

Manual

Using the Virtual DigiPass in the RIB Internet Banking system

(possible only after the activation of the virtual DigiPass in the mobile app "RIB banka")



www.ribbank.com



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Logging in to the RIB Internet Banking system





In the login page of the RIB Internet Banking system, specify that you will use your **Virtual DigiPass** and enter your **user code**.



Concurrently, **open the mobile app "RIB banka" on your smart device** and **press the DigiPass icon** located on the left side of the header menu.

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DigiPass code	Statement
LOGIN	
	Accounts Cards Payments Orders Signatures



Logging in to the RIB Internet Banking system



In the mobile app, select the DigiPass, which you have set as the main one, from the List of Virtual DigiPasses.





Select the action **"Login code (APPLI 1)"**.



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Enter the DigiPass PIN code.





Logging in to the RIB Internet Banking system





The mobile app **will automatically** generate the DigiPass code.



Enter the code seen in the mobile app in the field "**DigiPass code**" in the Internet Banking login page and press "**LOGIN**".







In the Internet Banking system, specify that you will use the Virtual DigiPass to confirm the action.



Concurrently, **open the mobile app** and **press the DigiPass icon** located on the left side of the header menu.



15:47 Search	15:47 • Search
RIB Reģionālā Investīciju Banka	Current Accounts
	Kaķīts mans < 3 010.71 EUR
DigiPass (Virtual DigiPass)	Card Accounts
User code	Karte < 295.86 EUR Reserved: 0.00 EUR
DigiPass code	Statement
LOGIN	
	Accounts Cards Payments Orders Signatures









In the mobile app, select the DigiPass, which you have set as the main one, from the List of Virtual DigiPasses.





Select the action **"Signature code (APPLI 2)"**.









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In the mobile app, enter the code seen on the Internet Banking screen, and press "Confirm".









Frequently asked questions and answers about the Virtual DigiPass





If the customer loses his/her smart device (phone or tablet), will he/she lose the virtual DigiPass integrated therein as well?



Yes, he/she will. The previously used DigiPass cannot be repeatedly activated. In the event your smart device is lost, you have to apply to the Bank and receive a new virtual DigiPass.



Can the virtual DigiPass be restored from backup copies?



No, it cannot. Vritual DigiPass has actual access to money, therefore, it is deeply integrated in the customer's device upon activation. In the event the customer blocks or loses his/her virtual DigiPass, he/she has to receive a new virtual DigiPass.

Is it possible to transfer the virtual DigiPass from the old device to a new device?



No, it is not. If the customer has purchased a new device, he/she has to receive and activate a new virtual DigiPass.





Frequently asked questions and answers about the Virtual DigiPass





Can the customer update his/her iOS and Android versions and the bank's app without worries?



The customer can safely update both iOS and Android versions, as well as the bank's application. The installation of new versions and upgrades in no way affects the operation of a virtual DigiPass.



What will happen if the customer blocks the PIN code of the virtual DigiPass?



The customer will have to receive a new virtual DigiPass. Due to security reasons, it cannot be unblocked.



How many times an incorrect PIN code of the virtual DigiPass must be entered to block it?



Virtual DigiPass will be blocked, if an incorrect PIN code of the virtual DigiPass is entered three times in a row.





Contact details



Should you have any questions or require assistance with the actions above, please contact:



📀 your customer manager

or



our Customer Service Centre:





