

June 2020

Using online banking on a new mobile device



Registering a new mobile phone for SecureSign (1/3)

You need



SecureSign letter¹



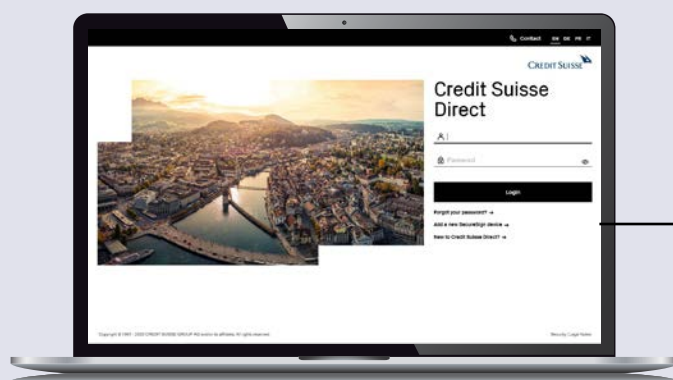
Computer or tablet



The mobile device that you wish to register



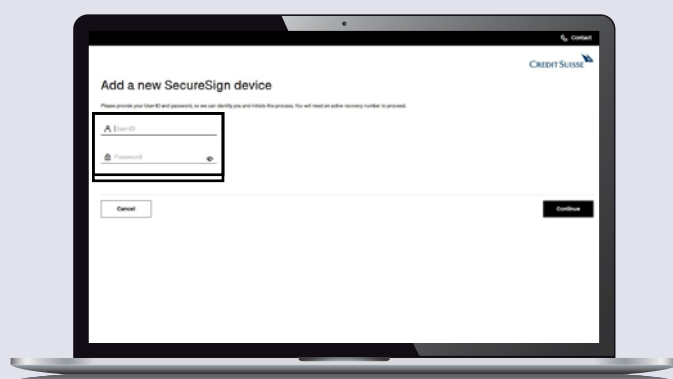
Start the process on the computer.



01

Open the browser on your computer or tablet and enter <https://direct.credit-suisse.com>. Click on **“Add a new SecureSign device”**.

During your initial registration, you entered a mobile phone number. For the next steps of the process, you will need the mobile phone connected to that number.



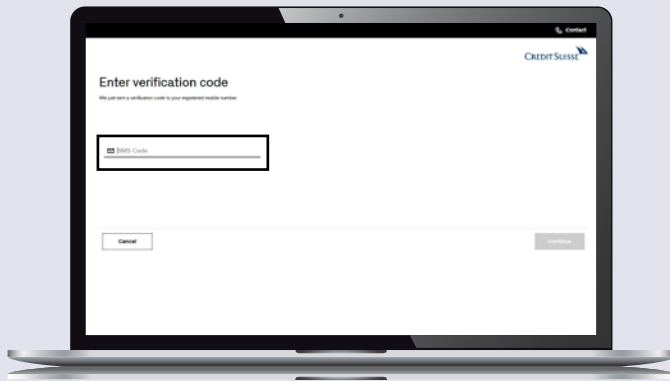
02

Enter your user number and your password for online banking on the computer screen. You will find your user number on your SecureSign letter. You set your password yourself.

Now, check your mobile phone. You have received a text message (SMS).

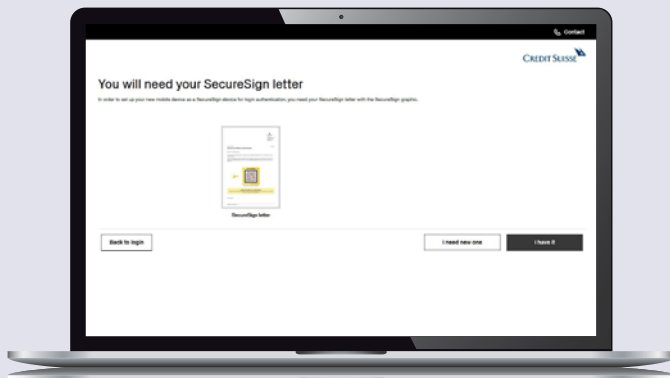
¹ Do you no longer have your SecureSign letter? Order it: Log in to online banking as usual, click on the shield symbol at the top right. On the “Security and Privacy” page, you will now find the “SecureSign Letter” section. Here, you can order a new letter.
Are you unable to log into online banking because you no longer have a registered SecureSign device?
Give us a call – private clients: +41 (0)-844 800 888; corporate clients: +41 (0)-800 88 11 88.

Registering a new mobile phone for SecureSign (2/3)



03

The SMS on your mobile phone includes a numerical code. Enter this code on the computer.



04

Get a hold of your SecureSign letter and confirm that you have it – “I have it”.

If you no longer have the letter, you can order one here and continue with the process as soon as you have received it by mail.



05

Make sure that you have installed and opened the SecureSign app on the phone. **Scan using the SecureSign app**; step 6 describes this in detail. Following step 6, this laptop screen automatically switches to a confirmation that your mobile device is successfully registered.

Registering a new mobile phone for SecureSign (3/3)



Perform the next step on your mobile phone.

06

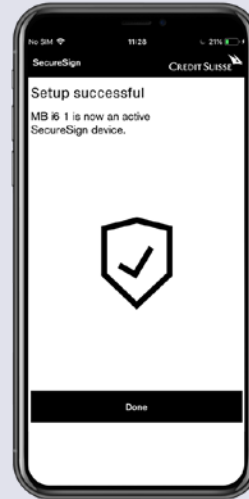
Open the SecureSign app following installation. Get your SecureSign letter ready. You will now register your mobile phone as an active device in the system.



Click "Scan" to begin.



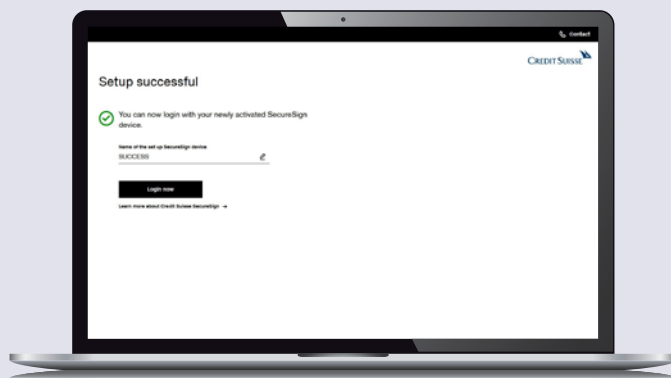
Scan the yellow graphic from your SecureSign letter.



Once you see the confirmation "Setup successful", your device has been activated. Click on "Done". Are you seeing a numeric code instead? See page 5 for information.



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.

You can now log on as usual into online banking with your new device.

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.

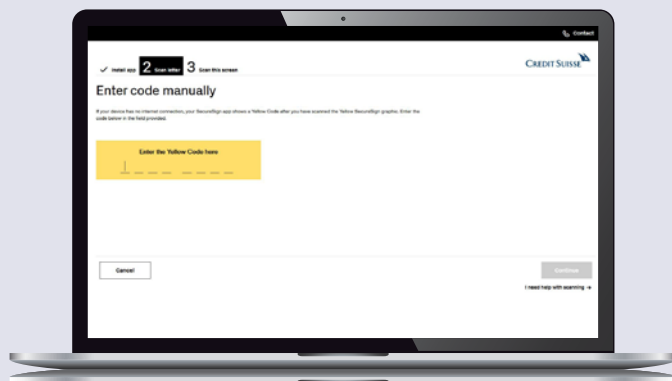
Your mobile phone is not connected to the internet:

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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