Online banking - step-by-step

Online banking via website

1. Go to „Log on to banking" button at **www.rheingauer-volksbank.de**

2. Log on with

- **VR-NetKey** from your online banking documents (alternatively log on with an alias chosen by you)

- **PIN** that was posted separately (must be changed after first login)

  - minimum of eight, maximum of twenty characters
  - either numerals only or at least one capital letter and one number
  - permitted characters: A-Z lower and upper case, including umlauts and „ß", numbers from 0 - 9, special characters @ ! % & / = ? * + ; : , . _ -

Online banking via VR-BankingApp

1. Log on for the first time via the website **www.rheingauer-volksbank.de**, button „Log on to banking", log on with VR-NetKey and PIN (see above)
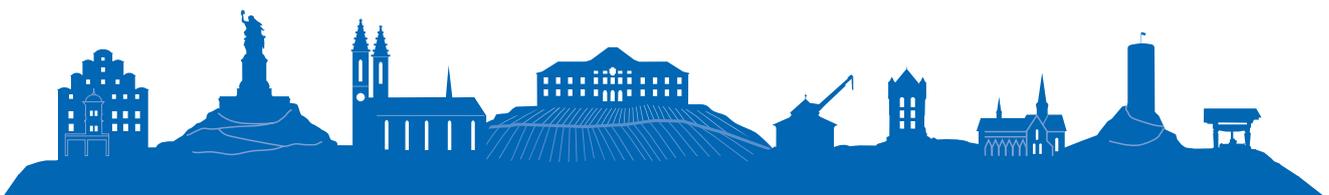
2. Download VR-BankingApp onto smartphone

3. Enter sort code: 510 915 00

4. Log on once only via the app with VR-NetKey/alias and PIN

5. Set login password via the app

  - chosen by you when you first log on
  - minimum of five characters
  - combination of upper and lower case letters, numbers and special characters increases security

6. Log on via the app with your chosen password in future; alternatively with FaceID or TouchID

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RHEINGAUER VOLKSBANK

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TAN method

- Every online banking transaction is confirmed with a separate TAN

- TAN generation via VR-SecureGo app or using Sm@rt-TAN

VR-SecureGo app

1. Download VR-SecureGo app to smartphone

2. Log on to VR-SecureGo app with VR-NetKey and sort code (510 915 00)

3. Obtain a login password via the VR-SecureGo app

4. Accept special terms and conditions and tap on „Register app"

5. An activation code to activate the app will be generated and sent to you by post; alternatively print out of activation code by bank teller

6. Log on to VR-SecureGo app with the login password

7. Enter activation code (manually, or scan QR code)

8. Confirmation of successful activation by VR-SecureGo app

Sm@rt-TAN method

- TAN generated via a TAN generator

- Order TAN generator Sm@rt-TAN photo via **www.rheingauer-volksbank.de/tan-generatoren**

- Generator can be used immediately together with the allocated girocard (if necessary, allocated card can be changed at any time by bank teller)

Note:
For security reasons, your online banking login details will be disabled after six months of inactivity.
See our homepage for more helpful information, for example new device etc.

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