



Helaba Webbanking

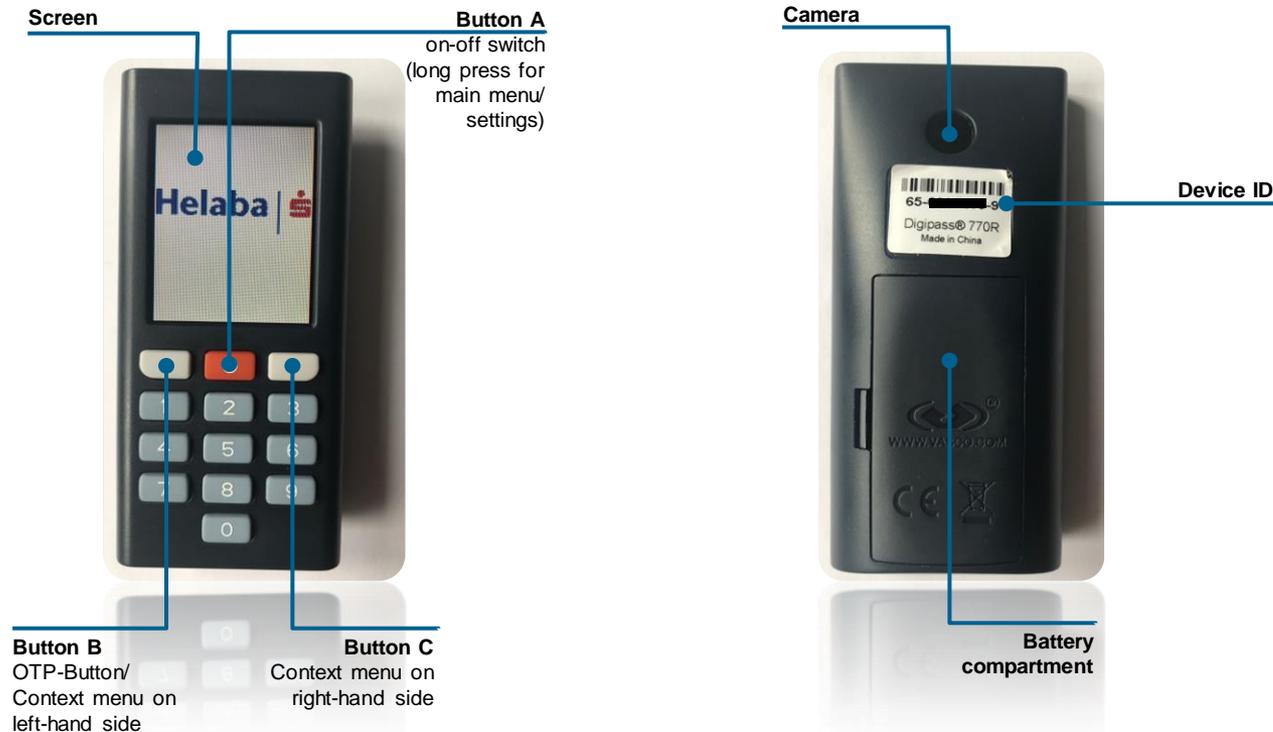
Activation instructions for photoTAN devices

Electronic Banking

Your new photoTAN device at a glance

To offer you a highly secured and comfortable authorisation process in the Helaba Webbanking you'll authorise your payments with the new photoTAN device.

Prior to each transaction a photoTAN image (a square image with multi-coloured dots) will be displayed in Helaba Webbanking that you simply scan with your new photoTAN device. Afterwards all relevant data for the transaction (e.g. IBAN of the recipient, amount and currency) will be displayed on the screen of your photoTAN device. You can easily verify the transaction data and authorise your payment order in Helaba Webbanking using the TAN displayed on your photoTAN device.



Activating your photoTAN device

In order to activate your device, you will require the following:

- Access to Helaba Webbanking at www.helaba.com
- The Helaba photoTAN device you want to activate
- Your activation letter with your personalised activation image
- Your user ID and
- Your initial password, should you be logging on to Helaba Webbanking for the first time. If you already have a personal user password, use your current password when activating your device.



+



+ User ID and password

Activating your photoTAN device

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- Once you have all the required documents, you can begin the activation process.
- To do this, click on the link “I want to activate a photoTAN device” on the Helaba Webbanking login page.

Login

User ID

Password

TAN

Remember my user ID

Login

[I want to activate a photoTAN device.](#) | [Demo login](#) | [System info](#) | [Datenschutz & DSGVO](#) | [Impressum](#)

- You are now in the Activation Wizard, which will guide you through the activation process. After you have read the introduction, you can confirm by clicking “Next”. Then, follow the step-by-step instructions of the Activation Wizard.

PhotoTAN Device Activation / Introduction

Introduction

Credentials

Confirmation

Password

Finalisation

① Welcome to the activation of your photoTAN device. This workflow guides you step by step through the activation process. The entire activation takes only a few minutes.

Before you start, please make sure that you have the following ready:

- If you activate your device for the first time or if your bank provided you with new credentials: the activation letter received from your bank with the initial credentials (Personal user ID, Initial password, Activation graphic)
- If you want to activate or reactivate your device for the first time but already have a personal user password: the activation letter with the activation graphic
- Your photoTAN device you want to activate

During activation you will be asked to turn on your photoTAN device. Please follow exactly the instructions on the device.



Activation workflow / access data

- **User ID / password:** You will now be prompted to enter your user ID and password. Please use the access data known to you. If you are logging on to Webbanking for the first time, use the initial password from your access letter.
- **Device ID:** Your device ID can be found on the back of your new photoTAN device. Enter the identifier, including the hyphens, in the field provided.



PhotoTAN Device Activation / Credentials

Introduction **Credentials** Confirmation Password Finalisation

User ID *

The mandatory field must not be empty.

① Please enter your user ID which you have received with the activation letter.

Password *

Enter the password

① Please enter the initial password, which you have received with the activation letter. If you already changed the initial password, please enter your personal password.

Activation code *

Enter the code

① Please turn on your photoTAN device now and use the device to scan the activation image printed on the activation letter. The device will guide you through the activation. Please follow exactly the instructions on the device. The device will generate a response code, which you must enter in the "Activation code" field.

Device ID *

00-0000000-0

① Please enter here the ID of your device to be activated. The device ID can be found on the back of your photoTAN device.

Cancel X Previous ← Next →

Activation workflow / activation code

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- The activation code is generated using the activation image included in the activation letter. This activation personalises your device and activates it in Helaba Webbanking.
- Please switch on the reader using the red button.



Important: For security reasons, the device switches itself off automatically after approx. 30 seconds.

If the device switches off during activation, please restart the activation process.

- Select the language of your device using the left-hand grey button and confirm by pressing “OK” (right-hand grey button).

Activation workflow / activation code

- After selecting the language, press "Continue".
- Point your device at the activation image in your activation letter at a distance of approx. 10 - 20 cm. Make sure there is sufficient light. The device scans automatically as soon as it has captured the image.



Activation workflow / activation code

- Before you are shown the activation code, a 4-digit user-defined device PIN must be assigned. You will not be prompted to enter your device PIN when using Helaba Webbanking on a daily basis. The device PIN is only required if you want to delete the activation on the device.
- After assigning the PIN, press the “OK” button. To confirm, enter the PIN again and press the OK button.
- The activation code will now appear on your device, which you must enter in the “Activation code” field in Helaba Webbanking. After entering the activation code in Webbanking, click on “Next“.



PhotoTAN Device Activation / Credentials

Introduction **Credentials** Confirmation Password Finalisation

User ID *

The mandatory field must not be empty.

① Please enter your user ID which you have received with the activation letter.

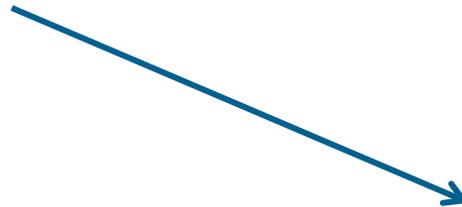
Password *

① Please enter the initial password, which you have received with the activation letter. If you already changed the initial password, please enter your personal password.

Activation code *

① Please turn on your photoTAN device now and use the device to scan the activation image printed on the activation letter. The device will guide you through the activation.

Please follow exactly the instructions on the device. The device will generate a response code, which you must enter in the "Activation code" field.



Activation workflow / activation code

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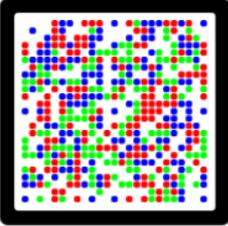
- Now, please proceed step-by-step through the menu on the device and confirm your entries until you are prompted to scan the second activation image in Webbanking.

PhotoTAN Device Activation / Confirmation

Introduction > Credentials > **Confirmation** > Password > Finalisation

① Please scan the displayed graphic with your photoTAN device and enter the TAN displayed on the device. The entry of the TAN must finally be confirmed on your device.

Confirmation code



TAN *

The mandatory field must not be empty.

Cancel × Previous ← Next →

Activation workflow / confirmation

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- After entering the second activation code, the activation must be confirmed on the device. Activation on the device is completed as soon as you receive the following message:



- After entering the TAN in Webbanking, click “Next”.

Activation workflow / password (optional)

- If you have activated the device using the initial password in your access letter, you will be prompted to assign a user-defined password in this step. Please note the password criteria listed here.

PhotoTAN Device Activation / Password

Introduction > Credentials > Confirmation > **Password** > Finalisation

Password

New password *

••••••••

- ✓ 1 upper-case character(s)
- ✓ 1 lower-case character(s)
- ✓ 1 numeric character(s)
- ✓ 10 to 50 character(s)

Allowed special characters are Ö Ä Ü ö ä ü ß + - * / = () & % ! ? . , ; : _

ⓘ Please create your new password. Please keep your personal password safe and do not share your photoTAN device and personal password with anyone.

Confirm password *

••••••••

TAN confirmation

TAN *

••••••

Cancel ×

Next →

- If you have activated the device with a user-defined password, this step is not required.

Activation workflow / finishing the process

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- Activation of the photoTAN device is now complete. Please press the button “Finish” in Webbanking.

PhotoTAN Device Activation / Finalisation

Introduction > Credentials > Confirmation > Password > **Finalisation**

i Device activation completed

You have successfully completed the activation of your photoTAN device. You can now use the device to generate transaction numbers (TANs).

Note: the device can only be used after complete activation in online banking as well as in the photoTAN device. If the activation was completed in online banking, but not in the photoTAN device, you should have the activation deleted in online banking and activate the device again. If a device was mistakenly deleted in online banking, you can simply perform a new activation.

- You can now use your device to log in to Helaba Webbanking (using the OTP button) and to authorise payments and orders using photoTAN.

One-Time-Password (OTP)

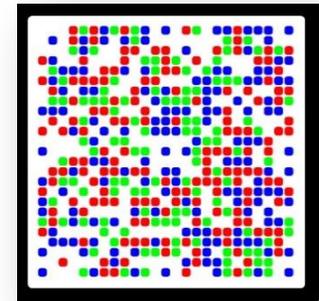
- You generate an OTP (one-time password) when the reader is switched off by pressing the button marked "OTP".



photoTAN

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- To scan a photoTAN, switch on the device by pressing the red button. If the device was successfully activated, you can use the device to scan directly after starting it.



- If the device does not permit an OTP to be created or photoTAN images to be scanned, please repeat the activation process.



Contact Electronic Banking

- **Our Electronic Banking Hotline is available to answer any questions you may have about your electronic banking connection from Monday to Friday from 7:30 a.m. to 4:30 p.m.**



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