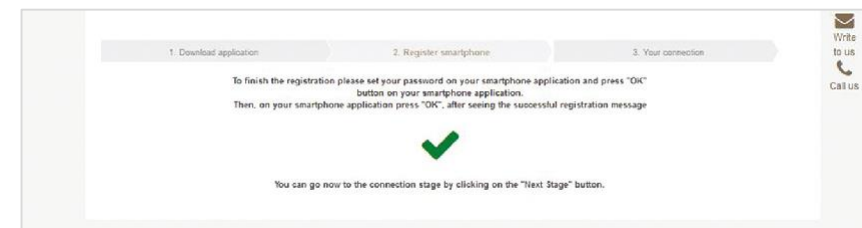(User ID, Invite Code and Provider URL)

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ONCE THE SYNC IS COMPLETE,
a confirmation screen will automatically appear on your computer.

Click on Next step

Click again on Next step to login to your eBanking space.

Click again on Next step

You will automatically receive a notification in your HID Approve app.
After entering your HID PIN code, please Approve the login by sliding your finger to the right.

Please note that if the approval request does not appear, you can click on the HID Approve screen on your smartphone.

After entering your HID PIN code, you generate a temporary code that you will enter on the login screen of your computer.
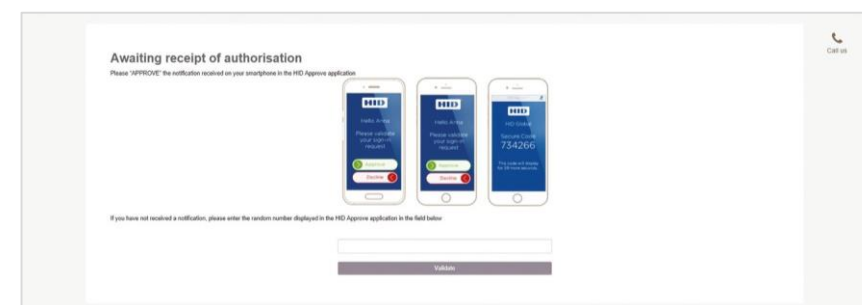
1

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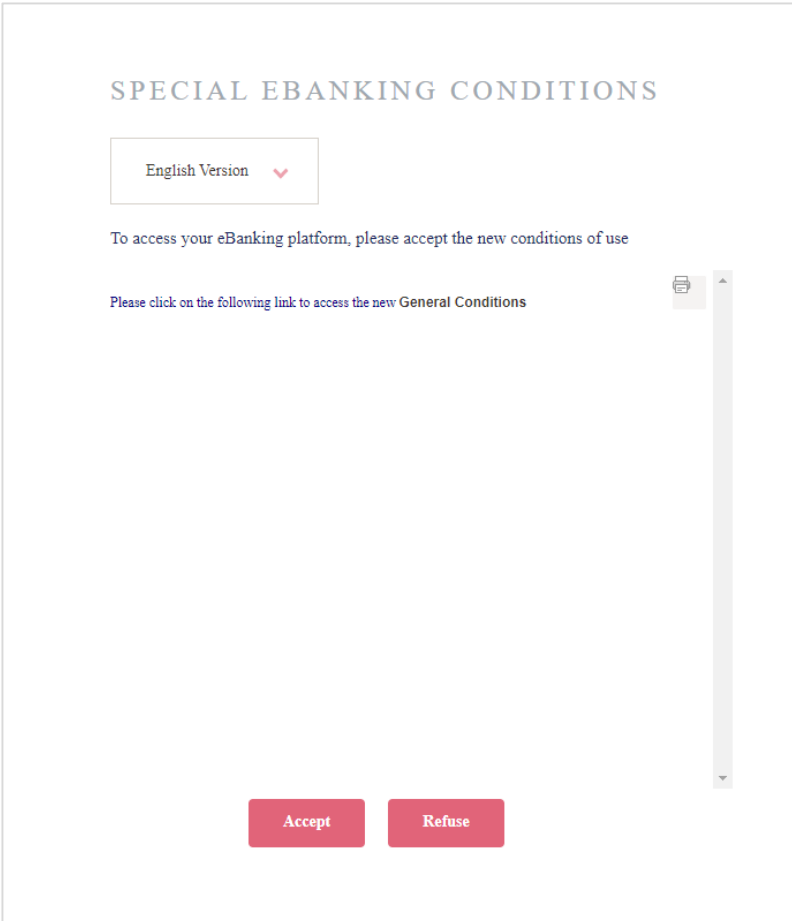### YOUR NEXT LOGINS

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FAQ/SUPPORT

YOU CAN NOW ACCESS eBANKING
Select the language version and accept the General Conditions.

SPECIAL EBANKING CONDITIONS

English Version ⌄

To access your eBanking platform, please accept the new conditions of use

Please click on the following link to access the new General Conditions

Accept   Refuse

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FAQ/SUPPORT

STEP 1: ON YOUR COMPUTER

ACCESS THE AUTHENTICATION PAGE

https://gsb2.pbgate.services

Enter your user id and password

Up to 3 attempts.
If your account is blocked, we invite you to contact us.

Then click on Login

- -
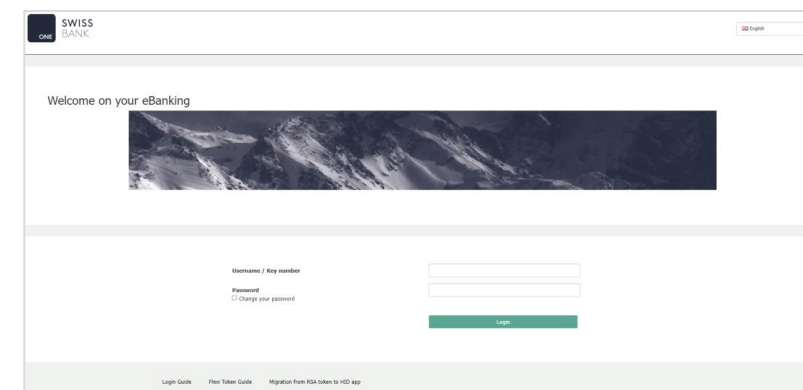
STEP 3: ON YOUR SMARTPHONE

YOU WILL RECEIVE A NOTIFICATION
FROM THE HID APPROVE APP

Click on the notification received or open the app

Enter your 6-digit HID PIN code defined during the
app's installation (up to 3 attempts).

Approve the login by sliding the word Approve to the right.

If you do not receive the notification, you have the option to
generate a one-time use code on the HID Approve app.
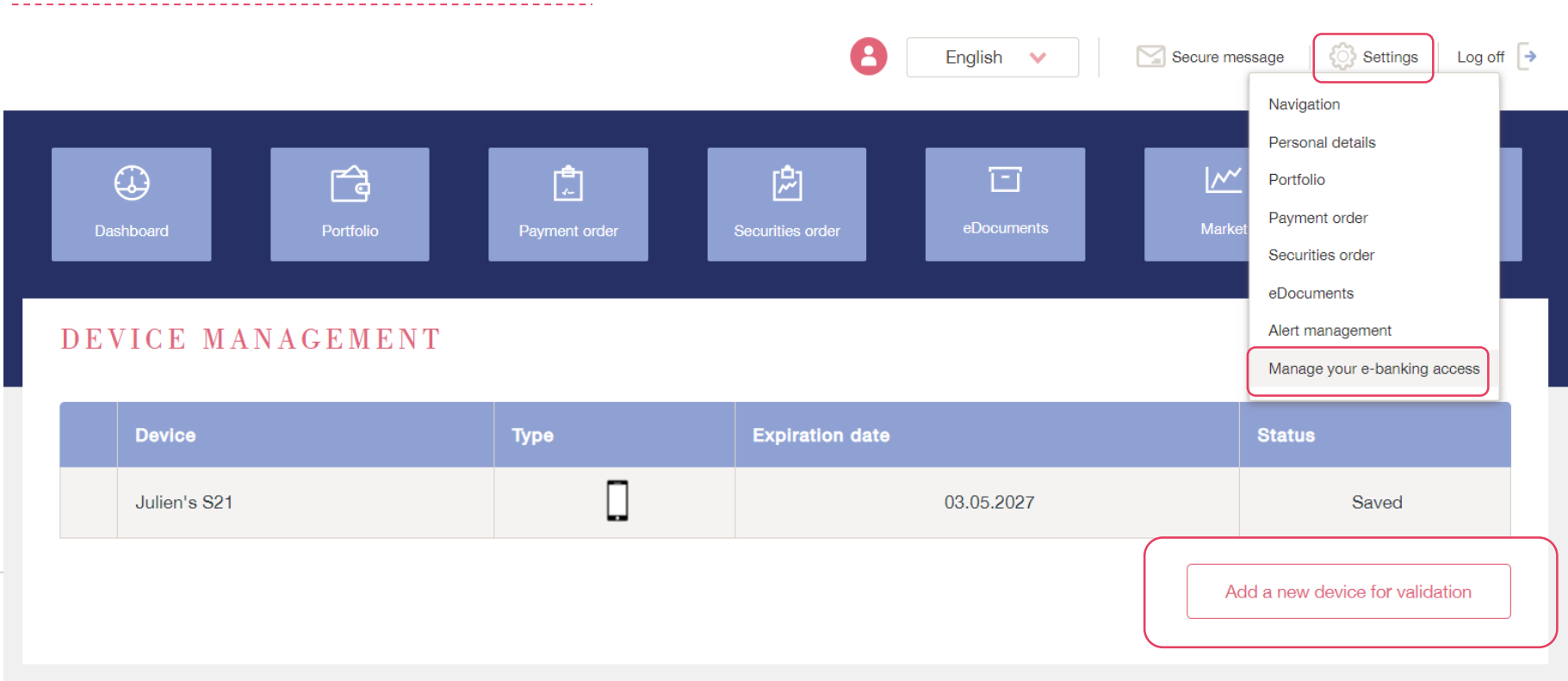
STEP 1: ON YOUR COMPUTER

Click the Settings link on the right side of your screen, then select Manage your e-banking access and click on Add a new device for validation

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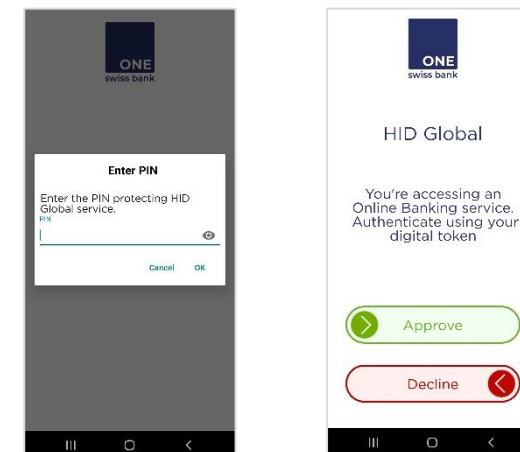5
FAQ/SUPPORT

English ∨   Secure message   Settings   Log off →

Navigation

Personal details

Portfolio

Dashboard	Portfolio	Payment order	Securities order	eDocuments	Market

Payment order

Securities order

eDocuments

Alert management

DEVICE MANAGEMENT

Manage your e-banking access

Device	Type	Expiration date	Status
Julien's S21	📱	03.05.2027	Saved

Add a new device for validation

STEP 2: ON YOUR NEW DEVICE

DOWNLOAD THE HID APPROVE APP
Step 2 of "your first login to eBanking"

Scan the QR Code that appears on your computer.

Enter a 6-digit HID PIN code in the app.
If you are unable to scan your QR Code,
please enter it manually (situation B).

A page will appear to confirm that your
smartphone or tablet has been saved.
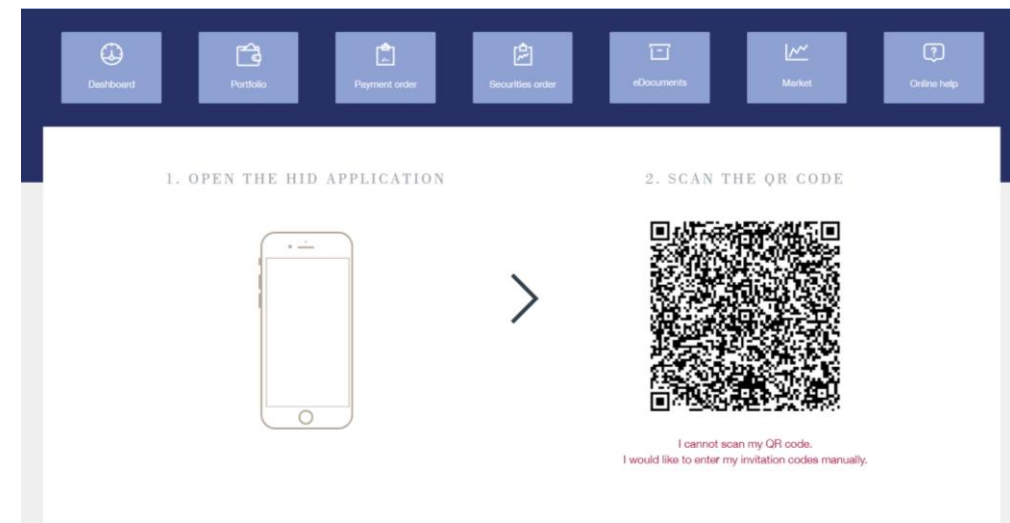
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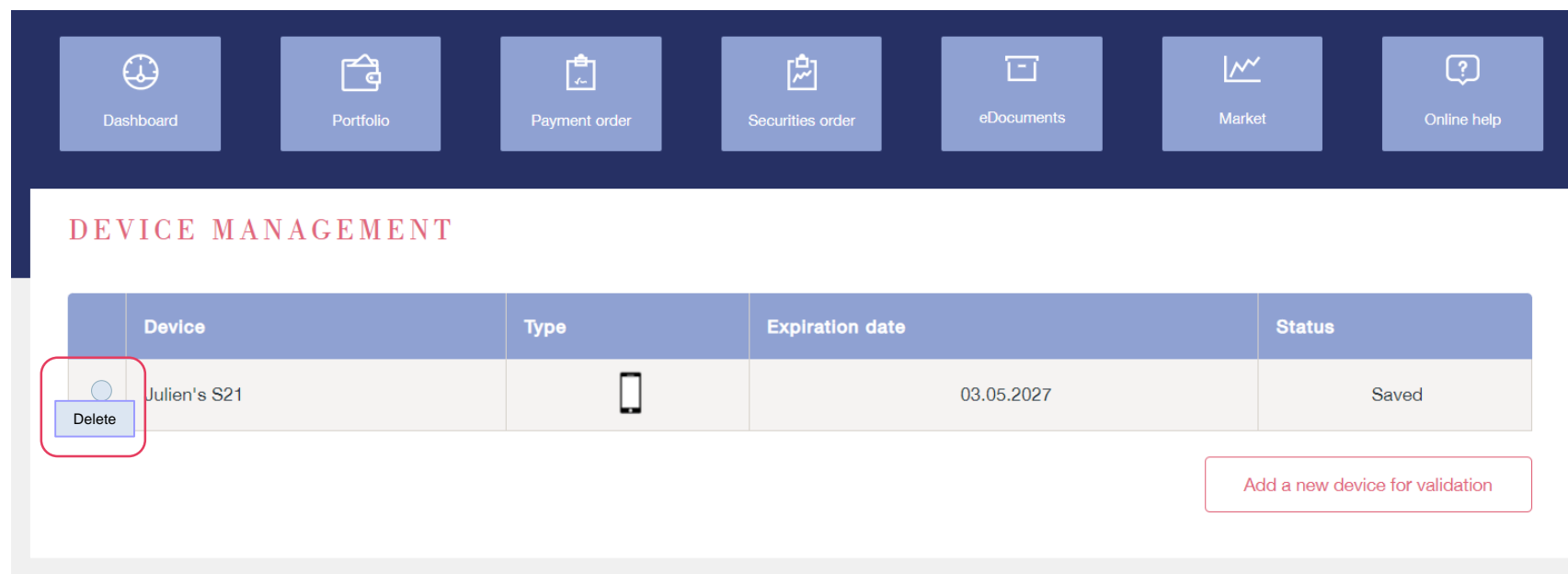
In the Settings menu, select Manage your e-banking access
You have the option of easily deleting a device.

Select the device you would like to remove and click Delete

Dashboard	Portfolio	Payment order	Securities order	eDocuments	Market	Online help

DEVICE MANAGEMENT

	Device	Type	Expiration date	Status
○ Delete	Julien's S21	📱	03.05.2027	Saved

Add a new device for validation

You must, however, save at least one device.

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FREQUENTLY ASKED QUESTIONS / SUPPORT

1 I forgot/lost my eBanking Login. What do I have to do?

Please contact your account manager. We will send you your eBanking Login. It remains unchanged.

2 I forgot/lost my eBanking password. How should I proceed?

- Please contact your account manager.
- We will provide you with a temporary eBanking password.
- The next time you log in, you will need to enter a new personal password (8 characters, at least 1 letter and 1 number - no special characters).

3 My access is blocked. Which action to take?

Same question 2: "I have forgotten/lost my eBanking password...".

4 I have uninstalled and reinstalled the HID Approve application on my device. I can no longer connect to eBanking. What do I need to do?

Option1: You (or another person) can log in to eBanking with another registered device.
- We invite you to add a new device (i.e. your device). Once you have registered it, you will be able to delete the old device.

Option 2: You (or another person) are NOT able to log in to eBanking with another registered device.
- Please contact your account manager.
- We will provide you with a new QR Code which will allow you to register your device.
- Your eBanking username and password remain unchanged.

FREQUENTLY ASKED QUESTIONS / SUPPORT

5 I've changed the device and I can't connect to eBanking anymore. What do I have to do?

Same question 4: "I have uninstalled and reinstalled the HID Approve..." application.

6 I have changed the name of my device but the eBanking still shows the old name. How do I proceed?

- Once a device has been registered, eBanking cannot automatically detect and update a device name change.
- You are welcome to add a new device (i.e. the same one but with the new name) and then delete the old one (i.e. the same one but with the old name).

7 The expiration date of my device (i.e. QR Code expiration date) is approaching. What do I need to do?

Option 1: Same as question 4 - option1: "I have uninstalled and reinstalled the HIP Approve..." application.
- By applying this procedure, you will generate a new QR code which is valid for 5 years.

Option 2: you don't have to do anything; you will receive a new QR Code before the expiration date.

ERROR MESSAGES

1   "Failed activation. The service could not be configured. The activation ID or code is incorrect (300)"

- This error message appears if you have scanned the same QR Code several times.
- Please contact your account manager.
- We will provide you with a new (one-time) QR code that will allow you to register your device.
- Your eBanking username and password remain unchanged.

2   «Forbidden Application»

- This error message may appear when your Internet browser's hidden memory is full or when your Internet browser continues to use obsolete files stored in the browser's hidden memory.
- Please clear the history of your internet browser and then log in again.

3   «C10» or «C30»

- This error message appears if you enter an incorrect username or password on the eBanking login page.
- Please, log in again and make sure to enter your username and password correctly.

ERROR MESSAGES

4 « Technical Error »

- This error message appears if, when setting your personal eBanking password (see Chapter First Login - Step 3), you entered a password that does not meet the required criteria.
- Please define a personal password consisting of 8 characters (at least 1 letter and 1 number - no special characters).

5 "Blocked account"

- This error message appears if you enter an incorrect eBanking password more than 3 times.
- Please contact your account manager.
- We will provide you with a temporary password.
- When logging in, you will have to register a new password (consisting of 8 characters, at least 1 letter and 1 number - no special characters).

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FAQ/SUPPORT

THE SECURITY OF YOUR e BANKING ACCESS

Your eBanking solution uses a highly effective IT system, ISO 9001 certified: 2008. It also offers a secure connection and encrypted information.

YOUR LOGIN SYSTEM IS BASED ON THREE ELEMENTS OF IDENTIFICATION

• A User ID;
• A QR Code that you will use only the first time you log in in order to sync your phone;
• A password that will be sent to you by post and that you must change the first time you log in.

YOU ARE A KEY ACTOR IN SECURITY

• Contact the bank immediately if you notice an abnormal function relating to your authentication or when using one of the eBanking services (consultation, messaging, transfer, market order, etc.);
• Regularly run updates on your devices (browser, operating system, etc);
• Protect your computer with antivirus software and ensure it is automatically updated on a daily basis; Log in from a secure place and avoid public spaces;
• Keep access codes in a secure place and separate from one another; Do not ever copy, photograph, scan or upload your access codes;
• Log in to the eBanking website by entering the address in the browser and never click on a link contained in a message; Do not open attachments if the sender is unknown;
• Remain cautious with regard to messages directing you to call your bank or to provide personal information and take the time to verify the telephone number and/or the issuer of the message;
• Avoid easily identifiable login codes (date of birth, children's names, etc.);
• Avoid login codes that your use for other online services that are often less secure;
• Do not ever share you login credentials with third parties and change them as soon as you believe they might be known by others; Log out correctly by using the "Log out" button;
• Erase the cached memory and browsing history once you have logged off.

ONE

SWISS BANK

ONE for you. ONE with you.