Activation of your new VR-NetKey with VR SecureGo plus

Dear Customer,

you are hereby receiving instructions on how to activate your new VR-NetKey with the VR SecureGo plus security procedure.

You may register the app as soon as you receive the VR-Netkey.

1. Register VR SecureGo plus app

Please install the VR SecureGo plus app on your smartphone

Now set up the app by defining a approval code.
Please memorize this code as it is mandatory to approve any transactions.
Note on the assignment of the approval code:
- at least 8 and max. 20 characters
- at least one number
- at least one capital and one lower case letter

For quick access, you may also want to utilize biometric features such as FingerPrint or Face ID.

Now add a bank account by "Bank account – Authorise a bank account for online payments".

You can scan the activation code or enter it manually. The activation is now complete.

2. Initial login to online banking via the VR Banking app:

Please download the VR Banking app from your App or PlayStore.

(Note: If you are not using the app to log in to online banking for the first time, but instead are utilizing our website www.rvb-donauwoerth.de, please move to point 3 of this manual).

Now please log in to the VR Banking app for the first time. Click „Einrichten".

Set up a password for the app. This password is arbitrary and independent of VR NetKey and PIN.

Then click „Weiter".

For quick access you may also want to utilize biometric features such as FingerPrint or Face ID.

Now add your bank details.
Enter the bank code "72290100" in the corresponding panel and select "Raiffeisen-Volksbank Donauwörth eG". Then confirm by „Weiter".

According to the EU directive PSD2, a TAN must be entered every 90 days. For simplification you may want to register your device by clicking „Ja- Gerät registrieren"
Otherwise you will be prompted to generate a TAN every 3 months when you log in.

As next step enter your VR-NetKey and the PIN you received. Please continue with „Anmelden".

Confirm the customer authentication in the VR SecureGo plus app by clicking on "Freigeben".
Then click „Weiter".

You will now see a screen appear to change your PIN. Enter your initial PIN you received by letter as **"Aktuelle PIN"** and assign a new one that needs to be confirmed afterwards.

Note on assigning the PIN:

- at least 8 and max. 20 digits
- allowed character set:
  letters: A – Z, a – z + ä ü ö
  numbers 0 – 9
  special characters (!%&/=?*+;:_,.-@ and blank)
- differentiation according to upper and lower case
- The PIN must either be purely numeric or alphanumeric with at least one capital letter and one number!

Confirm the PIN change by approving it via your VR SecureGo plus app.

A message will now appear in the VR Banking app informing you that your PIN has been changed successfully. Please click "Ok".

3. Initial registration for online banking via the homepage:

Please head to www.rvb-donauwoerth.de and click "Zum Online-Banking" at the top right corner followed by "Zum Online-Banking".

Zum Online-Banking

🔒 OnlineBanking

👤 Fernwartung

Log in with your VR-NetKey and the PIN you received.

Anmelden

VR-NetKey oder Alias

PIN

Abbrechen   Anmelden

You will then be asked to change the PIN you received by letter to a personal PIN.

First enter the PIN you received by letter as "Aktuelle PIN". Then enter a new PIN and confirm it in "Wiederholung neue PIN".

Once you have entered the PIN, click "Eingaben prüfen".

PIN-Änderung

Aus Sicherheitsgründen ist es erforderlich, Ihre aktuelle PIN zu ändern.
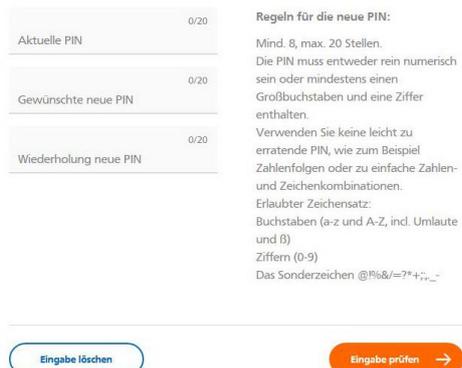
0/20 Aktuelle PIN	Regeln für die neue PIN:
0/20 Gewünschte neue PIN	Mind. 8, max. 20 Stellen. Die PIN muss entweder rein numerisch sein oder mindestens einen Großbuchstaben und eine Ziffer enthalten.
0/20 Wiederholung neue PIN	Verwenden Sie keine leicht zu erratende PIN, wie zum Beispiel Zahlenfolgen oder zu einfache Zahlen- und Zeichenkombinationen. Erlaubter Zeichensatz: Buchstaben (a-z und A-Z, incl. Umlaute und ß) Ziffern (0-9) Das Sonderzeichen @!%&/=?*+;:,_-

Eingabe löschen   Eingabe prüfen →

You confirm the PIN change utilizing your VR SecureGo plus app.

You will be automatically logged out of the system and can log in again with "Erneut anmelden" using your VR-NetKey and your new PIN.

PIN-Änderung erfolgreich.

Sie haben Ihre PIN erfolgreich geändert. Aus Sicherheitsgründen ist nun eine erneute Anmeldung erforderlich.

Verwendete TAN: 182332

Erneut anmelden

Special features of the registration process:

The activation code for the VR SecureGo plus app is valid for 20 days. The app must be activated within this period.

4. Allocation of an ALIAS

To simplify logging into VR OnlineBanking, you can assign yourself a so-called "ALIAS".

Head to your profile and click "Datenschutz und Sicherheit".
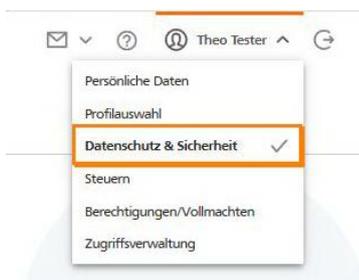
Click the 3 dots below Alias and select "Anlegen".

Please do not hesitate to contact us if you have any questions!