



ALPHA BANK ROMANIA

Member of  UniCredit

ALPHA SAFE ACCESS 2.0. REGISTRATION GUIDE



Now that you activated your **Alpha Online Banking** service it's time to benefitate of it's advantages!
In continuation, we will present you the steps that you will need to follow in order to add a new security device.

Simple and fast, the Bank is one click away!



If you're not an Alpha Bank customer, complete [this](#) form and we will contact you right away.

What is Alpha Safe Access?

Alpha Safe Access is the app design for mobile devices which you use to log in and make/authorize transactions on Alpha Online Banking.

Furthermore, you need to register this app in your Online Banking account after installing it.

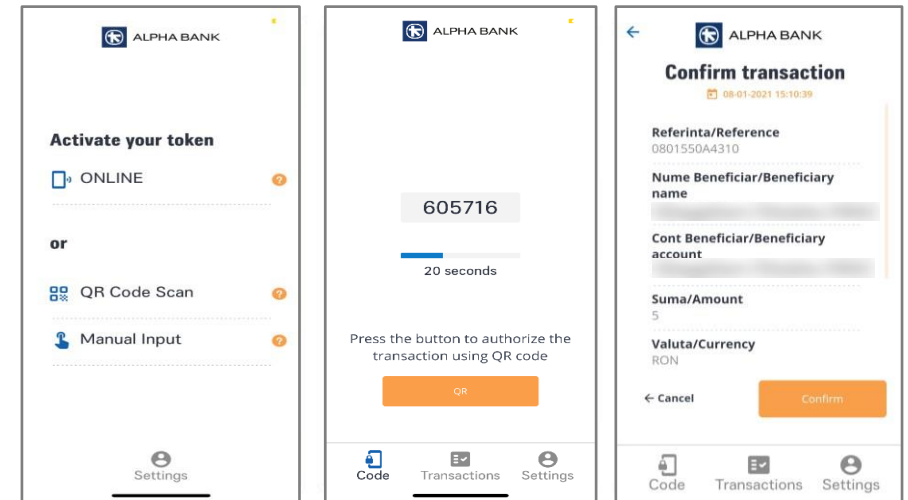
You can register it by accessing Alpha Online Banking for smartphones or from a web browser on your tablet, laptop, PC - (online and offline).

Note:

This process is done at the first log-in or when you change your mobile device.



Alpha Safe Acces...
Finanțe

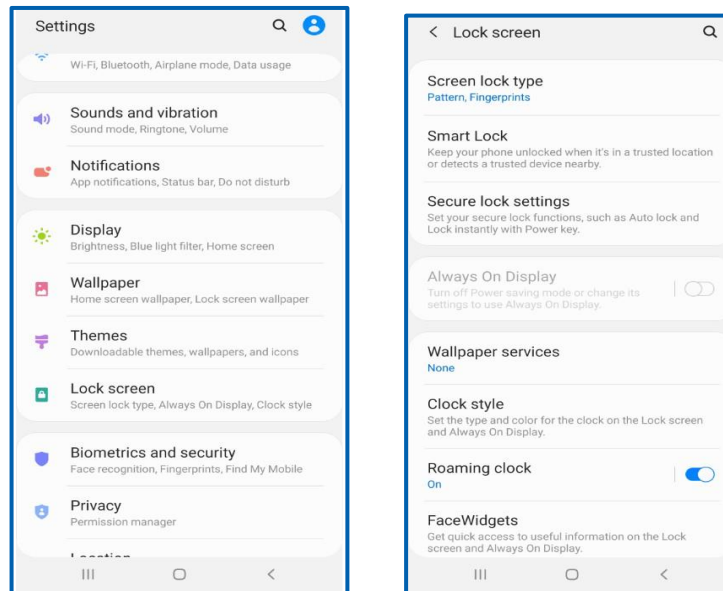


Important!

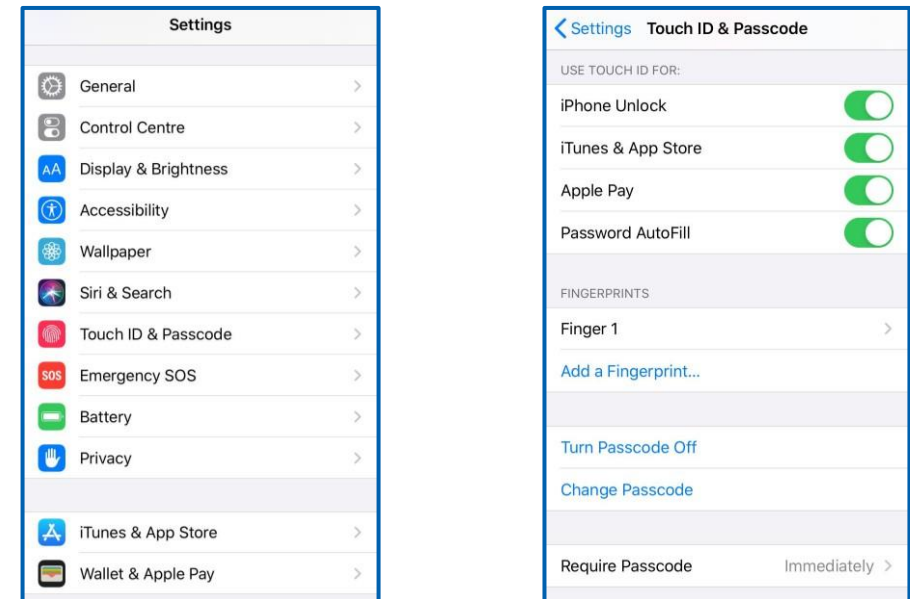
Make sure your mobile device is protected through biometric security methods of authentication or password.

This can be realized simple, through the Security menu of your smartphone.

Smartphone using Android



Smartphone using iOS



Verify the phone's settings!





Download **Alpha Safe Access 2.0**. from:



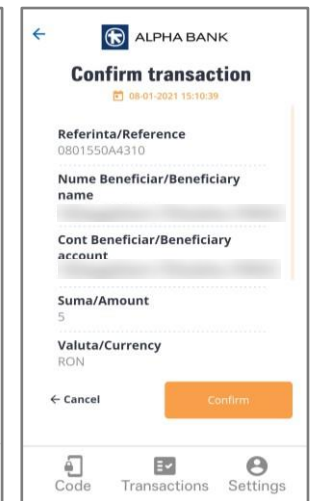
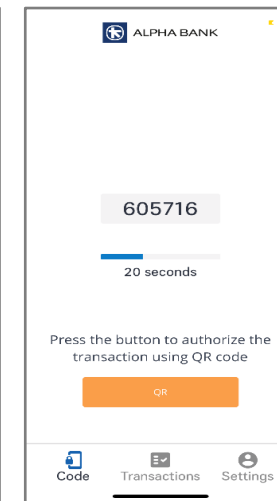
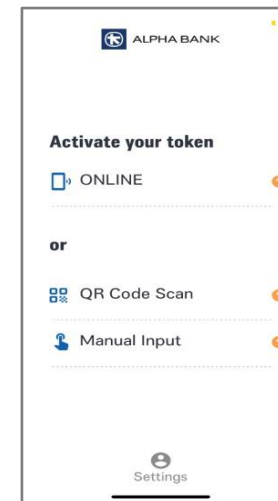
or



You can find the Alpha Safe Access 2.0. app in the “Finance” section from AppStore or GooglePlay.



Alpha Safe Acces...
Finanțe



Download and install Alpha Safe Access on your phone!



Note:

Only one security device can be registered in the Online Banking Application  .
If it's your first log-in, download the Alpha Online Banking app from AppStore or GooglePlay.

If you are not connecting for the first time or you have changed your phone, please make sure that the **existing device** (if you had such a device added previously) **is deleted**. To delete the security device, it is necessary:

1. Either call the Customer Support Service at phone numbers 0800825742 (or *alpha) - for national calls or +4021 4559999 - for international calls;
2. Either go to the nearest Alpha Bank unit to fill out a form.



Descarca aplicatia si instaleaza Alpha Safe Access pe telefon!



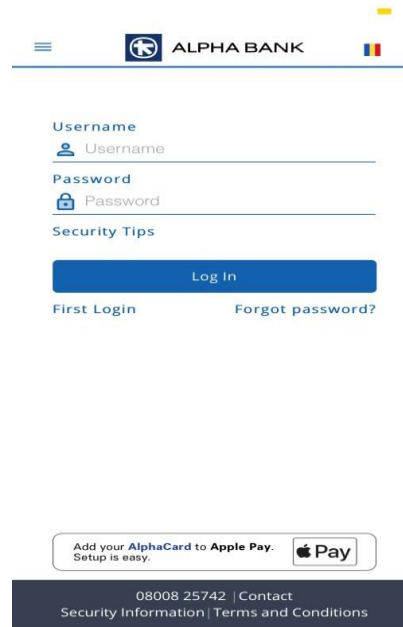
Alpha Safe Access 2.0. registration on your smartphone

 **Open Alpha Online** 

 **Log-in in the Alpha Online**

 ➤ **Complete your**

 ➤ **When the app asks for a security code (OTP) click on “skip security code”.**



ALPHA BANK


Username
Username

Password
Password

Security Tips

Log In

First Login Forgot password?

Add your AlphaCard to Apple Pay. Setup is easy. 

08008 25742 | Contact
Security Information | Terms and Conditions



ALPHA BANK

Please enter the 6-digit OTP code generated by your security device.

Security Code

Back Confirm

Skip security code



Access Alpha Online Banking on your phone



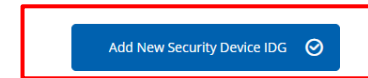


Click on “Add new Security Device IDG”;



Security Devices Available

If you want to add new security device please follow the instructions available [here](#).

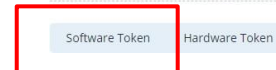


Click on “software token”;



Security Devices Available

Adding New Security Device



Access the menu from user profile administration





A verification code will be sent to your mobile number/e-mail address that you have declared to the Bank.

Enter the verification code and press the “Submit” button.

Warning!

Receiving the verification code can take up to 60 seconds, and through e-mail can take up to 5 minutes. Wait for the verification code and avoid asking for a new one by going through the last menu.



Open Alpha Safe Access 2.0;



Return in Alpha Online Banking and click “**Map your Installed App**”;



Click on “**Activate Alpha Safe Access 2.0.**”;

The screenshot shows the Alpha Bank online banking interface. At the top, there is the Alpha Bank logo and the text 'ALPHA BANK'. Below this, the heading 'Verification Code' is displayed. A message states: 'A verification code has been sent to you registered mobile number/email address. Please enter the code below to complete the adding of the security device.' There is a text input field labeled 'Verification Code' and a blue 'Submit' button with a refresh icon.



Security Devices Available

Adding New Security Device

Software Token Hardware Token

The screenshot shows the 'Security Devices Available' section. It includes a heading 'Security Devices Available' and a message: 'Click on the below button in order to be redirected to the Alpha Safe Access 2.0 application to activate the security device'. Below the message is a blue button labeled 'Activate Alpha Safe Access 2.0'.

0800 21742 | Contact
Security Information | Privacy Policy | Terms & Conditions



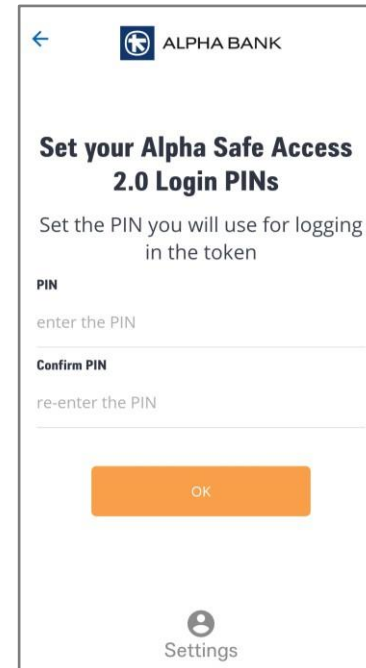
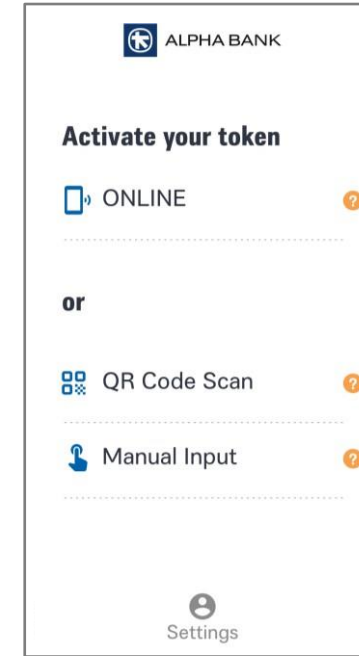
Type in the verification code and activate Alpha Safe Acces 2.0!



 Open Alpha Safe Access 2.0 and select the “**Online**” option;

 Click on “**Confirm**”;

 Set a **PIN** and **activate the biometric** authentication for logging-in Alpha Safe Access 2.0;



Confirm the registration in Alpha Safe Access 2.0

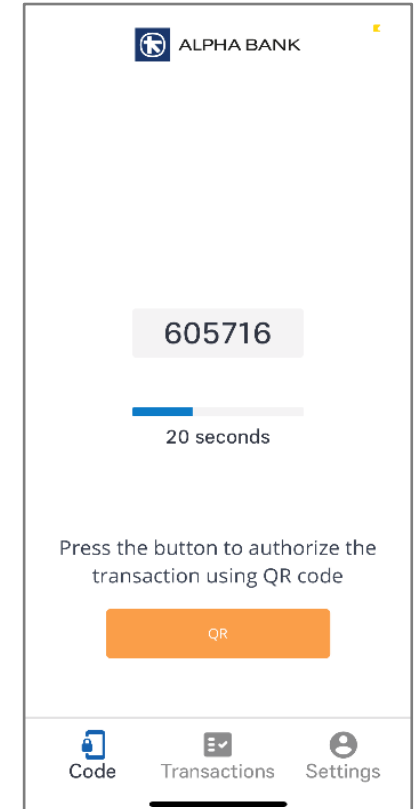
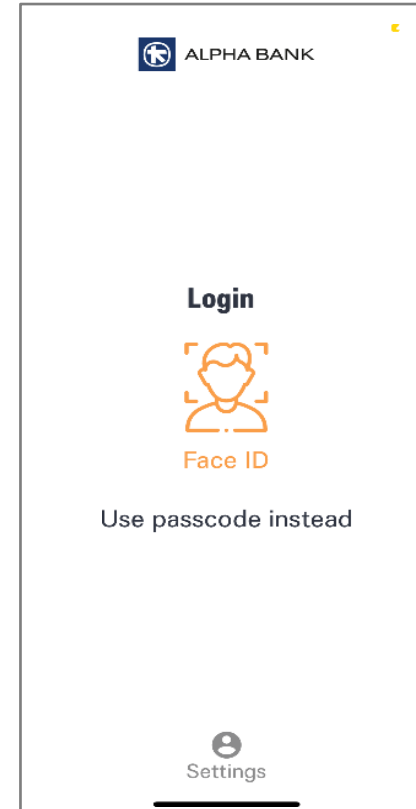




“Continue in online banking”.
You have successfully registered your device.



Now you just need to log-in again in Alpha Online Banking



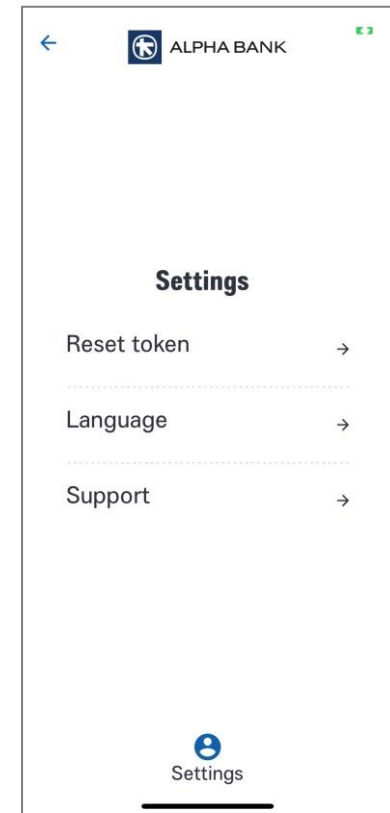
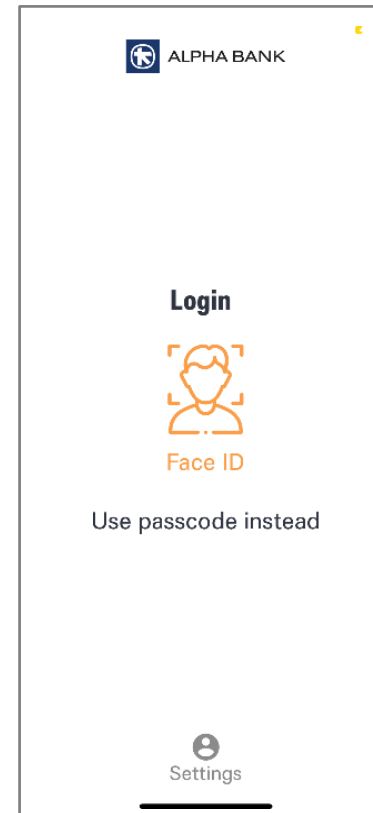
Confirm the registration in Alpha Safe Acces 2.0



Personalization:

You can personalize the app form the Profile menu (from the bottom of the screen).

You can choose the language displayed in the app (Romanian/ English) or you can access the Support tab in order to receive more details about the Alpha online Banking app.



Personalization



Alpha Safe Access 2.0. registration on a web browser
(tablet, laptop, PC)

Secure | <https://www.alphabank.ro>



Despre noi ▾ Licitatii active Favorite Contact Agentii si ATM-uri

Alpha Shop

e-statements

Alpha Online Banking



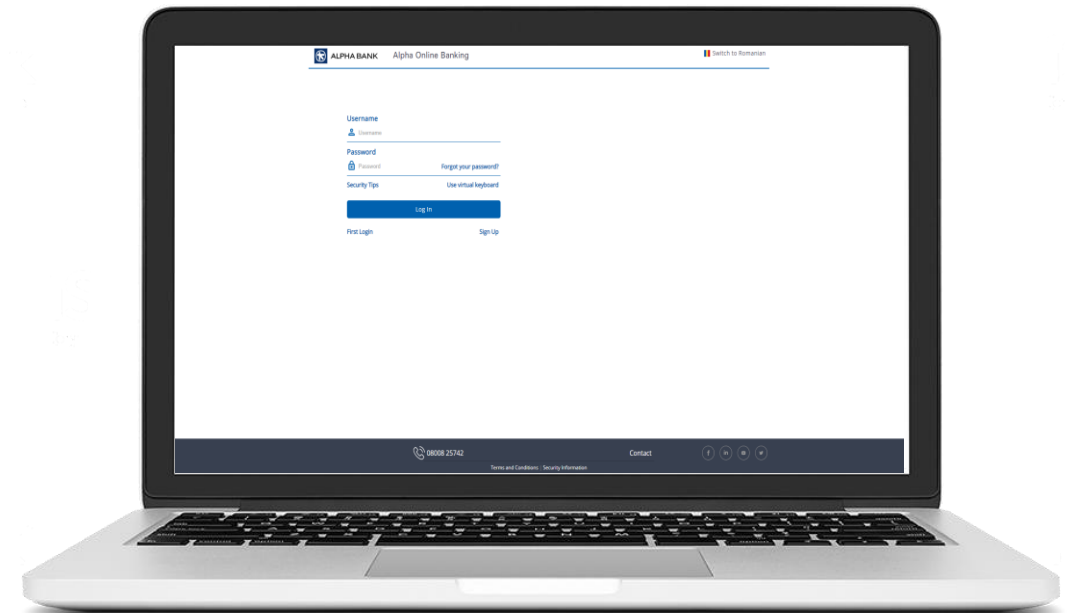
Access www.alphabank.ro on any PC connected to the internet and access the Alpha Online Banking button



Complete your credentials;

Note:

When the app asks for a security code (OTP), click on "skip security code".



Access Alpha Online Banking from your browser!



Alpha Safe Access 2.0 registration.



Click on **“Add new security device IDG”**;

The screenshot shows the Alpha Bank user interface. At the top left is the Alpha Bank logo. The top right shows the user's name 'PISLARIU ALEXANDRU...' with a dropdown arrow, a notification icon with a red '2', and the user's full name 'ALEXANDRU-ADRIAN PISLARIU' with a dropdown arrow. Below this are navigation links for 'Accounts', 'Credit Cards', and 'Payments'. The main content area is titled 'Security Devices Available' and contains the text: 'If you want to add new security device please follow the instructions available here.' At the bottom right of this area are two buttons: 'Cancel' and 'Add New Security Device IDG'. The 'Add New Security Device IDG' button is highlighted with a red rectangular border.



Select **“token software”**;

The screenshot shows the Alpha Bank user interface for adding a new security device. At the top left is the Alpha Bank logo. The top right shows a user profile icon with a dropdown arrow. The main content area is titled 'Security Devices Available' and has a sub-section 'Adding New Security Device'. Below this sub-section are two buttons: 'Software Token' and 'Hardware Token'. The 'Software Token' button is highlighted with a red rectangular border.



Access the user profile management



A verification code will be sent to your mobile number/e-mail address that you have declared to the Bank.



Complete the code and click on **“Confirm”**.

Warning!

Receiving the verification code can take up to 60 seconds, and through e-mail can take up to 5 minutes.

Wait for the verification code and avoid asking for a new one by going through the last menu.



Further, you can choose to register the Alpha Safe Access 2.0. in your Alpha Online Banking account ,online (with an internet connection), and offline (without an internet connection).

ALPHA BANK

Verification Code

A verification code has been sent to you registered mobile number/email address.
Please enter the code below to complete the adding of the security device.

Verification Code

Submit



Type in the verification code!



Alpha Safe Access 2.0 registration.



Observe the QR code in Alpha Online Banking;

Security Devices Available

Adding New Security Device

Software Token	Hardware Token
Serial Number	26504-33010
Activation Code	9932-9535-8244-2293

Please scan the QR code using Alpha Safe Access 2.0 application.

QR Code



After scanning QR code, it is necessary to insert this password in the Alpha Safe Access 2.0 application.

QR password for Alpha Safe Access 30326612

Registration Code

← Back

Add New Security Device IDG ✓



Activate your token

ONLINE ?

or

QR Code Scan ?

Manual Input ?

Settings



Open Alpha Safe Access 2.0.



Click on “QR code scan” and scan the QR code;



Scan the QR code!



Alpha Safe Access 2.0 registration.



Copy the password (the 8 digits password) from Alpha Online Banking;



Type in the QR password in Alpha Safe Access 2.0. and press the "Activate" button!

Security Devices Available

Adding New Security Device

Software Token	Hardware Token
Serial Number	26504-33010
Activation Code	9932-9535-8244-2293

Please scan the QR code using Alpha Safe Access 2.0 application.

QR Code



After scanning QR code, it is necessary to insert this password in the Alpha Safe Access 2.0 application.

QR password for Alpha Safe Access 30326612

Registration Code

← Back

Add New Security Device IDG ✓

← ALPHA BANK

QR password for Alpha Safe Access 2.0

Enter the security code displayed in the Alpha Online Banking application

Security code
enter the code

Activate

Settings



Type in the QR password in Alpha Safe Access 2.0.!



Alpha Safe Access 2.0 registration.



Set a PIN and activate the biometric authentication for logging-in Alpha Safe Access 2.0;



Add the registration code from Alpha Safe Access 2.0. (the 10 digits code) in the Alpha Online Banking app, in the “registration code” field;



Click on “Add new security device” and the click on “Confirm”

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Set your Alpha Safe Access 2.0 Login PINs

Set the PIN you will use for logging in the token

PIN
enter the PIN

Confirm PIN
re-enter the PIN

OK

Settings

← ALPHA BANK

Registration code

Please fill in the registration code in Alpha Online Banking

41643-96311

ATTENTION
Only after entering the registration code you will be able to use the token

Login



Security Devices Available

Adding New Security Device

Software Token	Hardware Token
Serial Number	26504-33010
Activation Code	9932-9535-8244-2293

Please scan the QR code using Alpha Safe Access 2.0 application.

QR Code



After scanning QR code, it is necessary to insert this password in the Alpha Safe Access 2.0 application.

QR password for Alpha Safe Access 30326612

Registration Code

← Back Add New Security Device IDG ↻



Type in the registration code and activate Alpha Safe Access 2.0.!





Alpha Online Banking will display the following message:

“Your device has been added successfully!”



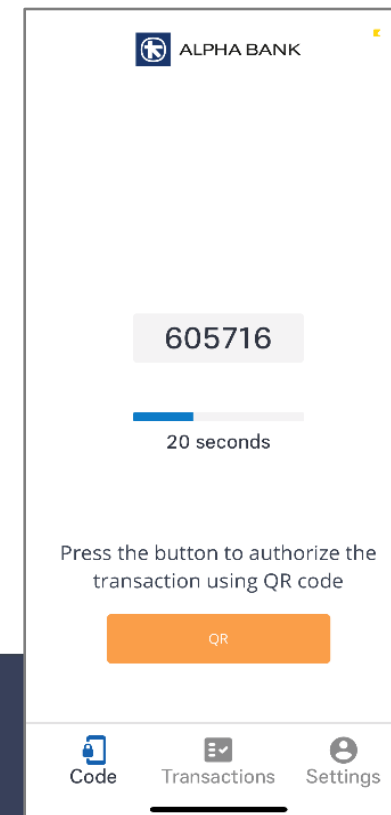
That’s it! Now you can generate codes and authorize transactions through Alpha Safe Access 2.0.



Your device has been added successfully!

Serial Number	26504-33010
Activation Code	9932-9535-8244-2293
Registration Code	47193-54823

Ok



Generate security codes!



Congratulations! Now you can enjoy the **Alpha Online Banking** service and all the benefits that come with it.

