Online banking: step-by-step

Volksbank
Herrenberg ▪ Nagold ▪ Rottenburg

Online banking via website

1. Go to „Login Online-Banking" button at www.vbhnr.de and to

> **Ihre Online-Zugänge**
> 🔒 Konto- / Depot-Login

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.vbhnr.de, button „Login Online-Banking",
   log on with VR-NetKey and PIN (see above)

2. Download VR-BankingApp onto smartphone

3. Enter sort code: 603 913 10

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 eight 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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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

Google play

Erhältlich im App Store

2. Log on to VR-SecureGo app with VR-NetKey and sort code (603 913 10)

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.vbhnr.de/shop

▶ 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.