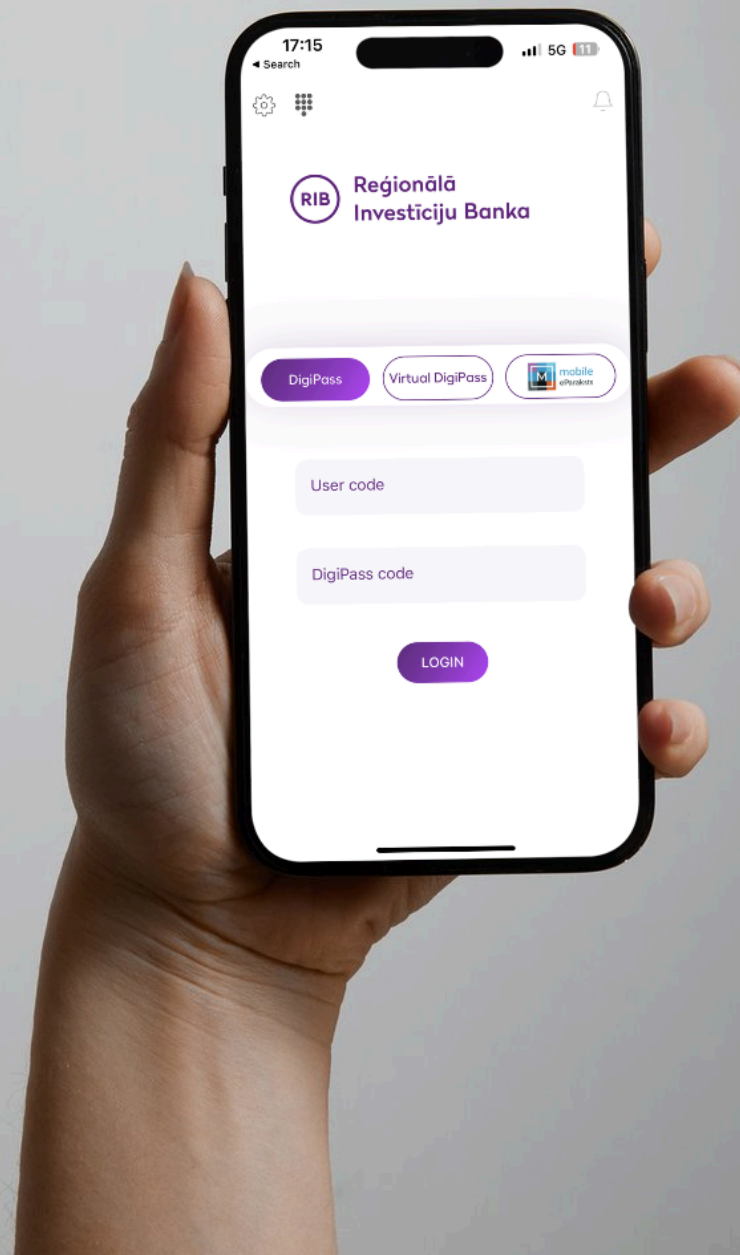
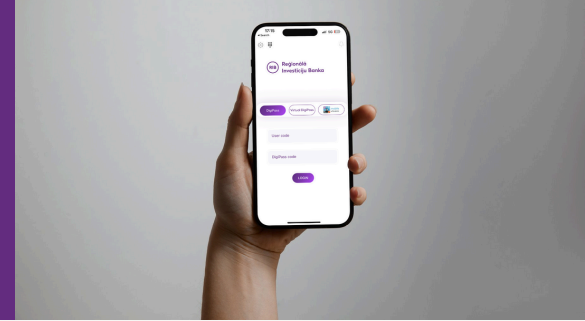


Manual

# Using virtual DigiPass in the mobile app “RIB banka 2024”

(possible only after the activation of virtual DigiPass)





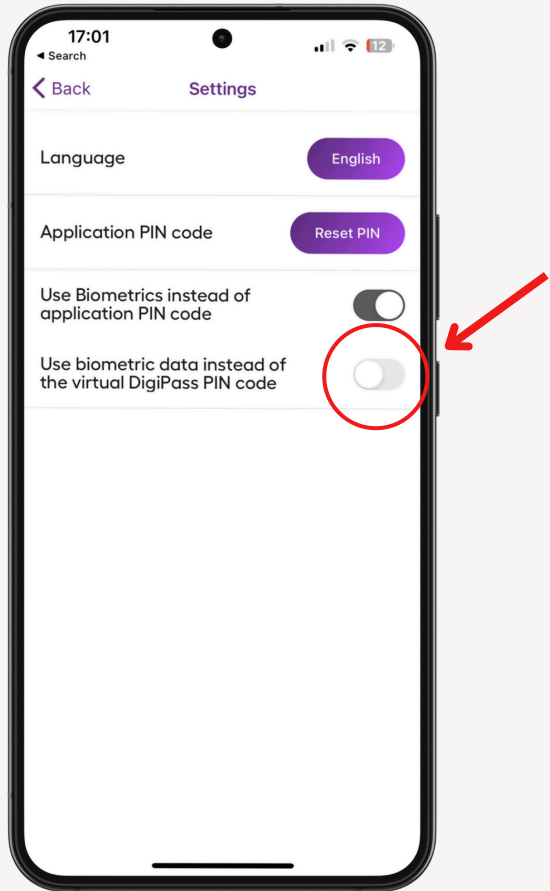
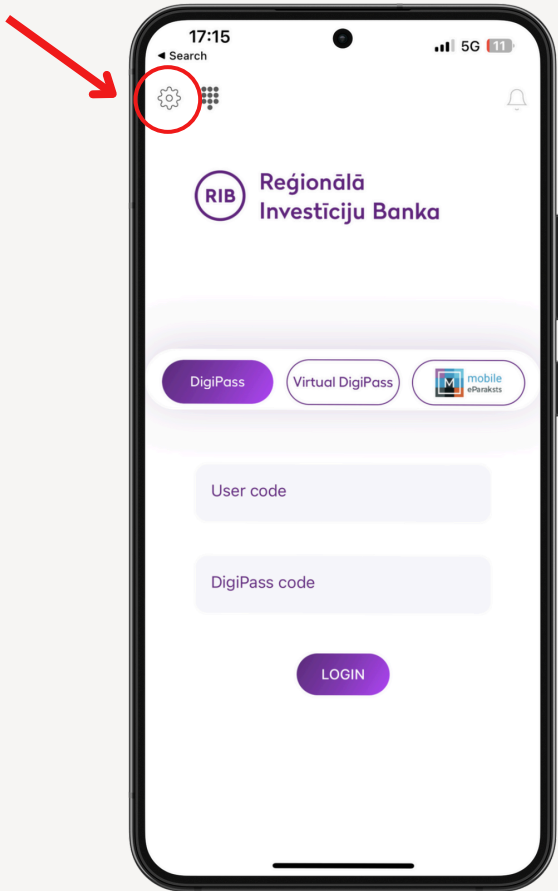
<b>1</b>	Replacing the virtual DigiPass PIN code with biometric data .....	<b><u>3</u></b>
<b>2</b>	Connecting to the app .....	<b><u>4</u></b>
<b>3</b>	Signing (for sending payments, applications, orders) .....	<b><u>6</u></b>
<b>4</b>	List of virtual DigiPasses .....	<b><u>8</u></b>
<b>5</b>	Frequently asked questions and answers .....	<b><u>11</u></b>
<b>6</b>	Contact details .....	<b><u>13</u></b>

# Replacing the virtual DigiPass PIN code with biometric data



**1** In section “**Settings**” in the login page, you can **enable or disable** the replacement of the virtual DigiPass PIN code with biometric data (Face ID or Fingerprint).

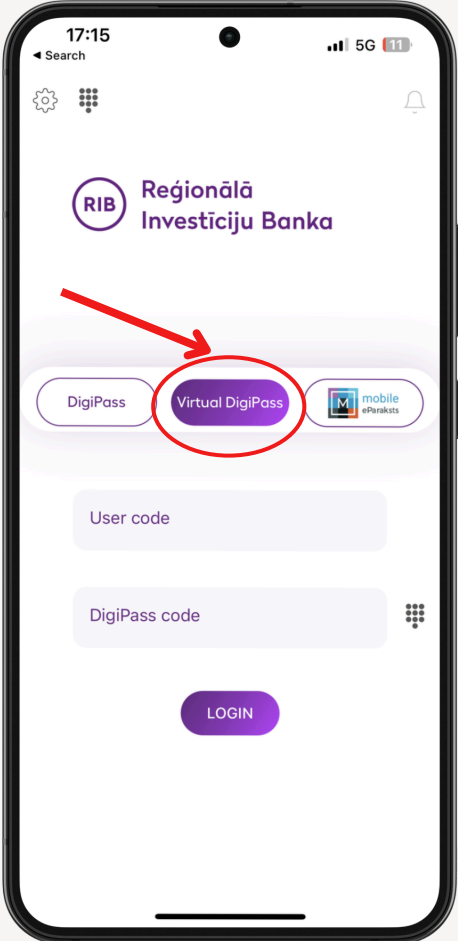
**2** When **enabling** the use of biometric data, drag the switch **to the right** and enter the virtual DigiPass PIN code. If you choose to **disable** the use of biometric data, drag the switch **to the left**.



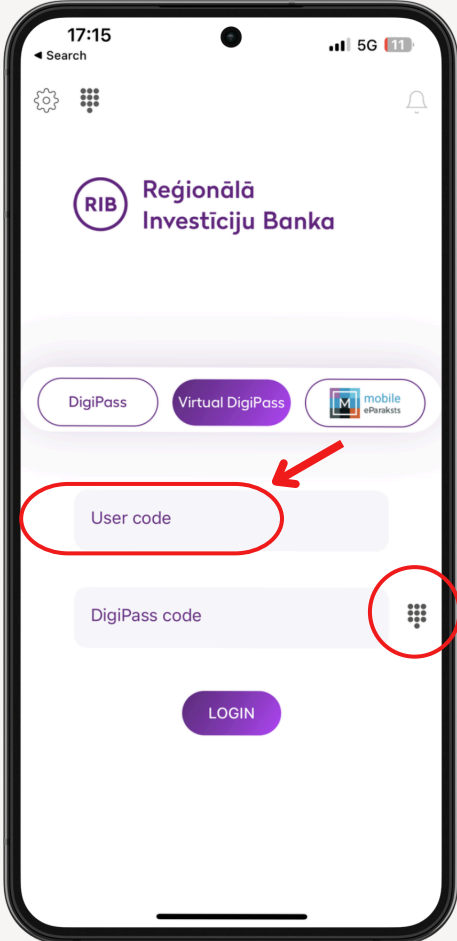
# Connecting to the app



**1** Select the authentication method “**Virtual DigiPass**”.



**2** Enter your user code and **press the icon** located next to the field “DigiPass code”.

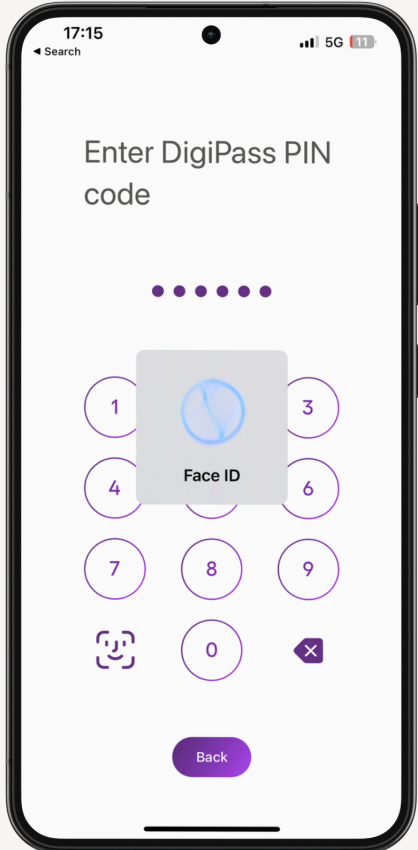




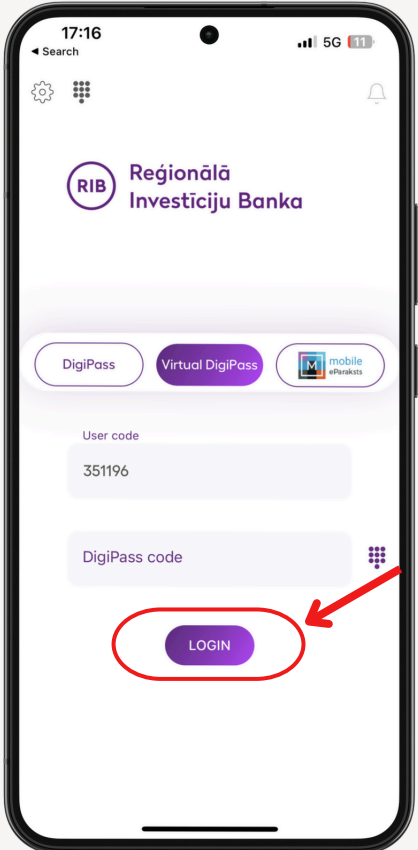
# Connecting to the app



**3** Enter your **DigiPass PIN code** and **the app will automatically generate and fill in the DigiPass code** in the login window. If you activated the replacement of the virtual DigiPass PIN code with biometric data, the app will automatically generate and fill in the DigiPass code in the login window.



**4** Press **“Login”**.

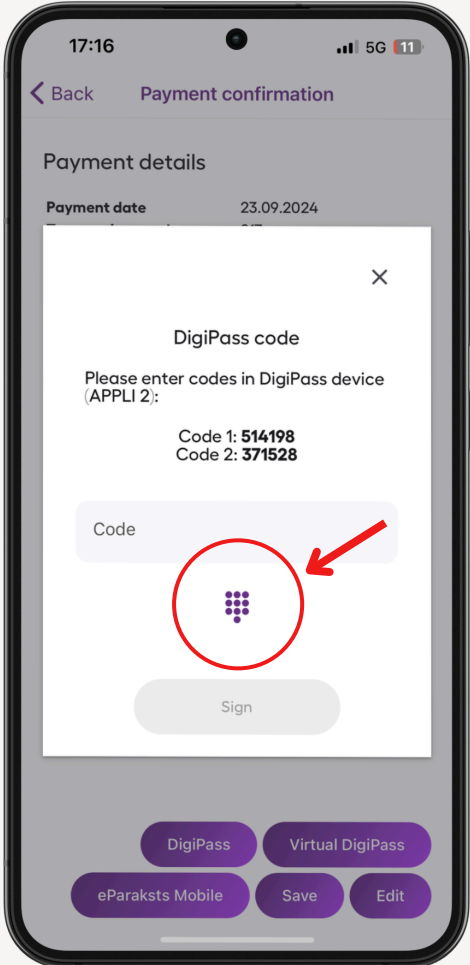
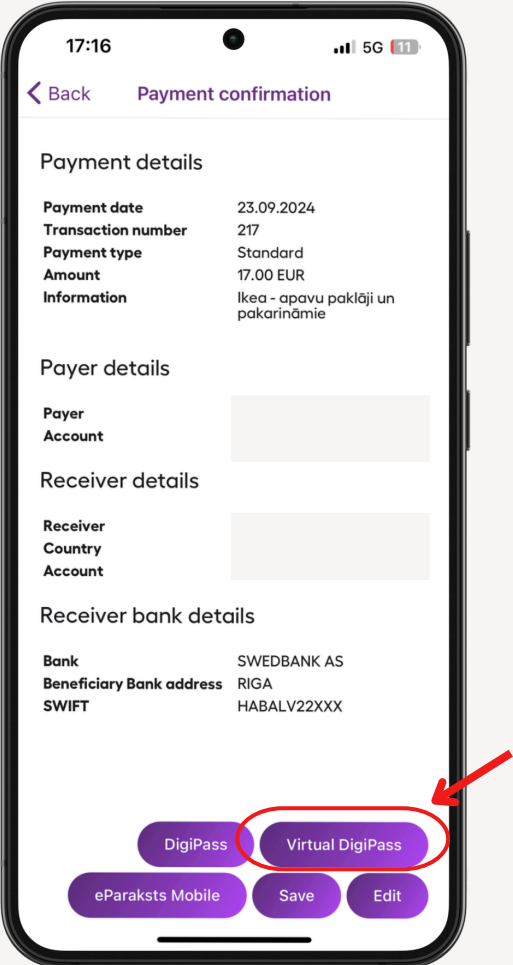


# Signing (for sending payments, applications, orders)



**1** In the confirmation screen, **select “Virtual DigiPass”**.

**2** Next to the “DigiPass code” field, **press the DigiPass icon**.

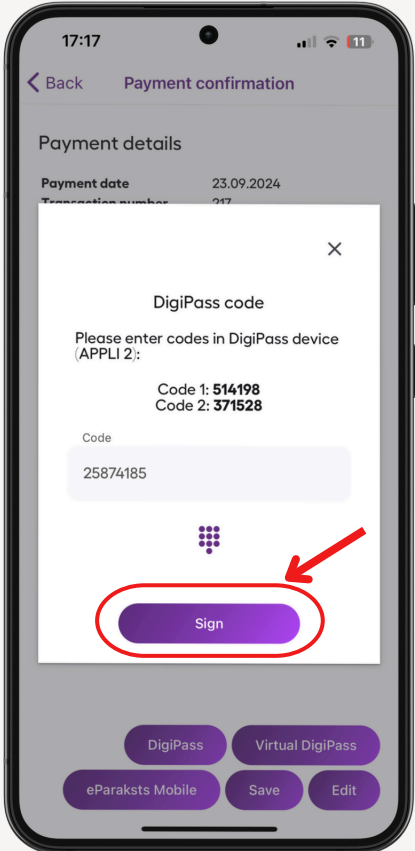
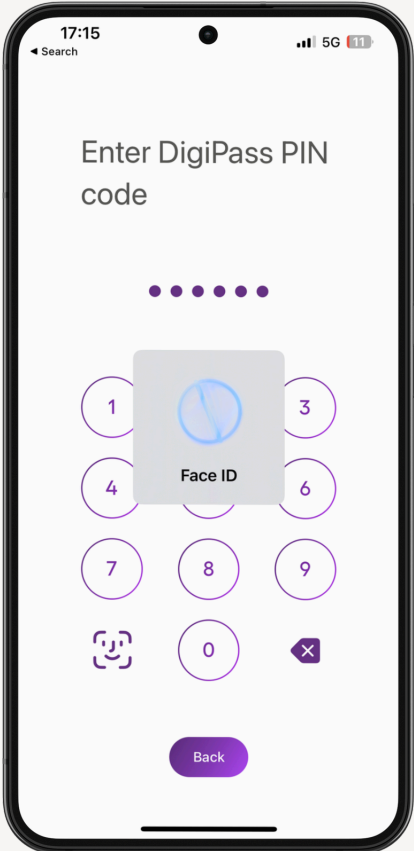


# Signing (for sending payments, applications, orders)



**3** Enter **the DigiPass PIN code, the app will automatically generate and fill in the field “Code”**. If you activated the replacement of the virtual DigiPass PIN code with biometric data, the app will automatically generate and fill in the field “Code”.

**4** Press **“Sign”**.



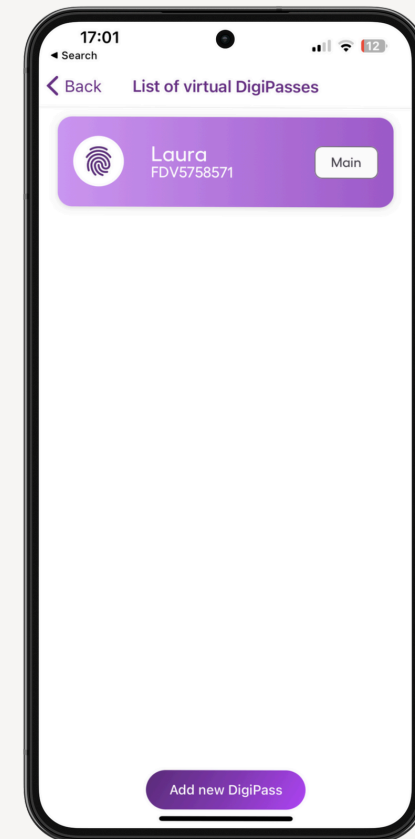
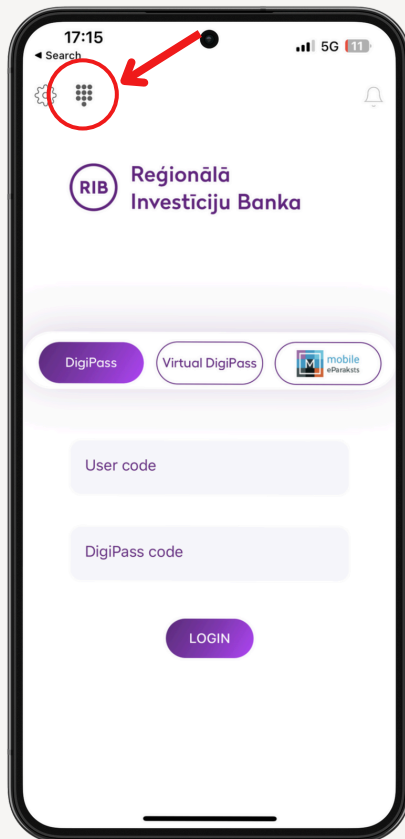
# List of virtual DigiPasses



**1** In the upper menu, you can access the list of virtual DigiPasses and manage DigiPasses.

On the list, you will see the names and serial numbers of DigiPasses built-in on the device and select the Main DigiPass.

**The Main DigiPass will always appear in the mobile app login form by default.**

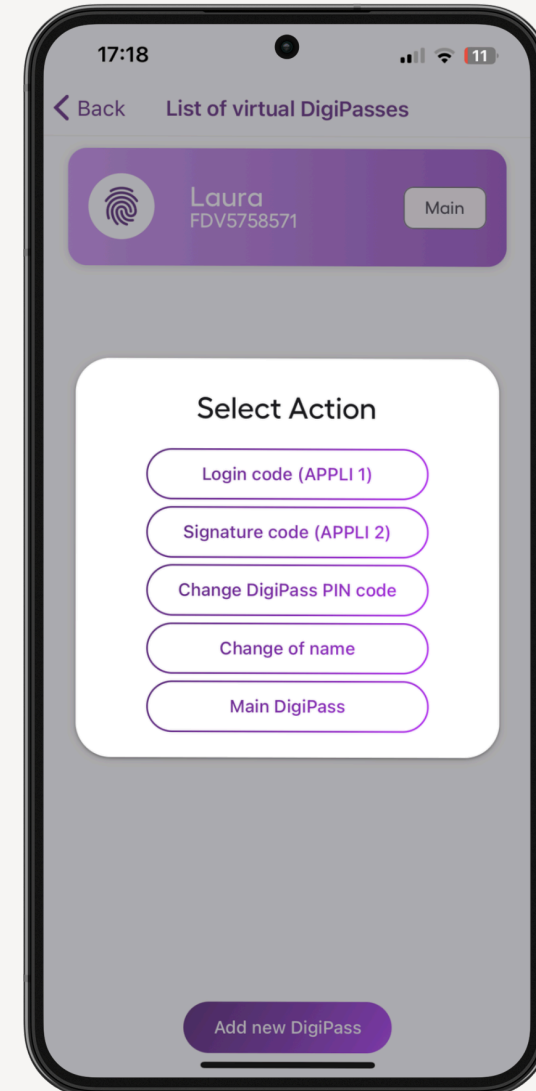


# List of virtual DigiPasses

**2**

Press the **DigiPass** to access its **management functions**:

- ✓ **Connection code (APPLI 1)** – use it if you wish to connect to the Internet Banking system with your virtual DigiPass, using the Internet browser.
- ✓ **Connection code (APPLI 2)** – use it if you wish to send payments, orders, applications in the Internet Banking system with your virtual DigiPass, using the Internet browser.
- ✓ **Change of the DigiPass PIN code** – you can change the PIN code of a particular DigiPass;
- ✓ **Change of name** – you can change the name of a particular DigiPass;
- ✓ **Main DigiPass** – you can set that the selected DigiPass is the Main DigiPass.



# List of virtual DigiPasses



**3** In the menu “List of virtual DigiPasses”, you can add a new virtual DigiPass **by pressing “Add new DigiPass”**.



## Frequently asked questions



**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. Virtual 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



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

**A** 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?**

**A** 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?**

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

---



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](mailto:bank@ribbank.com)