

Online-Banking (eBanking) instructions for first time login with the VR-SecureGo-App

Dear customer,

you decided to use our eBanking service. Various transactions, like a change of password or a money transfer, need to be confirmed with a transaction number (TAN). This is the reason why the activation of the VR-SecureGo-app is required.

Please follow these **instructions**:

You will receive 3 letters:

Letter 1:

- **Contract documents for Online-Banking (eBanking) containing your VR-Netkey**
(please sign bank copy and return to us)

Letter 2:

- **Your start PIN** for the first time login into **eBanking**

Letter 3 (after proceeding point 1 – 4 in the first steps):

- **Freischaltcode** (code of unlocking) for the chosen TAN-method: **VR-SecureGo TAN-App**.

Step One: Activation of the TAN-App VR-SecureGo

1. Please download the new app from the app-store or play-store onto your smartphone or tablet.

For the installation you can also use following QR-codes:

QR-Code zum Download für iOS



QR-Code zum Download für Android



Open the newly installed app VR-SecureGo on your smartphone or tablet. Depending on your operating system you will

be asked at installation to accept the reception of messages (push- messages) and you will have to allow access of the camera.

2. Enter the routing number (Bankleitzahl) of the Volksbank Eifel eG 586 601 01 as well as your new VR-NetKey (letter 1) followed by your new PIN (letter 2) (this window opens after entering the Bankleitzahl and VR-NetKey) for the eBanking.

Click now on Anmelden (register).



3. Enter now a **Anmeldekennwort** (password) which you will have to enter every time at login into the app (later on also touch ID is possible) and click on **Sichern** (save).



The **password** must include 1 upper-case letter, 1 lower-case letter and 1 numeric character and it has to have at least 8 digits. Special characters can also be used, just no space character.

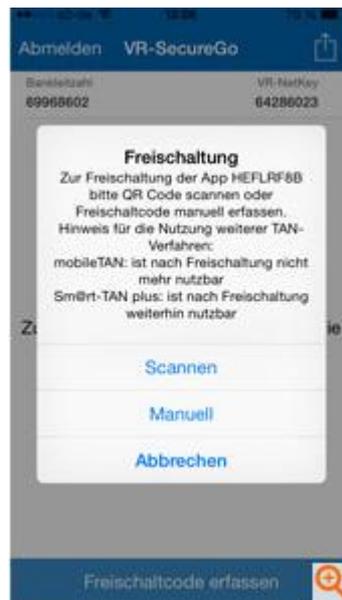
4. Finish the registration by clicking „**App registrieren**“. The app will connect now with your VR-NetKey and produce a unique App-ID.



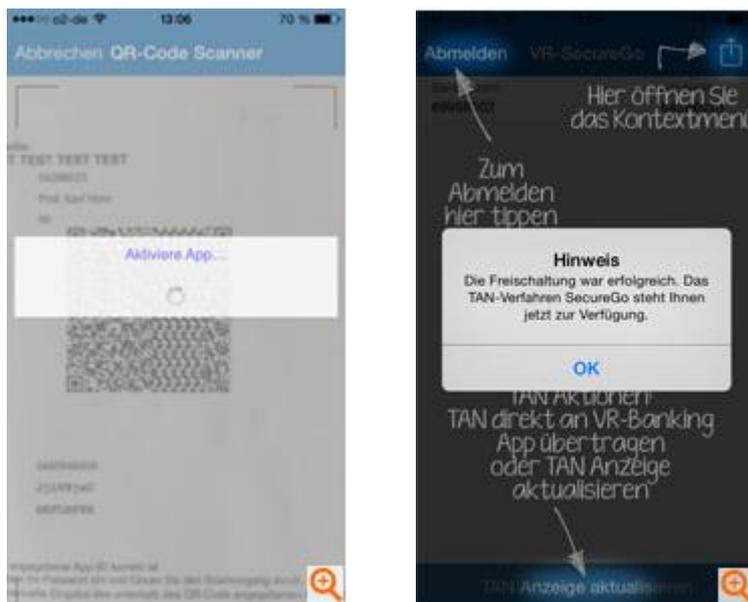
5. You will receive your personnel Freischaltcode (code of unlocking) with letter 3. Please enter the code into the VR-SecureGo-app. You can either scan your code or enter it manually. Hint for iOS users: Scanning is only possible once you allowed the VR-SecureGo-app to have access to your camera.

Warning: The process of registration undergoes the highest terms of security. You will receive your personal Freischaltcode (code of registration) in between 2 days of registration via postal mail with letter 3 to your address we have on file.

As soon as the letter arrives you can continue as follows.



6. Once you have entered your personal Freischaltcode (code of unlocking) the VR-SecureGo-app is ready to use for TAN-transactions.



Further informations to the app you will find under: <https://www.volksbank-eifel.de/privatkunden/girokonto-kreditkarten/infos-banking/tan-app.html>

Step two: First time login in eBanking

Now you can proceed with the first time login for eBanking through our homepage, either on your pc or tablet/smartphone. The following instructions describe how you login on your pc, on your tablet/smartphone the description might be a little different.

1. Go to our homepage www.volksbank-eifel.de.
2. Click the button on right  Login top and then [Zum Konto/Depot](#)
3. A new window will open. Enter your **VR-NetKey (letter 1)** and your **PIN (letter 2)** and then click on 
4. You will have to change your **start-PIN**. This will activate a **VR-SecureGo TAN-app** push-message to your mobile/cell phone which includes the 6-digit TAN for confirmation of your new PIN.
5. Confirm the change of your new PIN by entering the produced TAN into the shown window and click on 
6. To make further access easier you have the possibility to exchange your VR-NetKey with an alias (personal password). Click on the folder  Alias and then on [Service](#)

This is how eBanking functions using VR-SecureGo:

1. You enter your transaction as usual. A TAN will be automatically produced at step „Eingabe prüfen“ (check entry).
2. Open your VRSecureGo-app on your smartphone and sign in. You can also start the app by clicking on the push-message..
3. Check in the app if the shown transaction information (f. e. Amount and recipient account number) is correct.
4. If the transmitted data is correct you enter the shown TAN in eBanking. It is only valid for one transaction.
5. You will receive an confirmation of the successful transaction.

For further assistance please contact us under info@volksbank-eifel.de or call us under 06561-63-0.

We are pleased to help you!

With kind regards

Ihre Volksbank Eifel eG