



Instructions: start now!

New procedure for accessing
db Corporate Banking online banking

Deutsche Bank



The security standard which meets PSD2 directive.

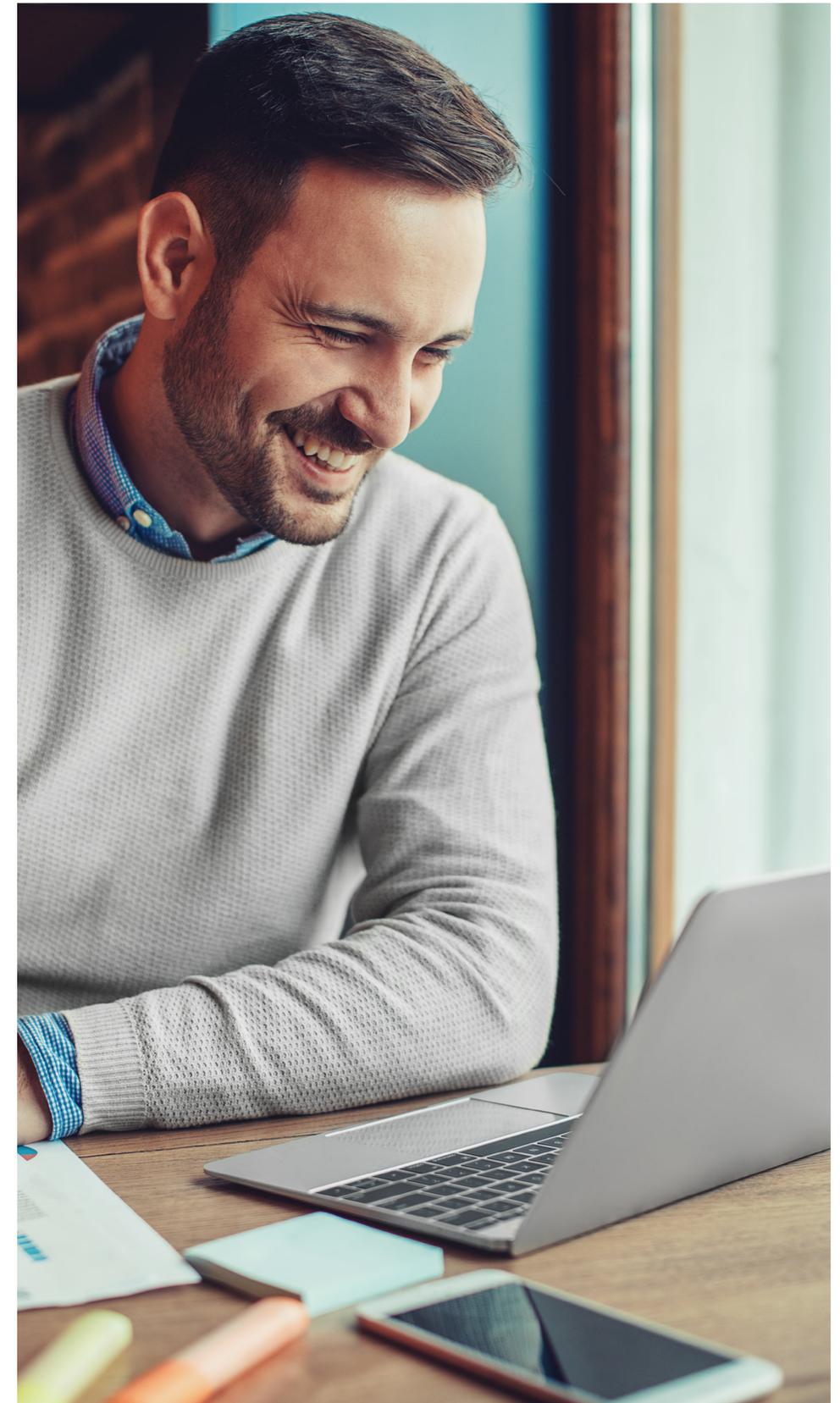
Change your access credentials in a few simple steps.

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



Before beginning, please ensure 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



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 for changing your credentials.

Do you already have the new credentials?

No, I have not →

Yes, I have →

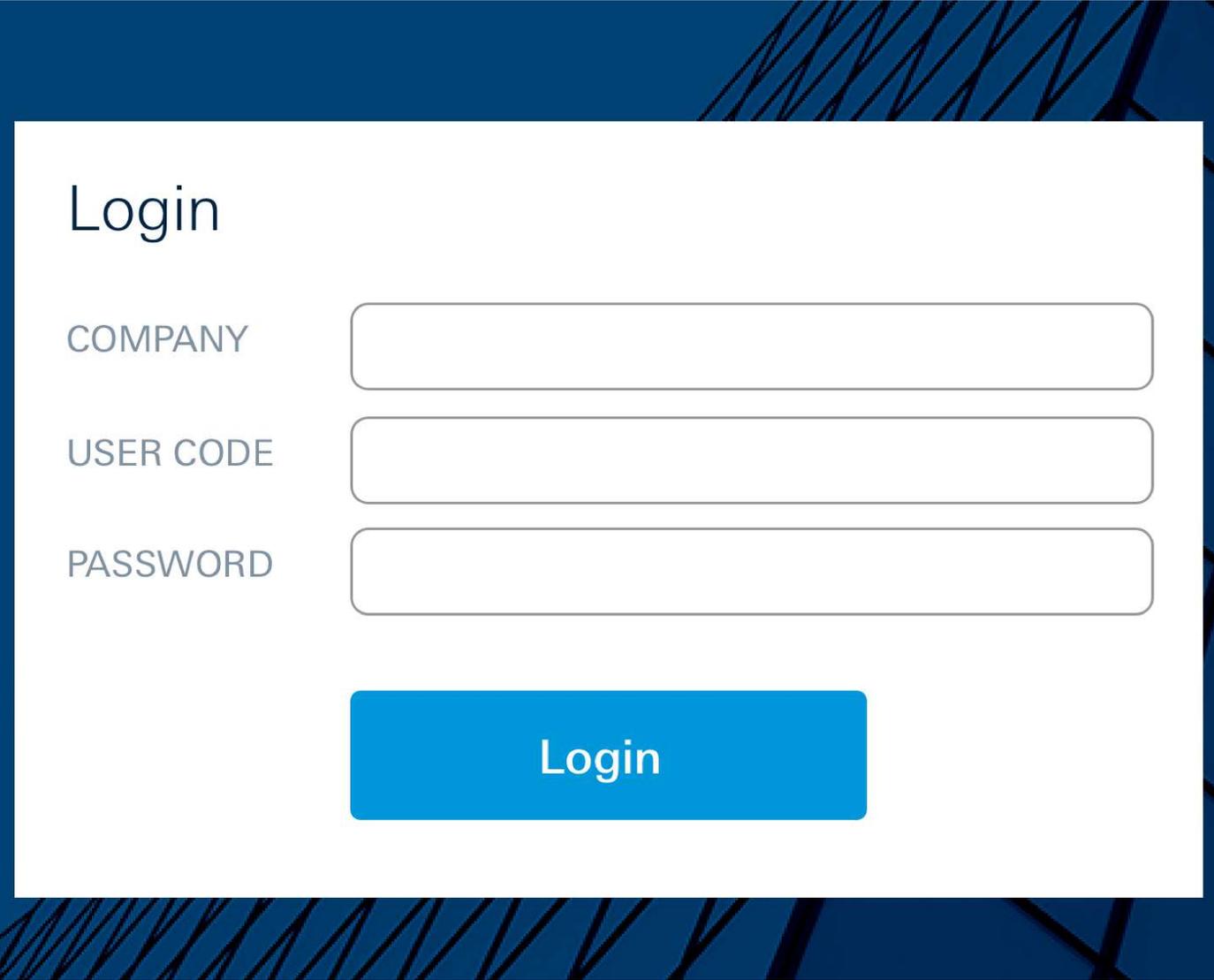
Choose «Yes, I have» if you have already activated the new access mode with email and password.
If you are a new customer make your [first access](#) →



2 | Entering access credentials

Enter your current access credentials:

- ✓ **Company**
- ✓ **User Code**
- ✓ **Password**



Login

COMPANY

USER CODE

PASSWORD

Login



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.

<input type="text" value="Name"/>	<input type="text" value="Surname"/>
<input type="text" value="Your birthdate"/> 	Gender <input type="radio"/> M <input type="radio"/> F
<input type="text" value="Tax ID"/>	Please fill with your fiscal code.



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: 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 15. →

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



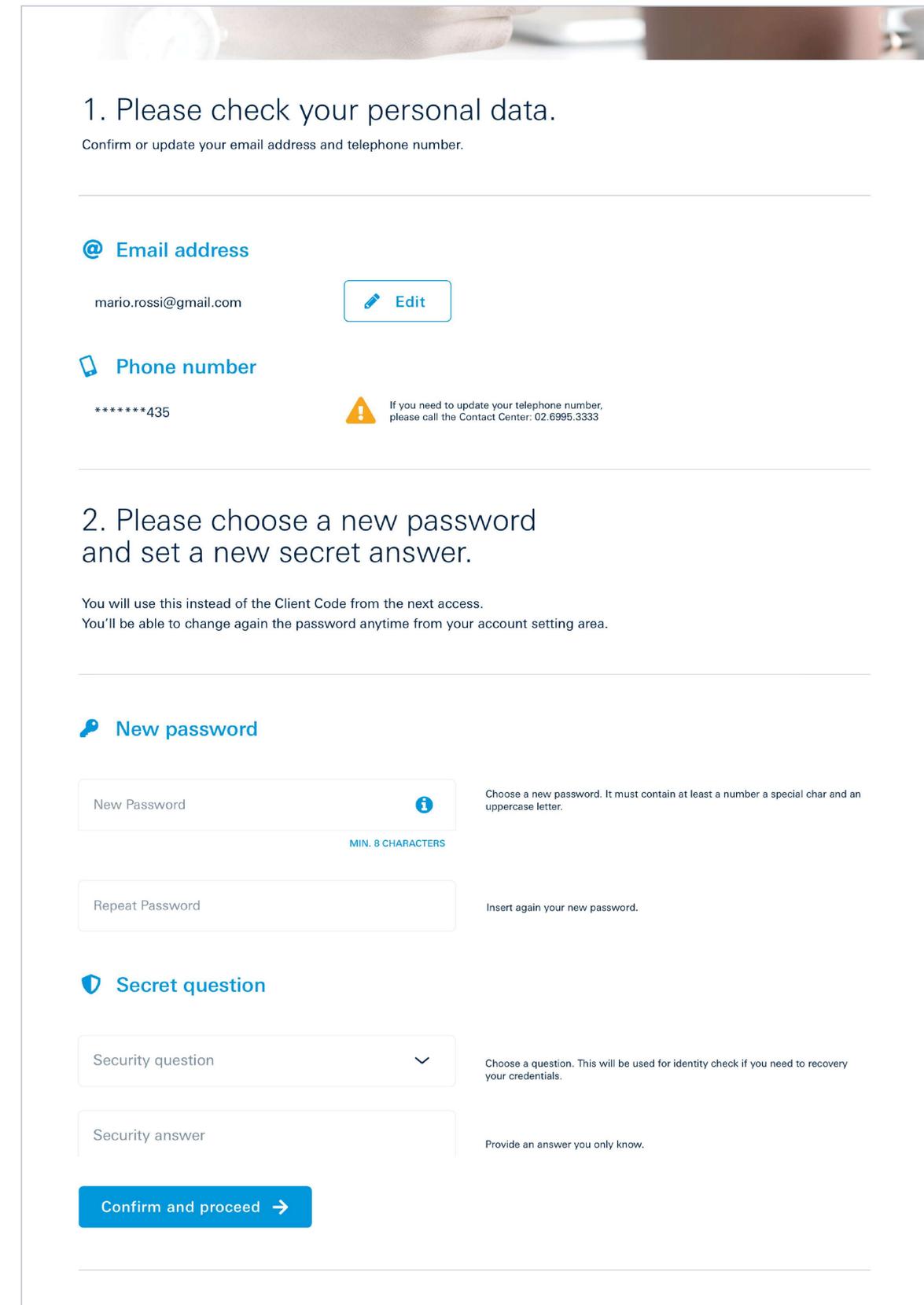
5 | Access data

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

- ✓ confirming the **email address**
- ✓ choosing a **new password** and a **secret question**
- ✓ 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
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
Security answer Provide an answer you only know.

[Confirm and proceed →](#)



6 | Registration ID

The **Registration ID** (in green) will automatically be generated. This Code will be required 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. →



Activate
your DB Secure
Authenticator App



Your Registration ID is: **89b74S2e**

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.

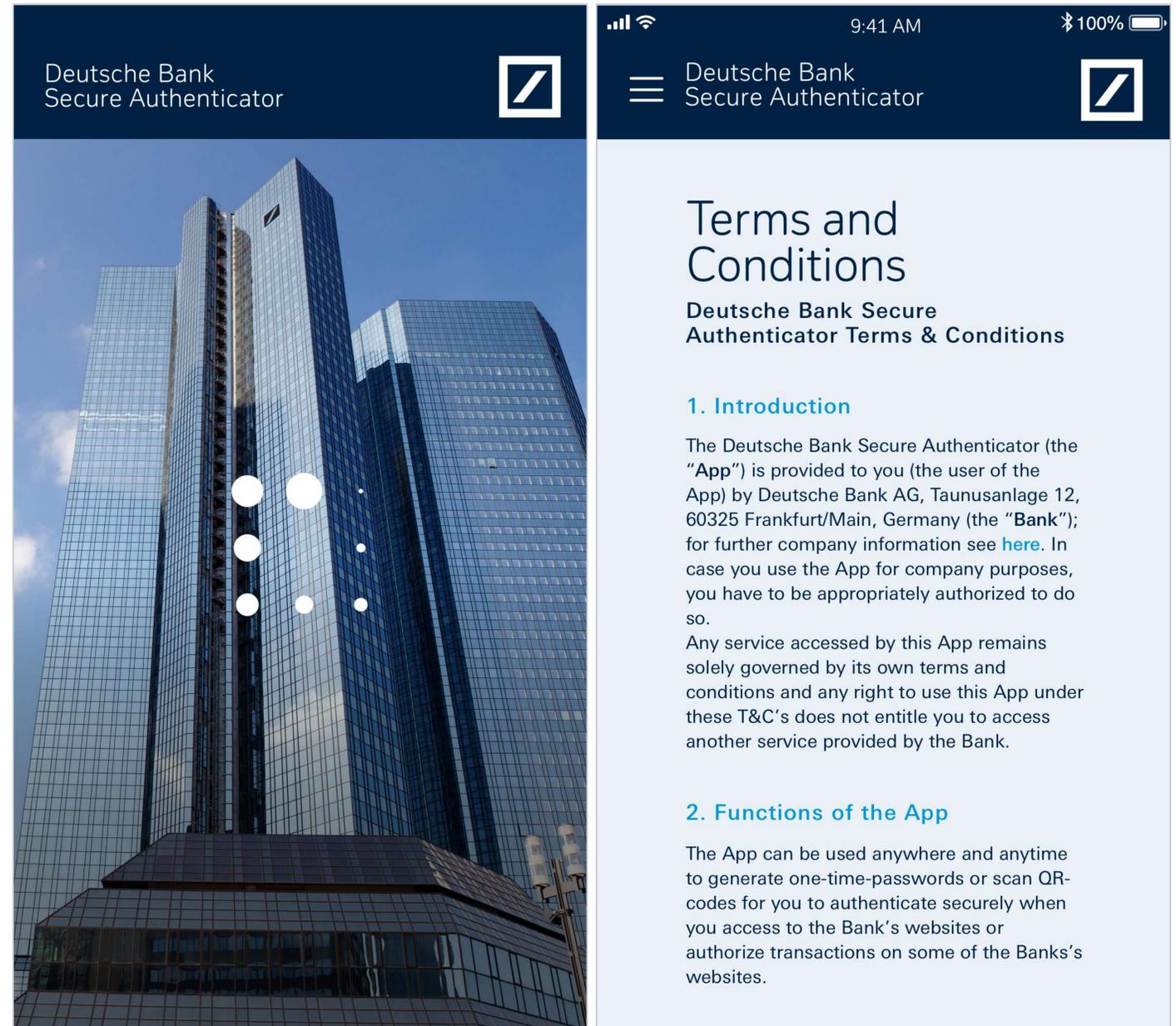
Have you completed the Secure Authenticator App activation?
Login with your new credentials.

Proceed →



7 | Accessing the DB Secure Authenticator Application

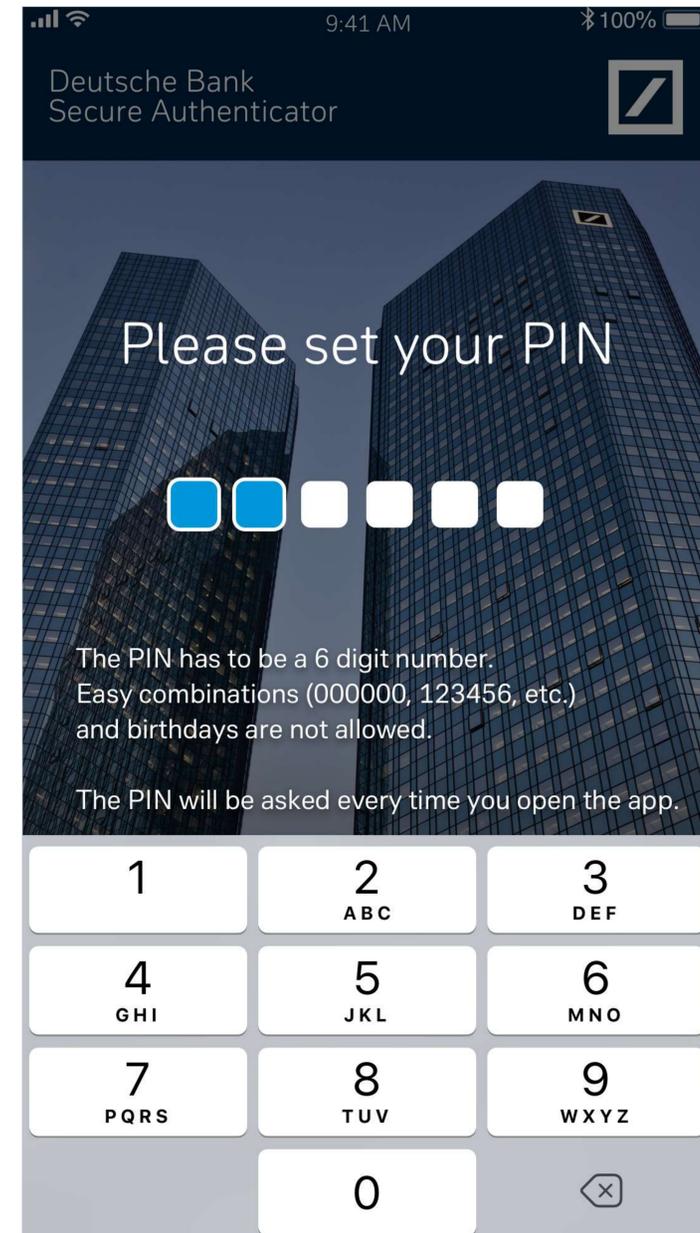
Once the App is open, choose the language and accept the personal data processing policy.



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 at the email address given.

The image displays two screenshots of the Deutsche Bank Secure Authenticator app. The left screenshot shows the 'Please Choose Your Method to Activate Your Device:' screen with two options: 'I received the QR-Code' and 'I have the Registration ID'. The 'I have the Registration ID' option is circled in blue. A 'Help' button is visible at the bottom. The right screenshot shows the 'Registration ID' screen with the instruction: 'Please fill the Registration ID you found on your Online or Mobile Banking or you received via email.' The 'Enter Registration ID' input field is circled in blue. Below the input field are 'Next' and 'Home' buttons. The status bar at the top of both screenshots shows the time as 9:41 AM and 100% battery.

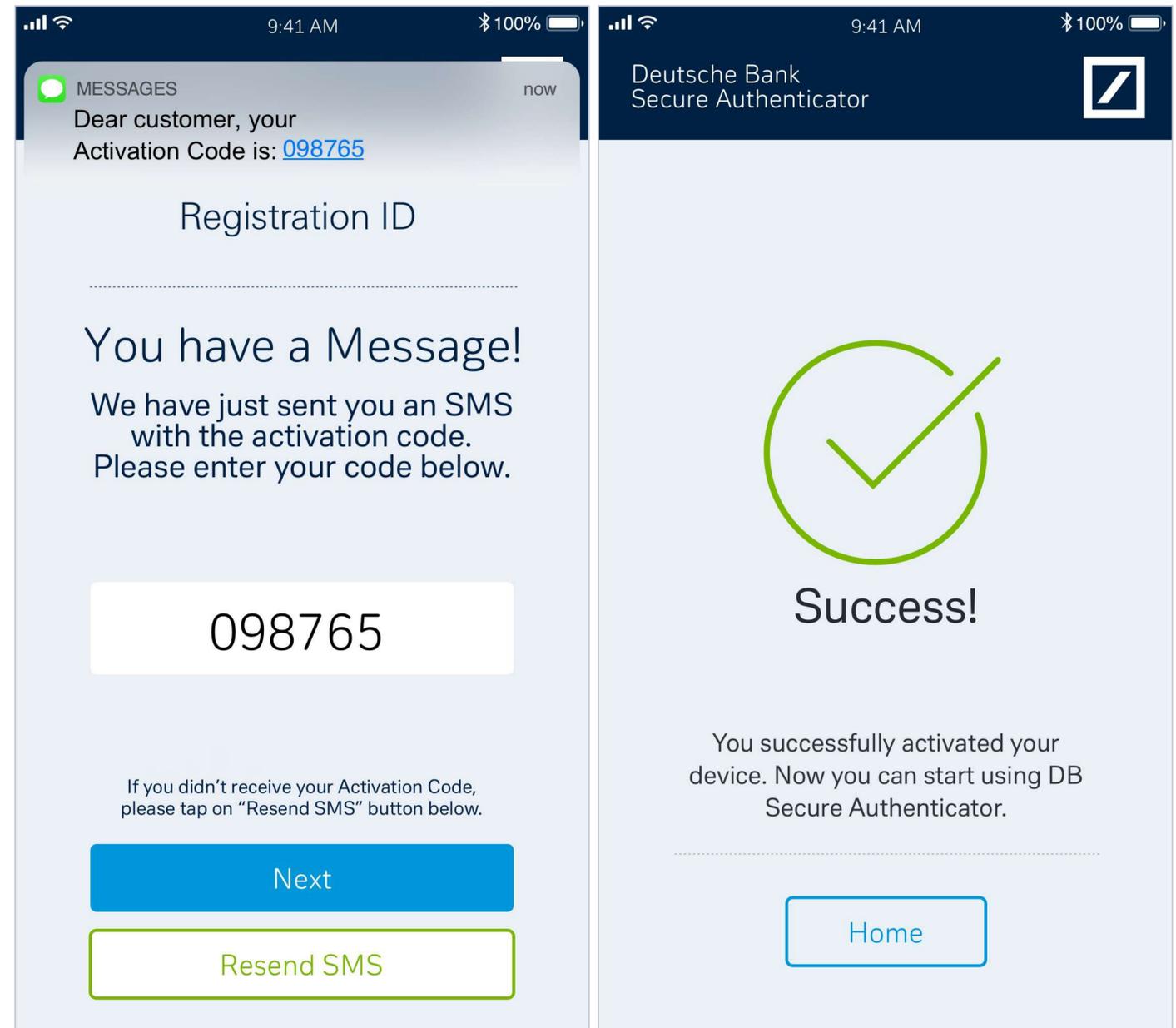


10 | Confirmation SMS

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.



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!

Please take note of your Recovery ID



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 fields

Login →

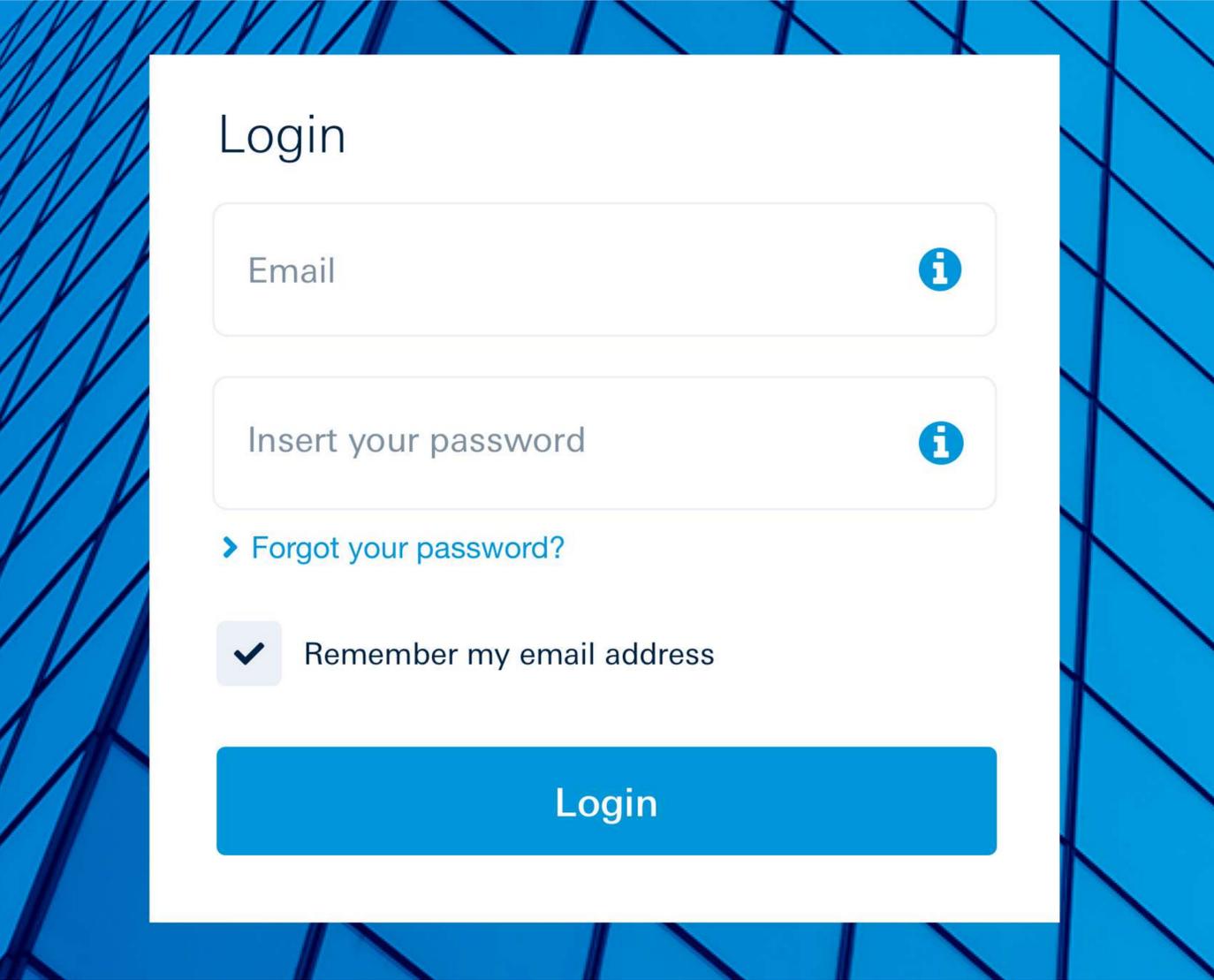


12 | db Corporate Banking

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!



The screenshot shows a login form titled "Login" on a blue background with a white grid pattern. The form contains the following elements:

- An "Email" input field with an information icon (i) on the right.
- An "Insert your password" input field with an information icon (i) on the right.
- A link: [> Forgot your password?](#)
- A checkbox labeled "Remember my email address" which is checked.
- A blue "Login" button at the bottom.



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 access 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 *

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

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

Choose the account to be charged for the Hard Token

Company Account - 000900001234571236 ▼

[Back to token selection](#) [Confirm and proceed →](#)

[Condizioni](#) |
 [Fogli informativi](#) |
 [Sicurezza](#) |
 [Cookies](#) |
 [Privacy](#) |
 [App La Mia Banca](#)

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5 | Personal information and security

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

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

Once you complete these steps, select “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



MIN. 8 CHARACTERS

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

Insert again your new password.

Secret question



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

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

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 **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** displayed on the screen of the new Hard Token in the indicated box.

Hard Token Activation

Once you receive the Hard Token you just have to:

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.

C



7 | Activating the Hard Token

To complete activation of the Hard Token is necessary to:

- D** Scan the **QR Code** displayed on your 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.

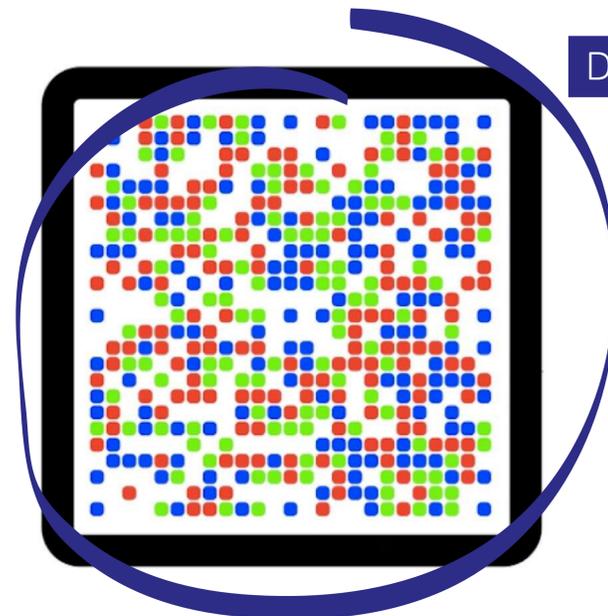
Hard Token Activation

Good!
Your Hard Token
is quite active.



Scan the QR Code

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



Insert the Authorization Code generated by your

Authorization Code **E**

X Cancel

Submit **→**



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!



Please take note of your Recovery ID

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

 Username	m*****j@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.
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Here is your Recovery ID: yr475y39tu48

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

Login →

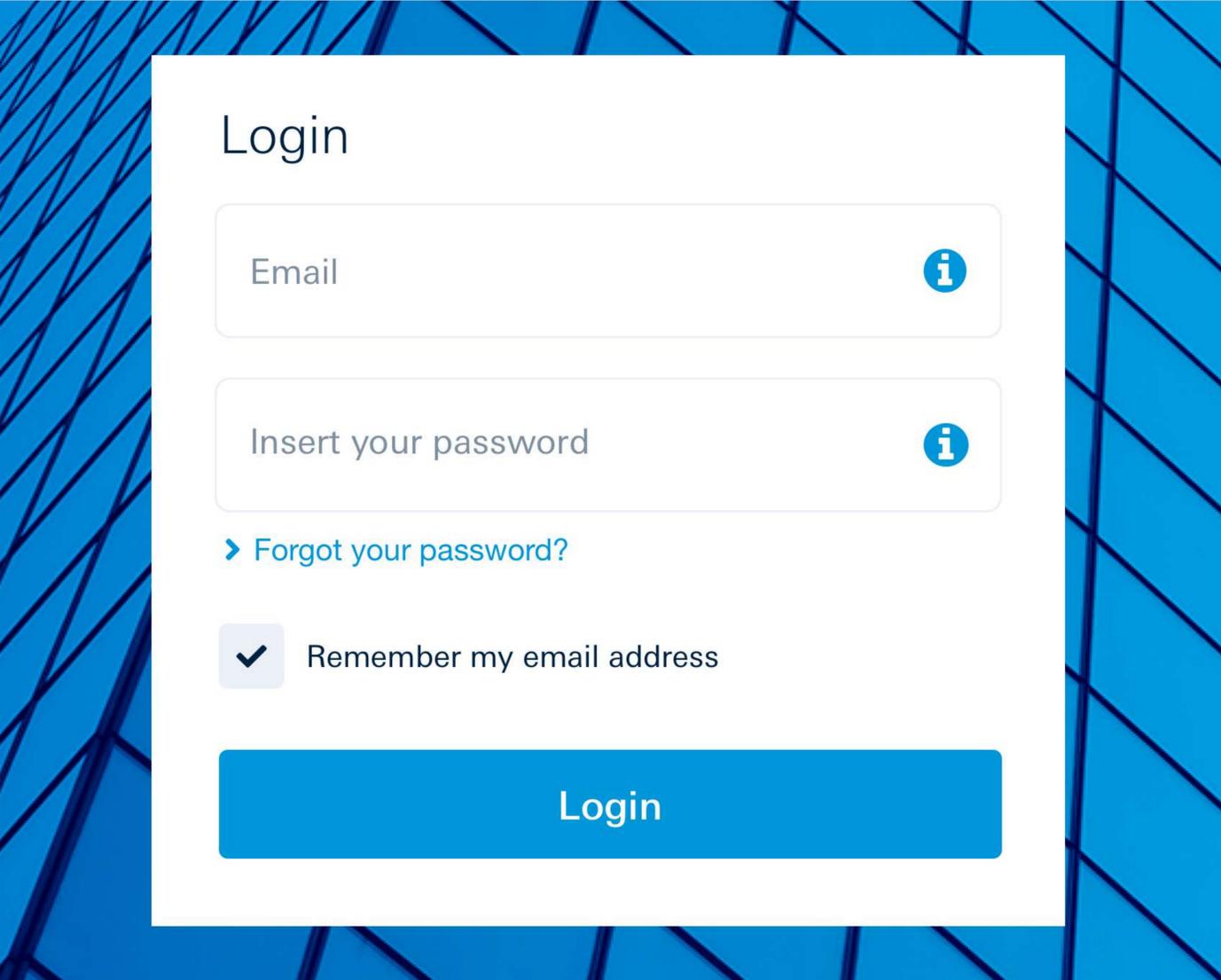


9 | db Corporate Banking

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.

Well done! The procedure is complete!



Login

Email 

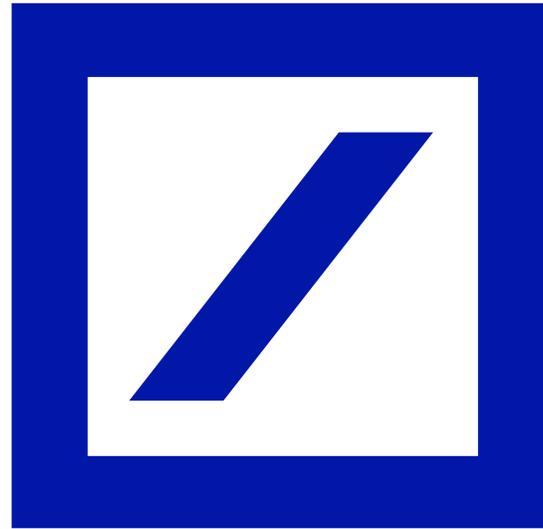
Insert your password 

[> Forgot your password?](#)

Remember my email address

Login





Deutsche Bank

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