

June 2022

Getting started with online banking: instructions for first-time login



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Getting started with online banking

Ready to go?

Make sure you have:

You have concluded an online banking agreement

Online banking login information

SecureSign letter

Laptop or tablet; mobile phone

You're all set – continue to the next page

Is anything missing?

Online banking agreement

Online banking login information

SecureSign letter

Laptop or tablet; mobile phone

Apply² for online banking

If your login information is lost or invalid: just give us a call.

To order a SecureSign letter: just give us a call.

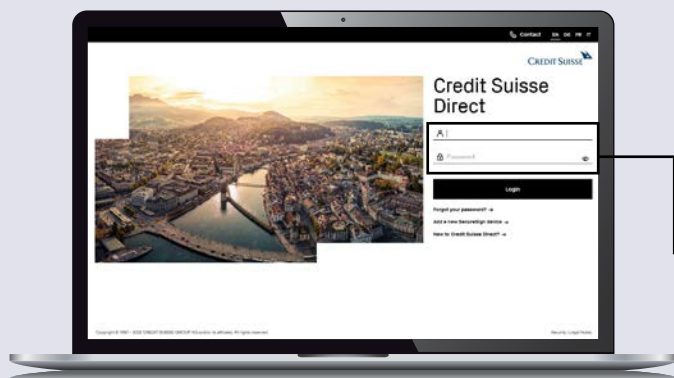
If you have only one device: just give us a call.

+41 (0)844 800 888¹

After the first login: store the letters in a safe place. You will need your login information (user ID) each time you sign on. You will not need the SecureSign letter again until you get a new device. Never share your SecureSign letter physically or electronically with anyone. Credit Suisse will never ask you to reveal a password or to upload or share in any other way a SecureSign graph.

¹ Domestic phone charges for Switzerland (Swisscom): Mon.–Fri.: 08:00–22:00, Sat., Sun. and holidays: 09:00–16:00; you can also request a call-back.
² www.credit-suisse.com/onlinebanking/application

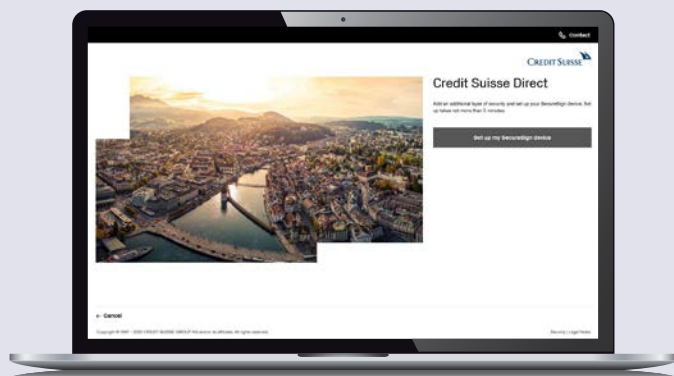
Logging on to the system and setting up your first SecureSign device



01

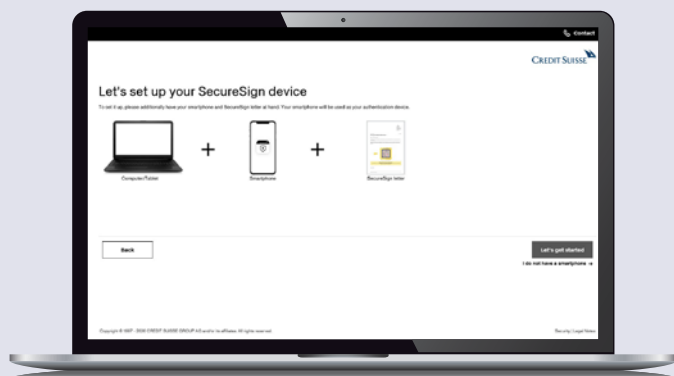


Open the browser on your laptop or tablet and enter <https://direct.credit-suisse.com>. Log in with your **user ID** and password. Both are listed in your **login letter**. Language settings are at the top right of the page.



02

Start the SecureSign registration process by clicking on **“Set up my SecureSign device”**.



03

Once you have all devices and your SecureSign letter ready, click on **“Let's get started”**.

Setting up your first SecureSign device (1/2)



04

Take your mobile phone, follow the instructions on the laptop/tablet screen to **install the app** and click on **“Continue”**.

If you do not see the app, click on: **“I can not find the app”** in the lower right corner.



05

Take your SecureSign letter. Before scanning the graphic, make sure you have installed and opened the SecureSign app on your phone. **Scan it from the SecureSign app.** Step 6 provides full instructions on how to do so. After step 6, this laptop screen will automatically show a confirmation that your mobile device has been registered successfully.

Perform the next step on your mobile phone.

Setting up your first SecureSign device (2/2)



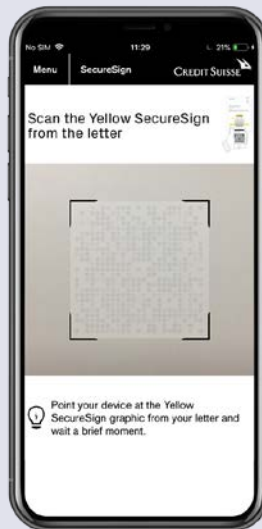
Perform the next step on your mobile phone.

06

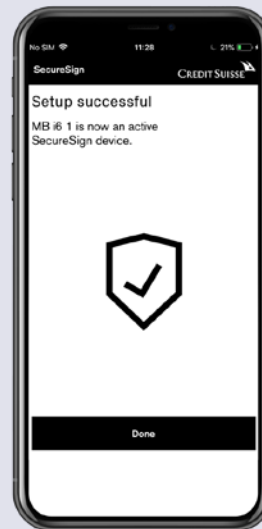
Open the SecureSign app following installation. Get your SecureSign letter ready. You will now register your mobile phone as an active device in the system.



Click "Scan" to begin.



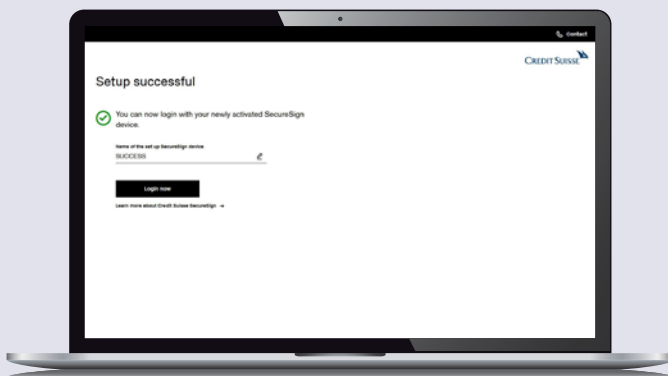
Scan the yellow graphic from your SecureSign letter.



Once you see the confirmation "Setup successful," your device has been activated. Click on "Done."



Go back to your laptop.

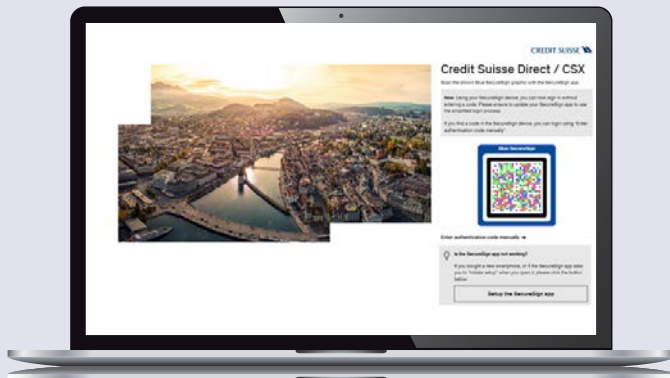


07

Your screen should now say "Setup successful." The name you assigned to your mobile phone will be applied automatically. You can still change it here. Click on "Login now" in order to log on to your account for the first time using SecureSign.

If your screen does not say "Setup successful", please go to the section entitled "Not working?" at the end of this document.

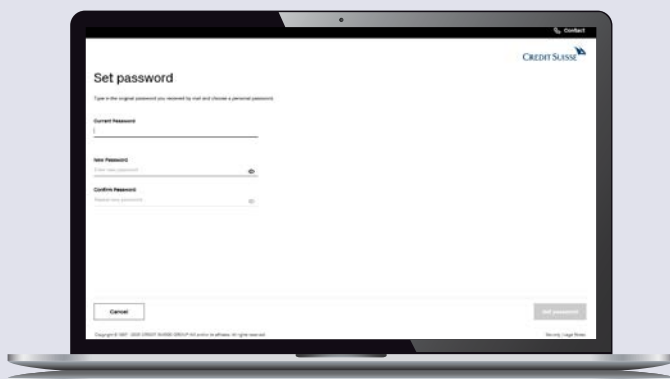
Logging in for the first time with SecureSign (1/2)



08

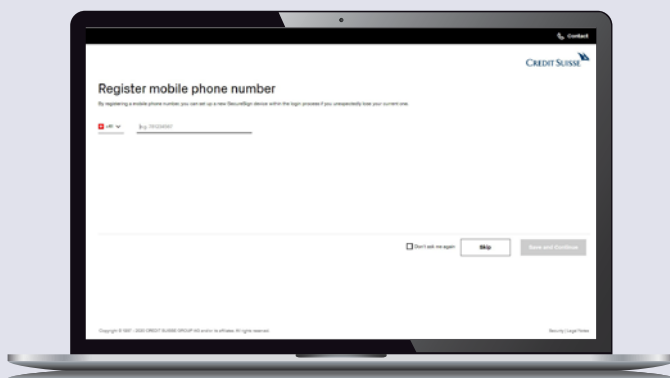
Log in with SecureSign to online banking: Using the SecureSign app on your mobile phone, scan the graphic on your laptop/tablet screen and you are logged in.

If your device shows an authentication code, you can still enter it using the 'Enter authentication code manually' link below the graphic to log in.



09

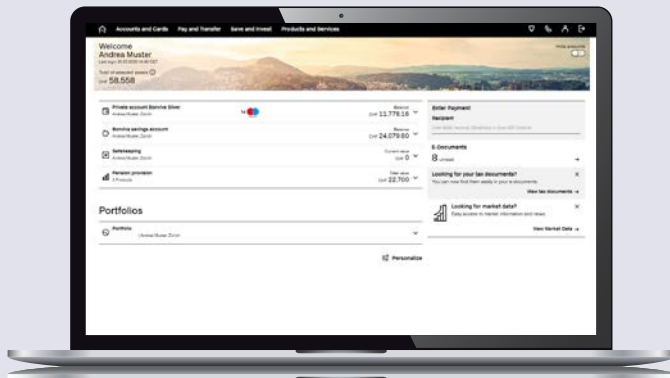
The first time you log in, you will be asked to create a new password; the password from your login letter is only valid for about one month. Create a secure password and memorize it well. You will need it each time you log in.



10

The first time you log in, you will also be asked to register your mobile number in case you need the reset function.

Logging in for the first time with SecureSign (2/2)



Congratulations! You now have access to online banking.

Every time you log in from now on, you must enter only your **user ID** and the password you created in step 9. Then scan the SecureSign graphic from the screen and you are logged in. The process is even faster if you use the mobile app on your mobile phone (see below).

Do you want to set up a second device with SecureSign? Our [SecureSign page](#)³ also has a PDF version. If you have any questions about SecureSign please also refer to our [FAQs](#)⁴.

Credit Suisse mobile banking lets you bank from anywhere

Download the **Credit Suisse Direct app** from the App Store or Google Play. This allows you to carry out your banking business anytime, anywhere. You can also use mobile-only functions such as the **Payment Scanner**, which lets you **pay bills in just a few seconds**.

³ www.credit-suisse.com/securesign

⁴ www.credit-suisse.com/securesign/faq

Not working?



My computer screen is still showing step 5; I do not see the “Setup successful” screen.

Your mobile phone is not connected to the internet. Follow the steps below.

After I scanned the graphic, my mobile phone did not show the “Setup successful” confirmation, but rather a numeric code.

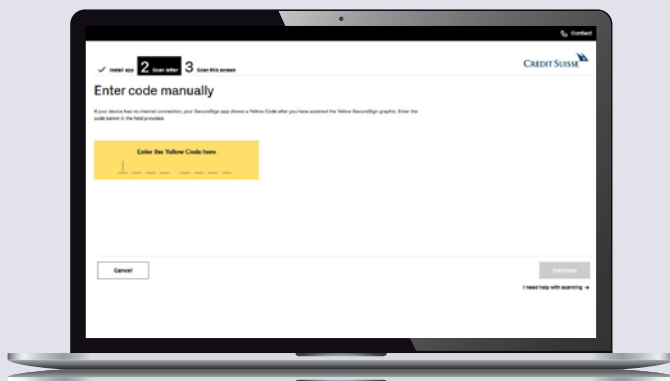
Your mobile phone is not connected to the internet.

Option 1:

Turn on your phone's data line. Scan the graphic again.

Option 2:

Register without internet access from your mobile phone.



On your computer (step 5), click on **“Enter code manually.”** Then enter the code from your mobile phone, and follow the remaining steps.

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