

# FIRST LOGIN GUIDE ALPHA ONLINE BANKING

Next, we will present you the steps you need to follow when you log in to Alpha Online Banking for the first time.

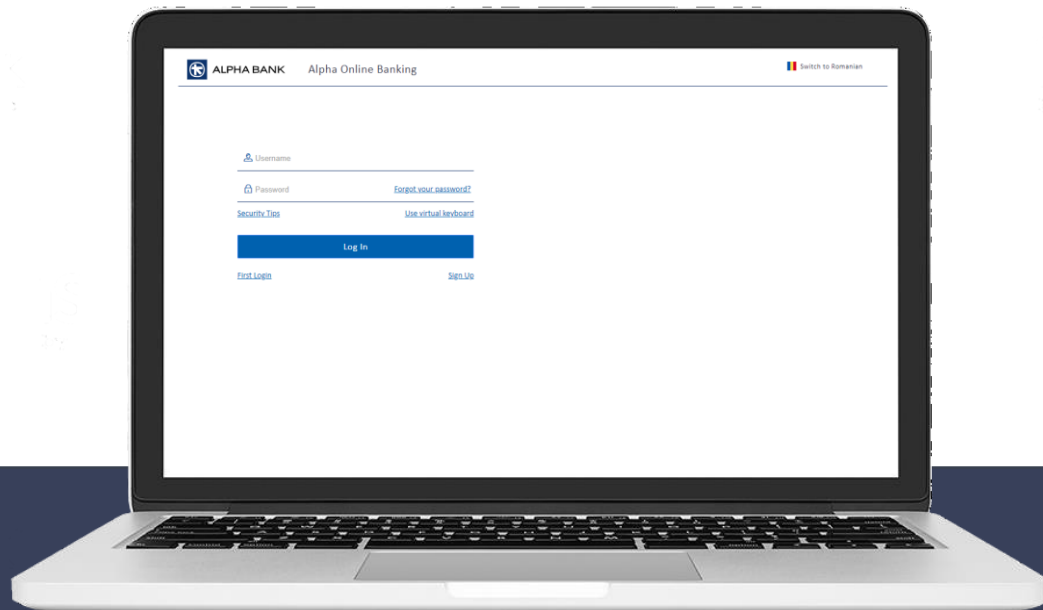
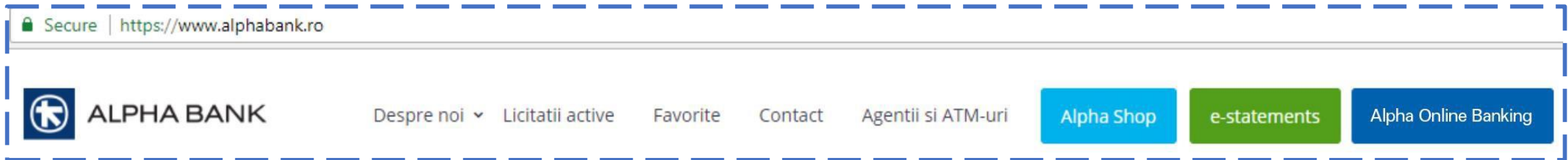


*If you are not yet a customer of Alpha Online Banking, please fill out the form available [here](#) and we will contact you as soon as possible.*

## Step no.1 Log in



Access [www.alphabank.ro](https://www.alphabank.ro) on any computer which is connected to the Internet and click on the button: **Alpha Online Banking**



For your data's safety, we will send you your credentials via e-mail and SMS.

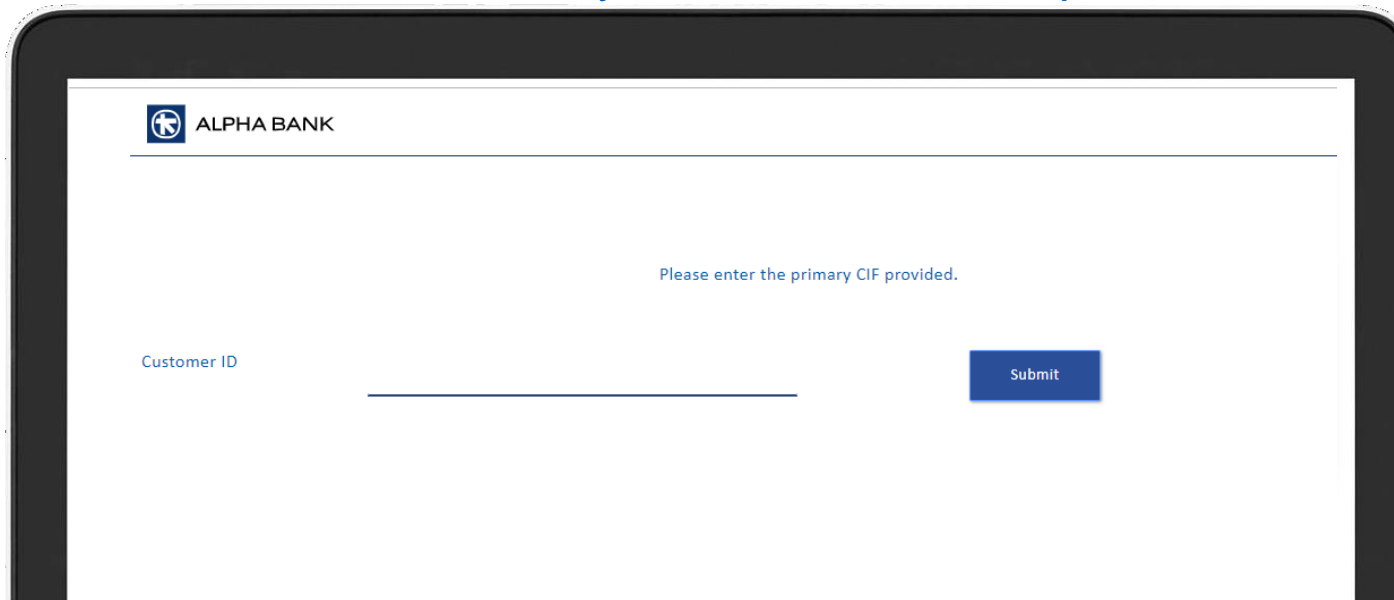
You only have to fill in two fields:

- **User name:** your user name, that you receive via SMS after you signed the contract in an Alpha Bank branch;
- **Password** – that you receive via e-mail.

**Step no.2**

## Fill in the customer identification number – CIF

You can find the customer identification number, or “CIF”, on any account statement or in the documentation that you received in the Alpha Bank branch.



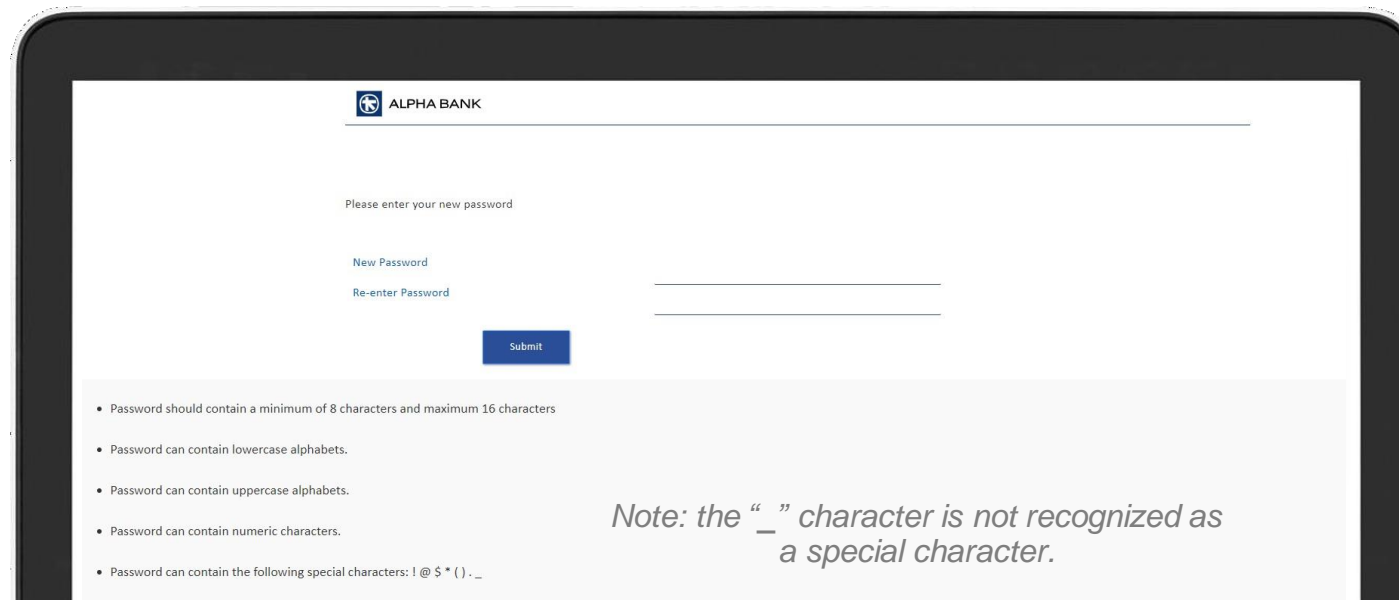
The screenshot shows the Alpha Bank login interface. At the top left, the Alpha Bank logo and name are displayed. Below the logo, a horizontal line separates the header from the main content. The main content area contains the text "Please enter the primary CIF provided." centered. Below this text, there is a label "Customer ID" followed by a text input field. To the right of the input field is a blue "Submit" button.

After you entered the code, please click on „**Submit**”.

## Step no.3

## Change the initial password

After completing the two fields with the data received via SMS and e-mail, it is time to change your **Alpha Online Banking** password.



The screenshot shows the Alpha Bank online banking interface for changing a password. At the top, the Alpha Bank logo is visible. Below it, the text "Please enter your new password" is displayed. There are two input fields: "New Password" and "Re-enter Password". A blue "Submit" button is located below the input fields. Below the input fields, there is a list of password requirements:

- Password should contain a minimum of 8 characters and maximum 16 characters
- Password can contain lowercase alphabets.
- Password can contain uppercase alphabets.
- Password can contain numeric characters.
- Password can contain the following special characters: ! @ \$ \* ( ) . \_

A note is displayed on the right side of the form: *Note: the “\_” character is not recognized as a special character.*

The new password must respect the following format:

- Begin with an **uppercase** letter;
- Contain a **minimum of 8 characters**;
- Contain **lower case letters, numbers and special characters**.

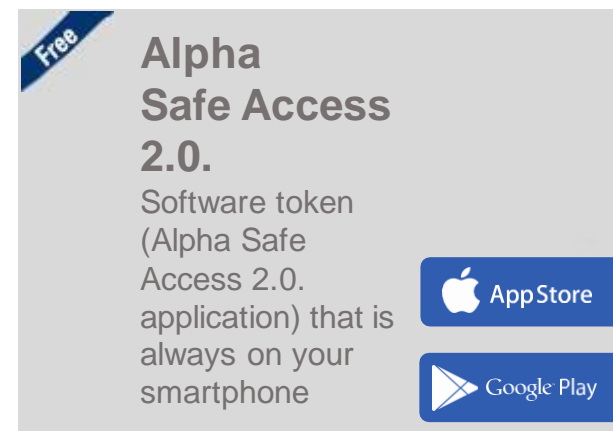
*You will use this password each time you will log in to the application.*

Example of password: **AlphaBank12!**

## Step no.4 Add the security devices (token)

You can choose / use two types of security devices:

- **Hardware** – received from the bank, that you must carry with you all the time;
- **Software** – the **Alpha Safe Access 2.0.** mobile application that you can download from [AppStore](#) or [Google Play](#);

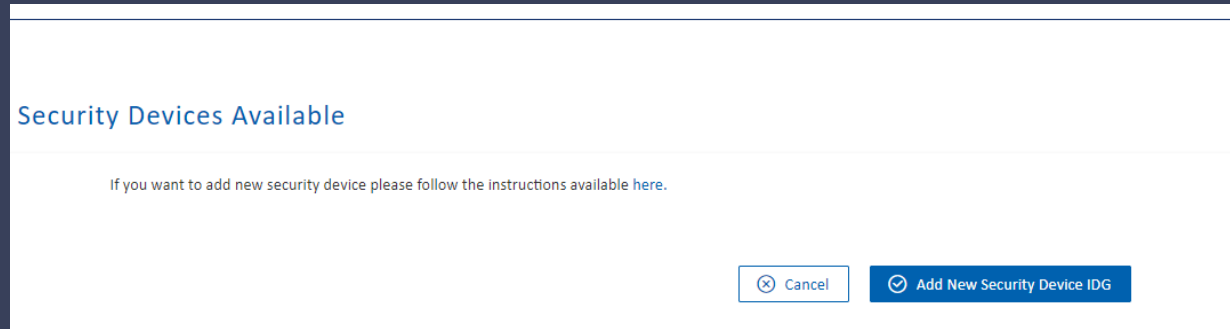


Available security devices: software token - online, software token - offline, hardware token

4.1.

Access the **User profile administration** menu, and then choose the “**Security device management**” menu.

Choose “**Add New Security Device IDG**”;



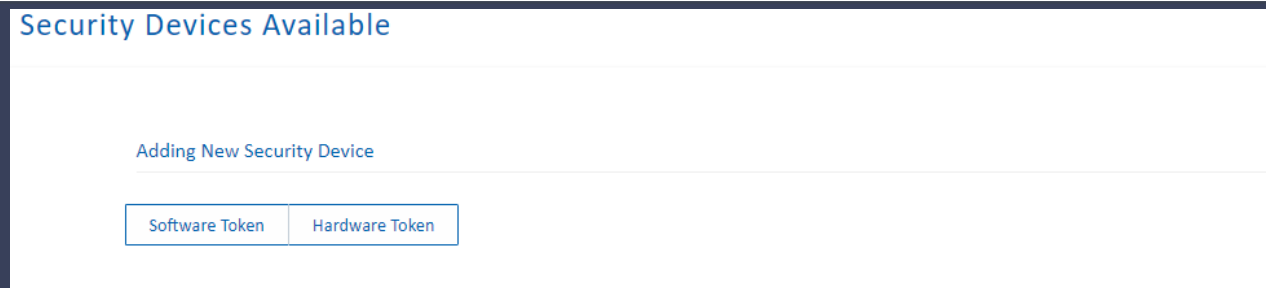
Security Devices Available

If you want to add new security device please follow the instructions available here.

Cancel Add New Security Device IDG

4.2.

Select one of the two types of devices: software token, hardware token;



Security Devices Available

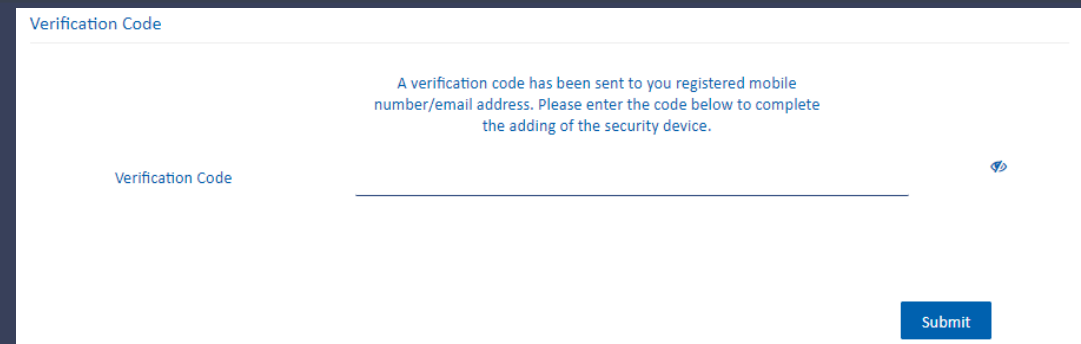
Adding New Security Device

Software Token Hardware Token

4.3.

A verification code will be sent to the telephone number / e-mail address that you registered at the bank.

Enter the code and click on the “Submit” button.



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

## Software token – online (connected to the internet)

(1) After you selected the software token in Alpha Online Banking and after adding the security code received by email / phone, you must click on the “Online” option in Alpha Safe Access 2.0. application;

(2) In Alpha Online Banking, press the “Map your installed app” button and then press the “Activate Alpha Safe Access 2.0.” button;

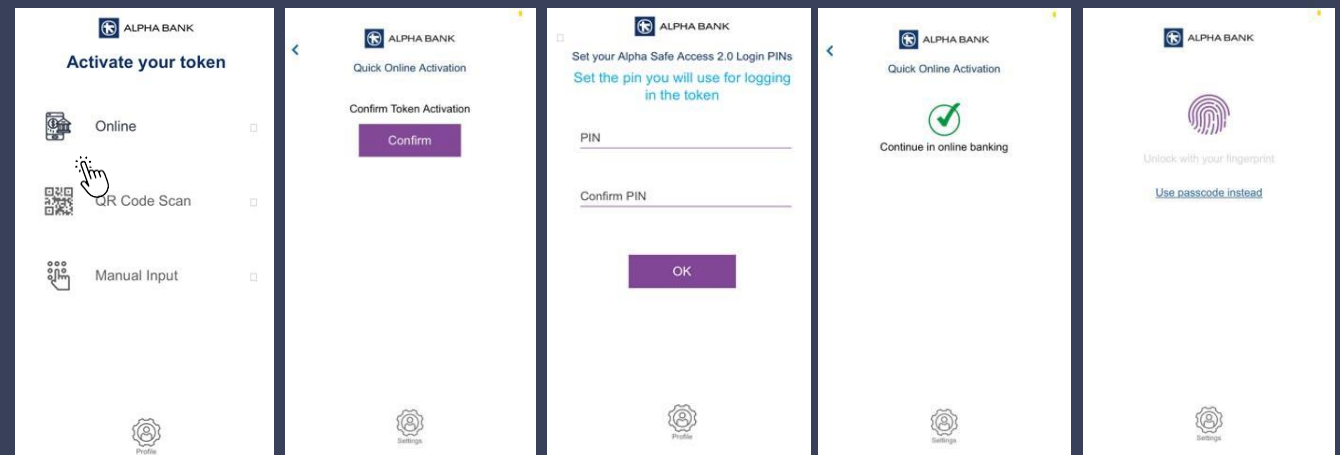
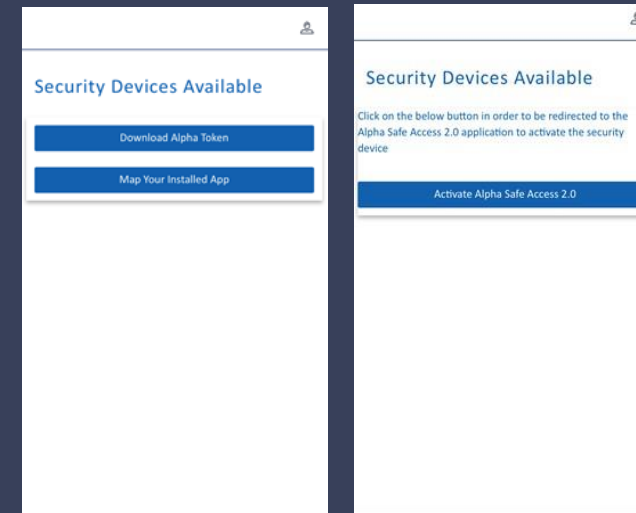
A

(3) In Alpha Safe Access 2.0. press the “Confirm” button;

(4) Set the PIN that you will use to log in to the Alpha Safe Access 2.0 token and press the “Ok” button;

(5) The message “Continue in online banking” will be displayed. Now you just have to log in to the Alpha Online Banking

application.



## Software token - offline (without internet connection)

- (1) You can find the **QR code** in the Alpha Online Banking application;
- (2) Scan the QR code in the Alpha Safe Access 2.0 application by choosing the option "QR Code Scan";
- (3) Enter the QR password (8 digits) that you find in the Alpha Online Banking application and press the "Activate" button;
- (4) Set the PIN that you will use to log in to the Alpha Safe Access 2.0 token and press the "Ok" button;
- (5) Add the **registration code** from Alpha Safe Access 2.0. (10 digits) in the Alpha Online Banking application, in the "Registration code" field. Press the "Add new security device IDG" button and then press the "Confirm" button.

B

### Alpha Online Banking

Security Devices Available

Adding New Security Device

Software Token | Hardware Token

Serial Number 05617-63954

Activation Code 7434-1526-3524-9659

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 69105093

Registration Code

← Back Add New Security Device IDG

### Alpha Safe Access 2.0.

ALPHA BANK

Activate your token

Online

QR Code Scan

Manual Input

ALPHA BANK

QR password for Alpha Safe Access 2.0

Please, enter the security code displayed in the Alpha Online Banking application

Security Code

Activate

ALPHA BANK

Set your Alpha Safe Access 2.0 Login PINs

Set the pin you will use for logging in the token

PIN

Confirm PIN

OK

ALPHA BANK

Registration Code

Please fill in the registration code in Alpha Online Banking

18144-74605

Attention

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

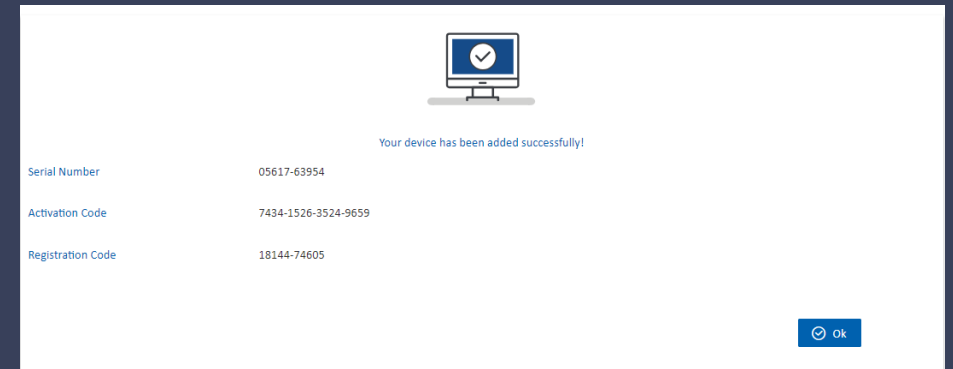
Login



## Software token - offline (without internet connection)

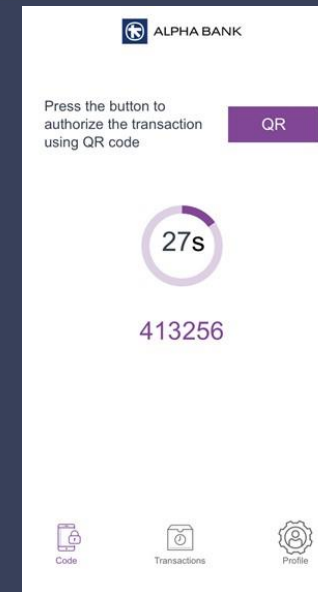
B

After completing the previous steps, the following message will be displayed in the Alpha Online Banking application: "Your device has been successfully added!"



B

Now you can generate security codes in Alpha Safe Access 2.0.!



## Hardware token

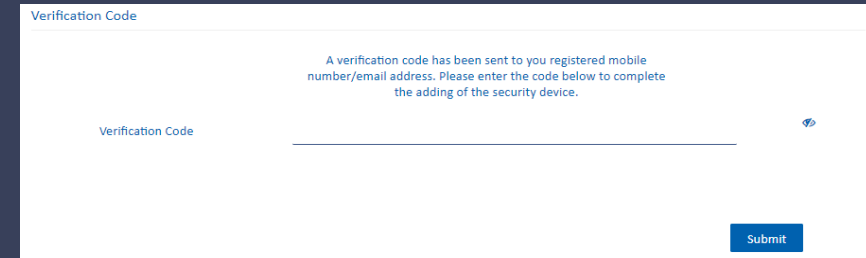
(1) After you select the hardware token, a verification code will be sent to the telephone number / e-mail address that you registered at the bank. Enter the code and click on the "Submit" button.

(2) After this, you must complete the series in the "Serial Number" field (you will find it on the back of the token);

(3) Press the "Submit" button and then the "Confirm" button;

(4) The following message will be displayed: "Your device has been successfully added!"

## Alpha Online Banking

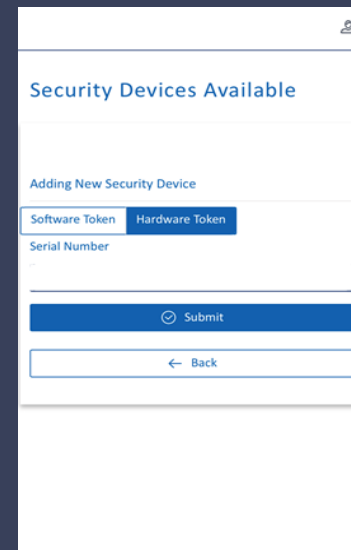


Verification Code

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



Security Devices Available

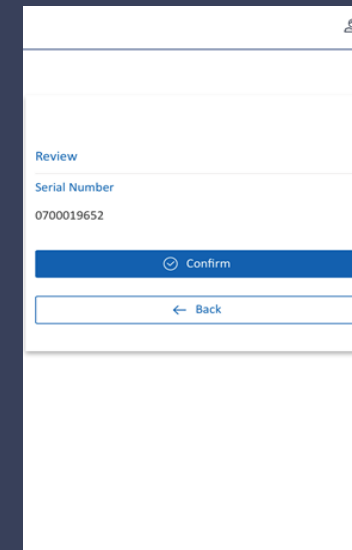
Adding New Security Device

Software Token Hardware Token

Serial Number

Submit

Back



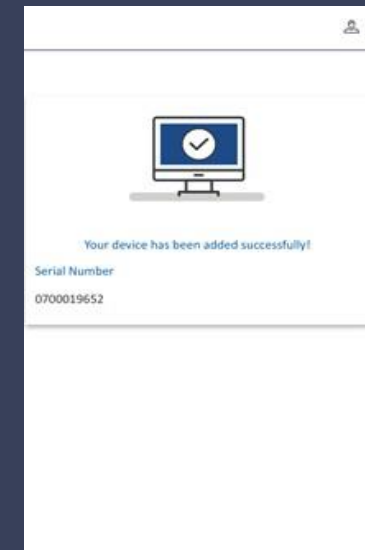
Review

Serial Number

0700019652

Confirm

Back



Your device has been added successfully!

Serial Number

0700019652



**Congratulations!** Now you can enjoy the benefits of  
**Alpha Online Banking.**

