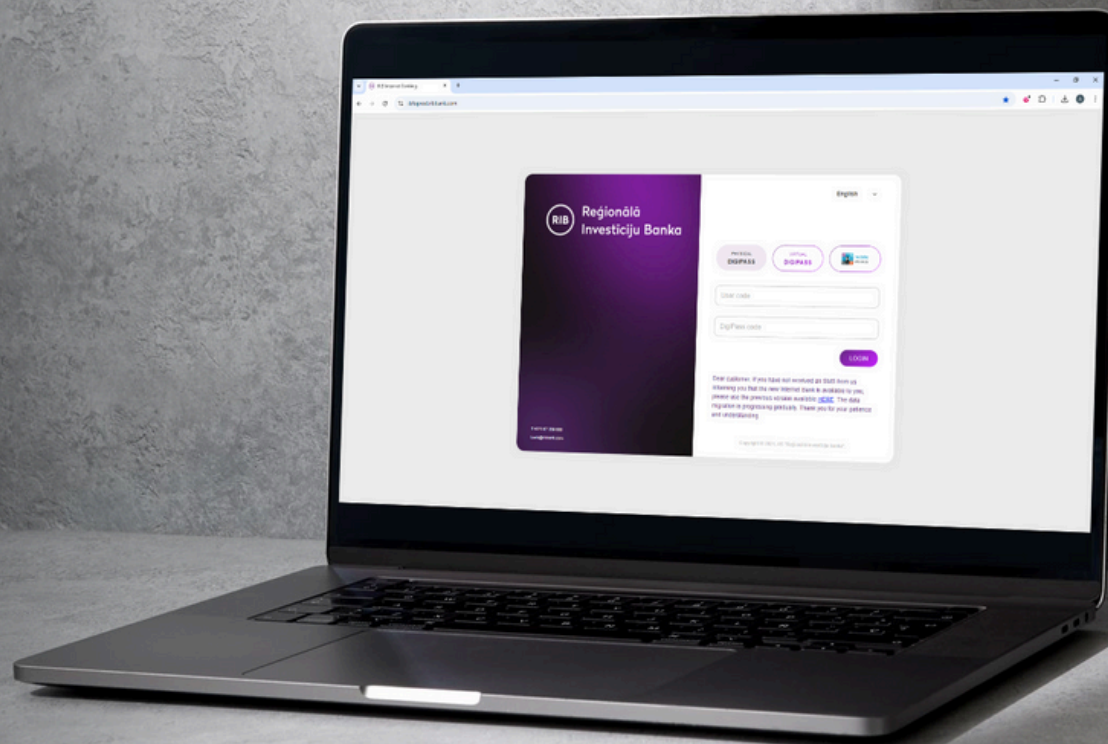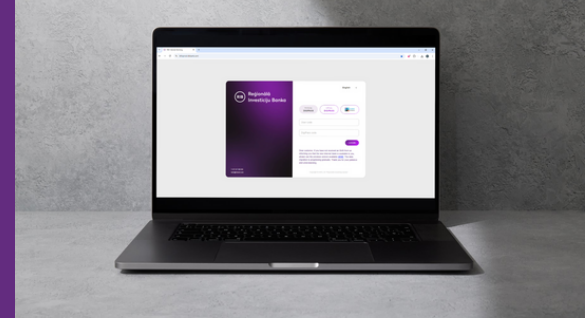**Manual**

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 2024)
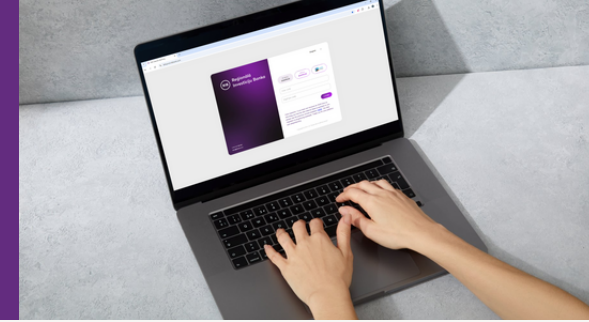
Contents

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

2 Concurrently, **open the mobile app "RIB banka 2024" on your smart device** and **press the DigiPass icon** located on the left side of the header menu.
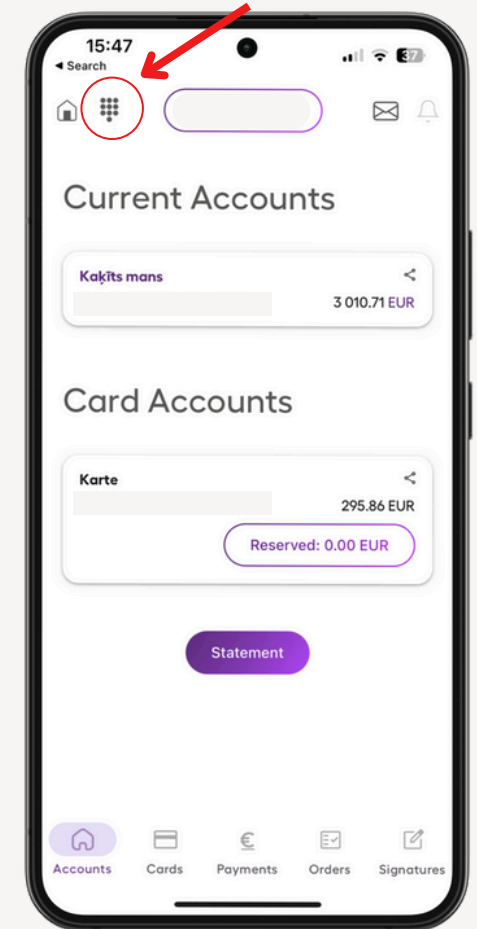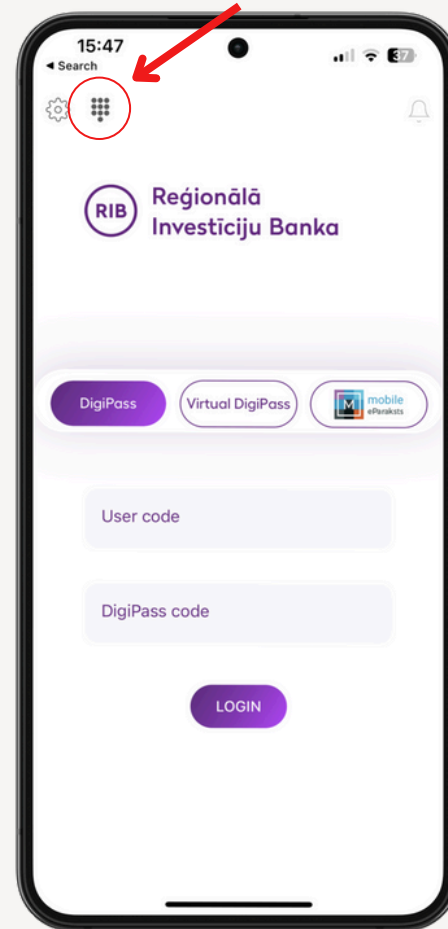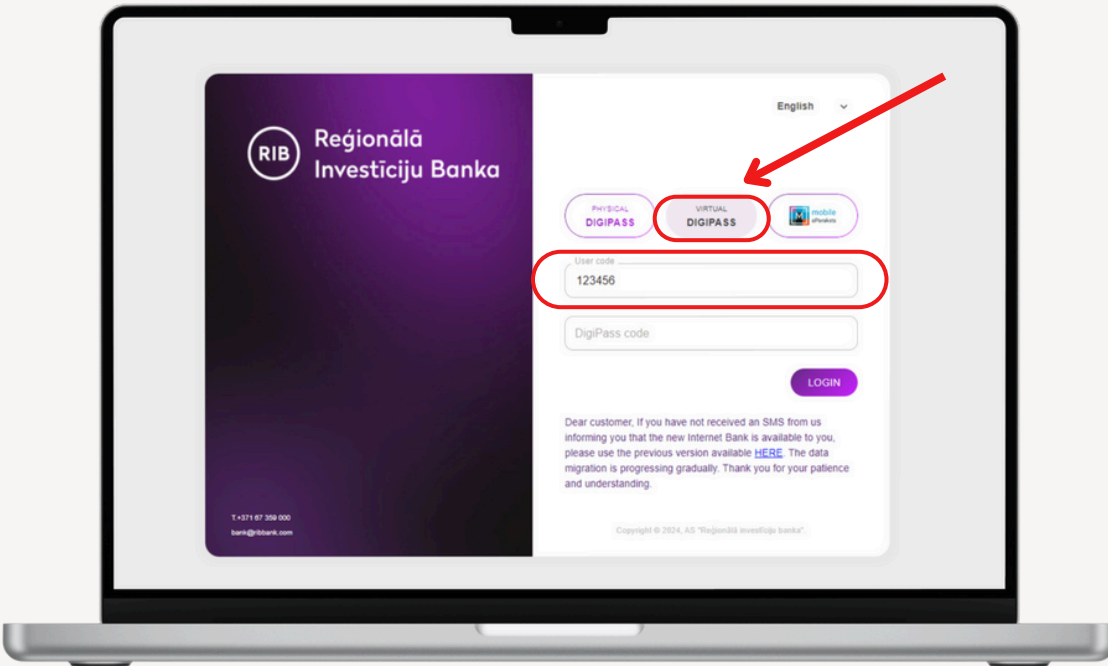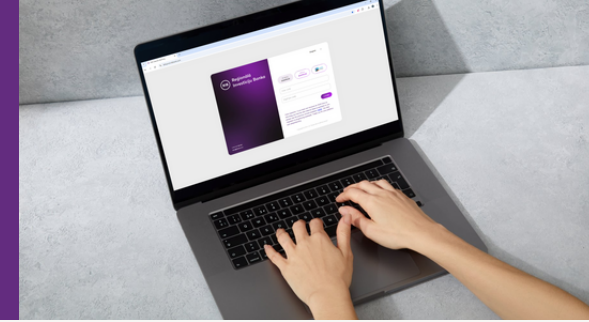
Logging in to the RIB Internet Banking system

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

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

5 Enter **the DigiPass PIN code**.
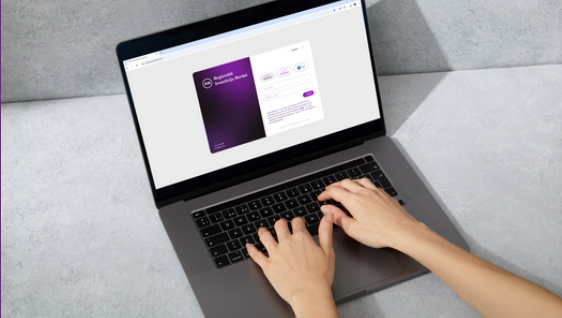
6 The mobile app **will automatically generate the DigiPass code**.

7 Enter the code seen in the mobile app in the field "**DigiPass code**" in the Internet Banking login page and press "**LOGIN**".
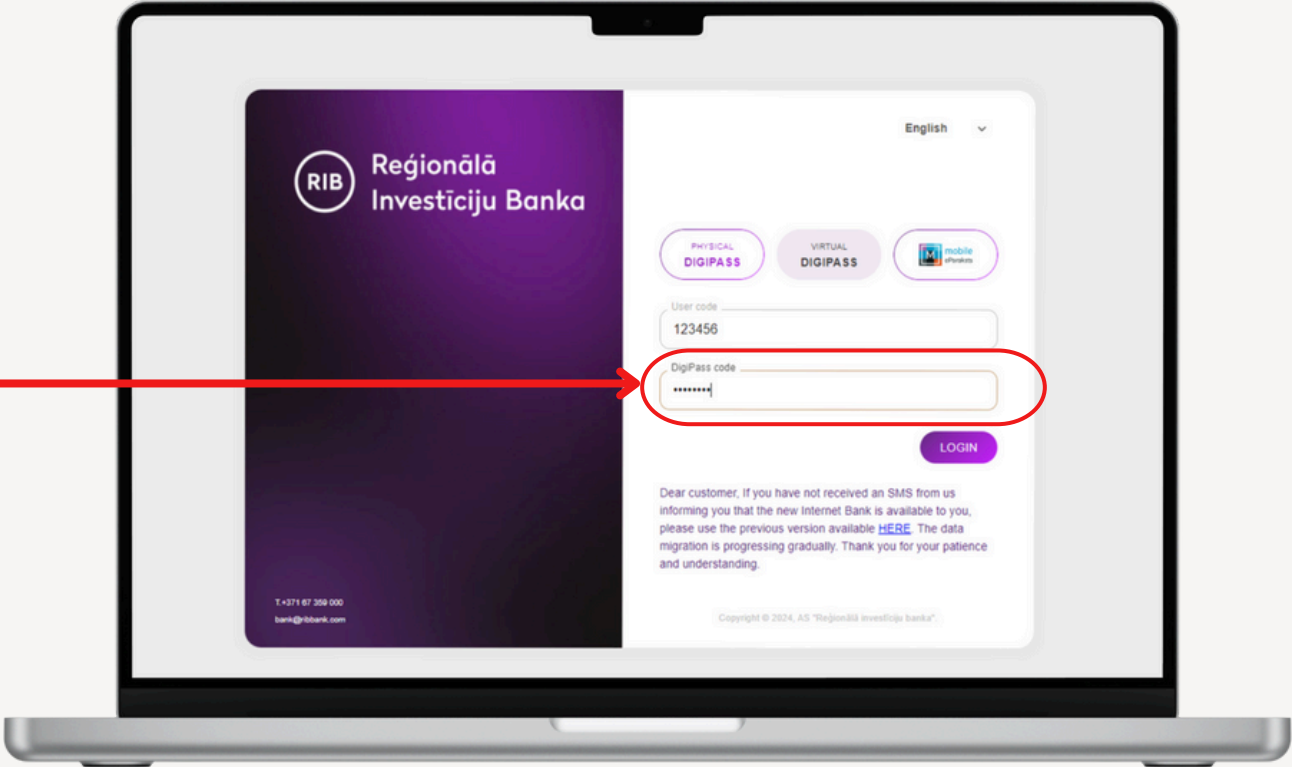
Signing (for sending payments, applications, orders)

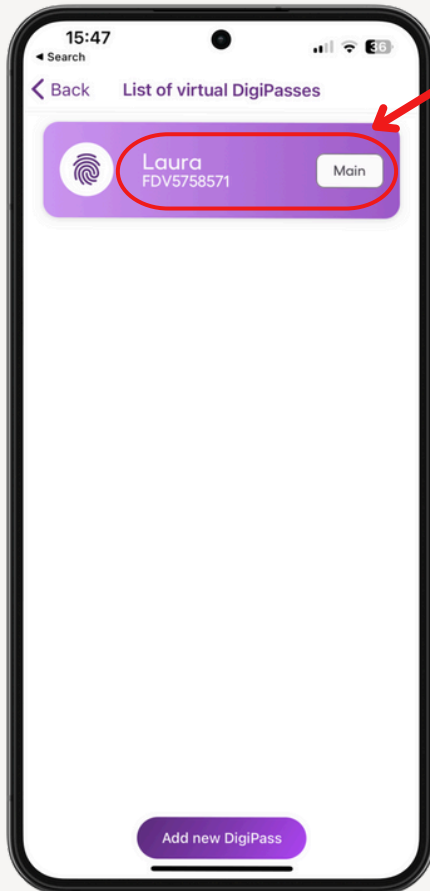**1** **In the Internet Banking system,** specify that you **will use the Virtual DigiPass to confirm** the action.

2 Concurrently, **open the mobile app** and **press the DigiPass icon** located on the left side of the header menu.
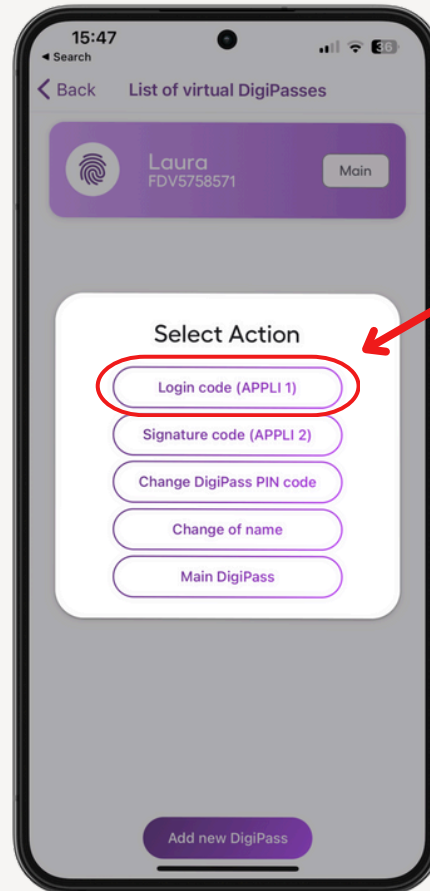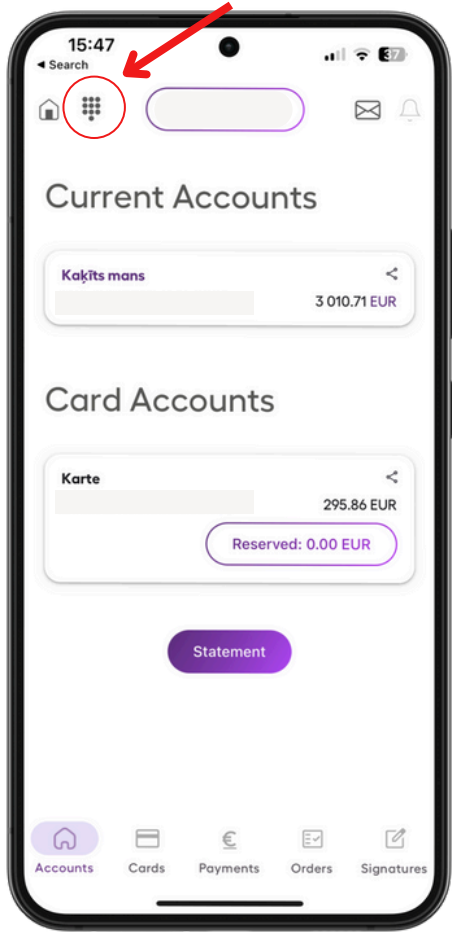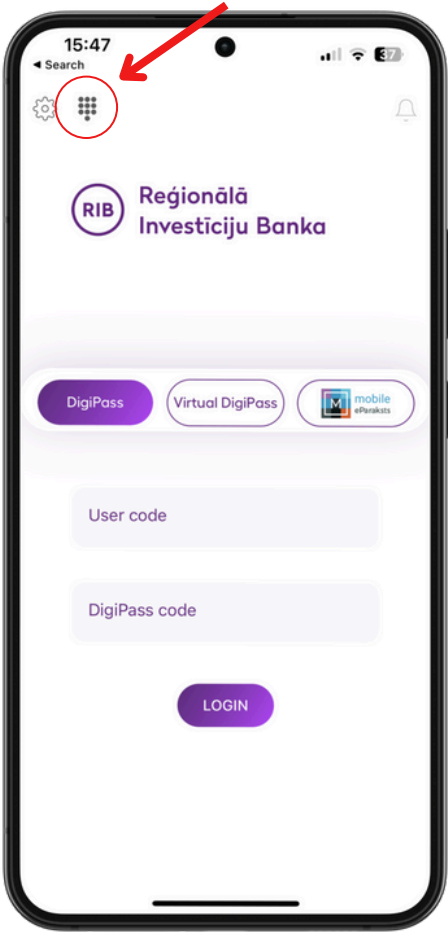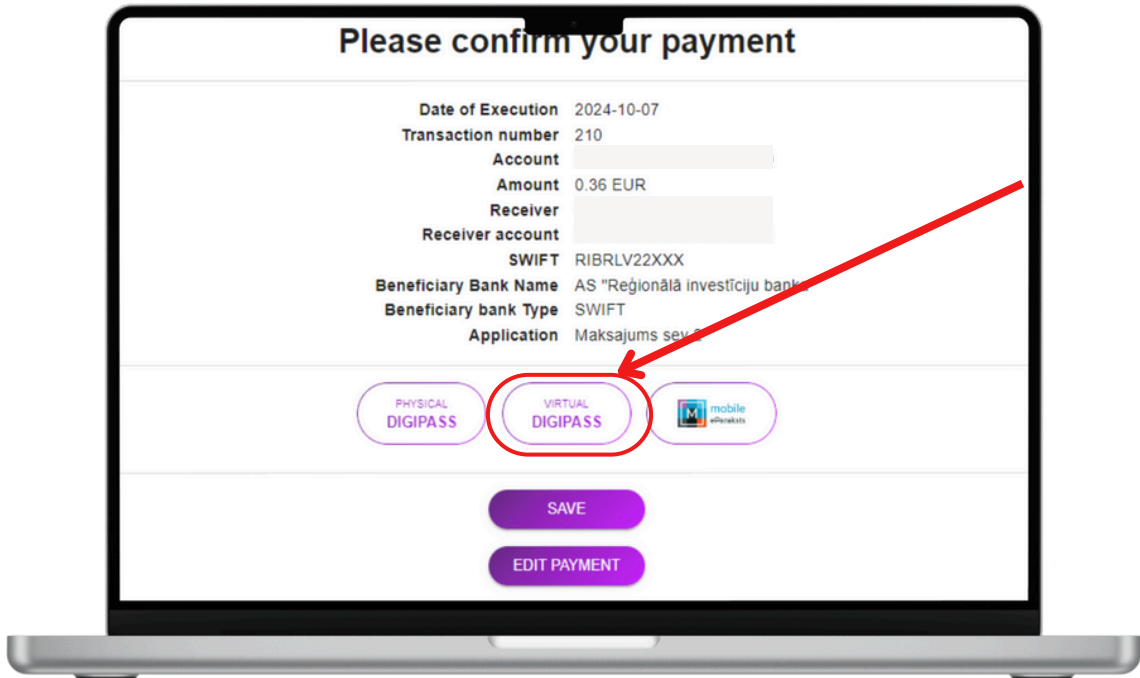
3 **In the mobile app, select the DigiPass, which you have set as the main one,** from the List of Virtual DigiPasses.

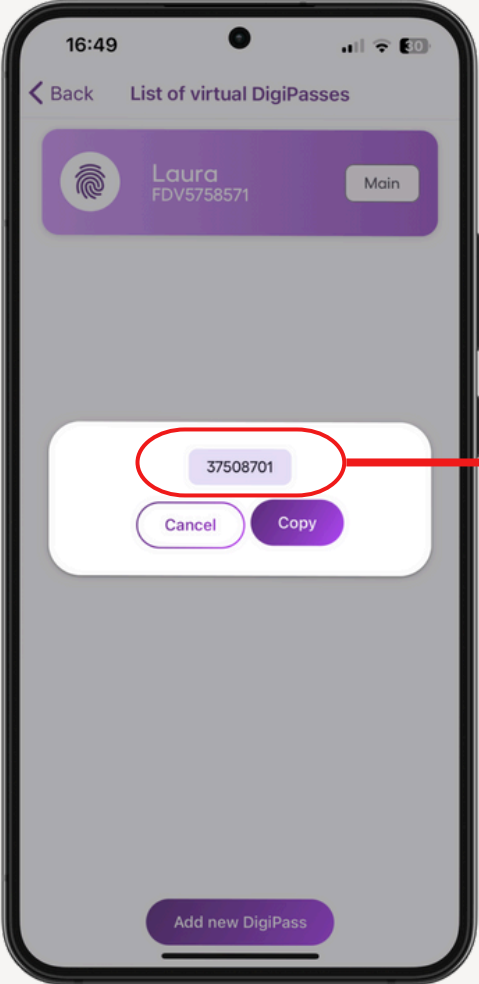**4** Select the action **"Signature code (APPLI 2)"**.
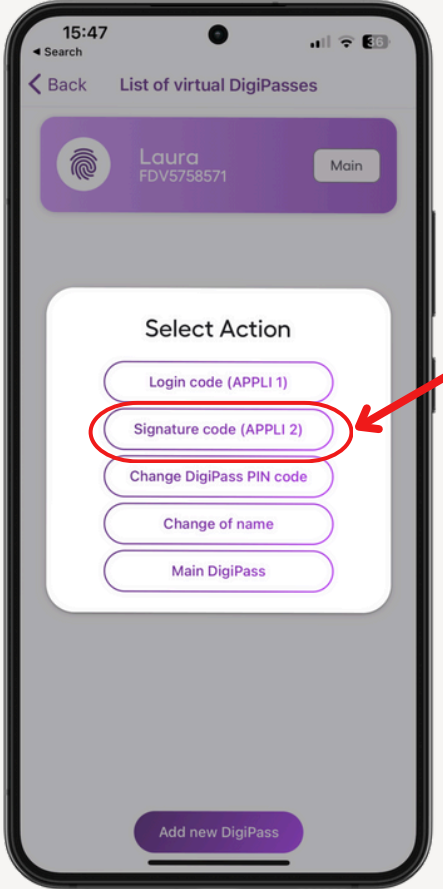
5 **In the mobile app, enter the code** seen on the Internet Banking screen, and press **"Confirm"**.
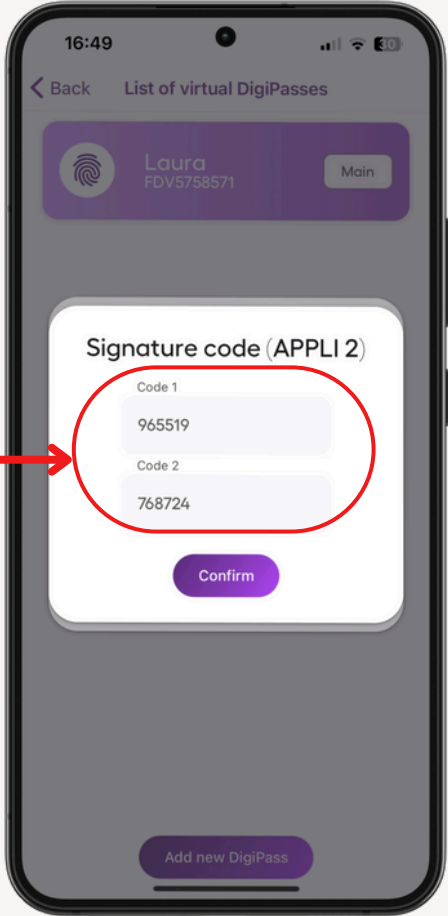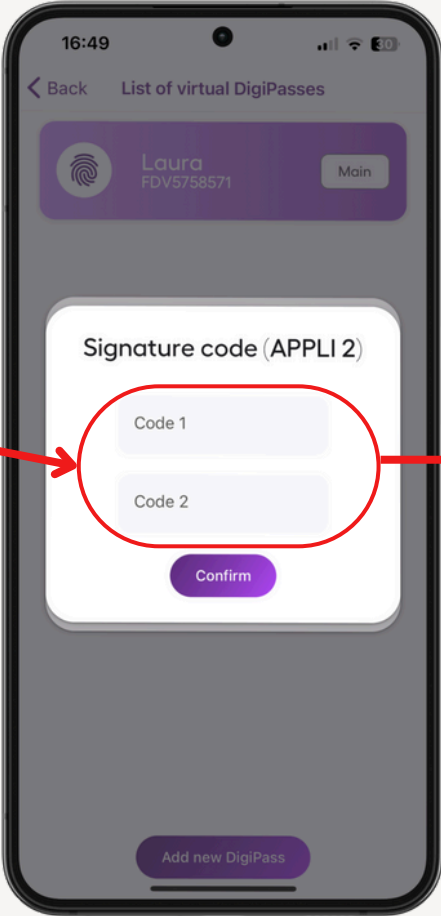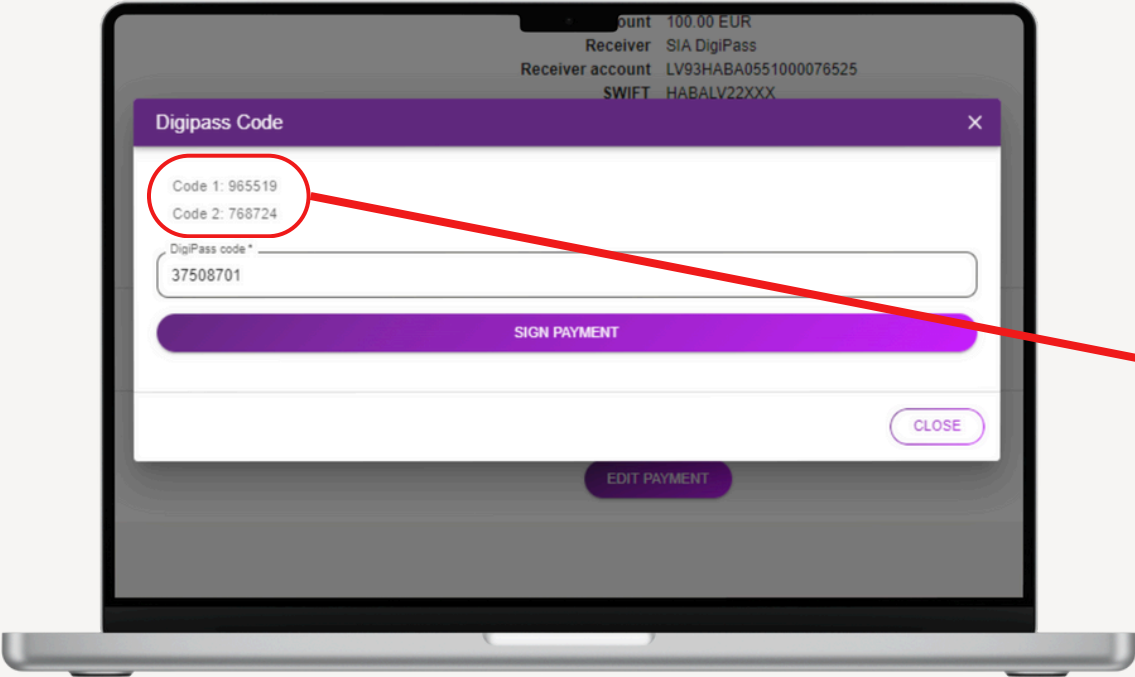
Signing (for sending payments, applications, orders)

6 In the mobile app, enter **the DigiPass PIN code.**

7 The mobile app **will automatically generate the DigiPass code.**
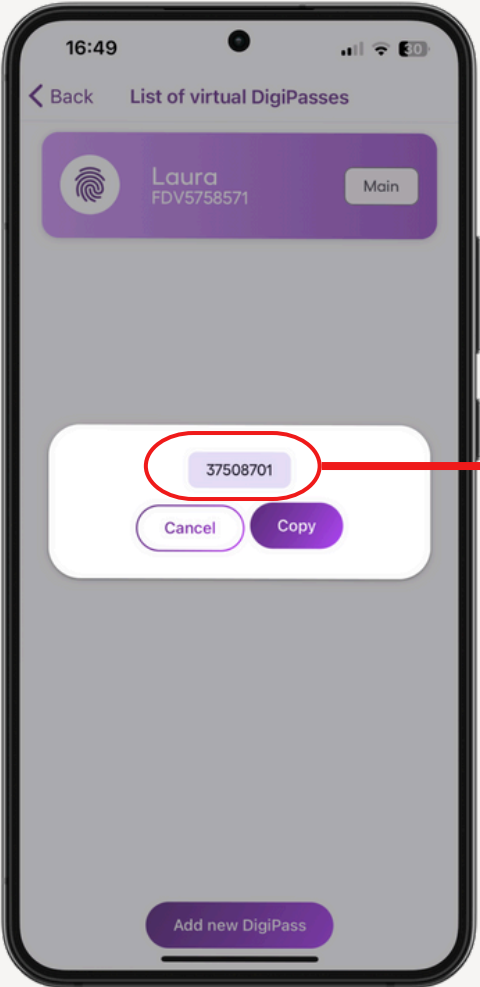
8 **Enter the code** seen in the mobile app in the field "**DigiPass code**" **in the Internet Banking** login page and press "**Sign...**".
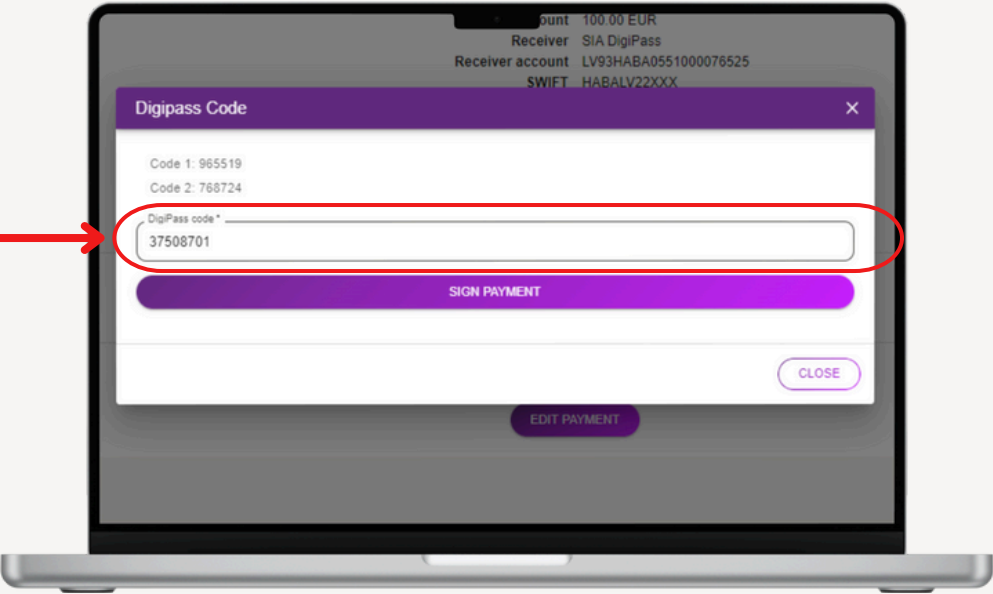
Frequently asked questions and answers about the Virtual DigiPass

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:**

  📞 +371 67 359 000

  @ bank@ribbank.com