

Deutsche Bank
Global Transaction Banking

Deutsche Bank Digipas

Experience our Online Services

Passion to Perform

Powered by Autobahn 



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What is a Digipas?

Your Digipas generates a unique code after you have entered your PIN code. This unique code is your "digital signature". You use it to manage your Online Services.

With your Digipas, you can use Online Services securely and quickly from any location:

- you can log in to Deutsche Bank Online Services
- you can securely sign your transactions (provided that your are authorised to do so)

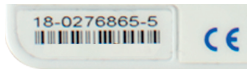


-  +  = switching on your Digipas
-  = clearing or confirming digits
-  = confirming your PIN code when logging in
-  = confirming your PIN code when signing

Preparing your Digipas

First you have to prepare your Digipas for use. For this, you use the PIN code that you received from Deutsche Bank. Before you can use your Digipas, you must change this PIN code to another code of your choice.



Here's how to prepare your Digipas:




- Compare the serial number of your Digipas (located on the back at the bottom) with the serial number on the letter you received along with your PIN code.

Note: If these two numbers do not match, please contact our helpdesk.




- Switch on your Digipas:
press and hold  and then press  with another finger.



- Enter the PIN code you received from Deutsche Bank.
If you make a mistake, press  to clear the digits and then start again.



- Enter a five-digit PIN code of your choice.
If you make a mistake, press  to clear the digits.
Do not choose a code that is easy to guess, such as 12345.
If you enter such a code, you will see a warning on the display:
“NOT SAFE”.



- Enter your chosen five-digit PIN code a second time.







- “NEW PIN CONF” appears on the display after you have successfully entered your new PIN code.
- Your Digipas is now ready for use, and you are ready to use Deutsche Bank Online Services.

Logging in with your Digipas

If you want to log in to the Online Services site with your Digipas, you need your user name and PIN code.

You will find your user name on the letter accompanying the PIN code you need to activate your Digipas.

- Go to the website of your Deutsche Bank.
- At the top right corner of the page click Client Logins.
This takes you to the Online Services login page.
- Enter your user name in the login screen (A).
- Switch on your Digipas:
press and hold  and then press  with another finger.
- Key in your PIN code.
If you make a mistake, press  to clear the digits.
- Press  (Logon) when “SELECT” appears on the Digipas display.
Your Digipas will generate an eight-digit code that enables you to log in.



- Enter this code in the login screen (B).
- Select “Digipas” as login mode (C).
- Click “Submit”. Now you are securely logged in to Deutsche Bank.

(A) * Username:
 Remember my Username ?

(B) * Security Code:

(C) Login Mode:

Language:

Note

You must log in for the first time within 30 days after receiving your PIN code. Otherwise your Digipas will be locked for security reasons.

Signing your transactions

You sign your transactions by keying a numerical code into your Digipas. This requires the following six-step procedure:





- Switch on your Digipas:
press and hold ◀ and then press ON with another finger.
- Key in your PIN code
If you make a mistake, press ◀ to clear the digits.
- Press key 3 (Sign) when “SELECT” appears on the Digipas display.
- On the computer monitor, you will see an eight-digit number on the confirmation screen for your transaction.
Key these eight digits into your Digipas.
If you make a mistake, press ◀ again to clear the digits.
- Your Digipas now displays a response code consisting of eight digits.
Enter these digits on your computer screen.
- Confirm the code. You have now securely signed your transaction.

Unlocking your Digipas

What happens if you key in an incorrect PIN code? After the first failed attempt, "FAIL 1" appears on the display, and "FAIL 2" appears after the second failed attempt. After three failed attempts, your Digipas is locked. A seven-digit lock code is displayed. Now you can no longer use the Digipas until you have unlocked it. This requires the following six-step procedure:



- Phone the helpdesk and tell our employee the seven-digit lock code. You can see this code by switching on your Digipas again. You will receive an unlock code, which you can use to unlock your Digipas.
- Switch on your Digipas: press and hold , then press  with another finger. The lock code appears on the display again.



- Press  and key in the eight-digit unlock code.



- Key in a new five-digit PIN code of your choice. Do not choose a code that is easy to guess, such as 12345.



- Key in your chosen five-digit PIN code again.



- "NEW PIN CONF" appears on the Digipas display after you have successfully entered your new PIN code. Now you can use your Digipas again.

Using Online Services securely

Your Digipas generates your own “digital signature”. This prevents others from viewing or forging your online transactions. Security is assured by the combination of the following elements:


- Your Digipas, which generates a unique code that is only valid for a short time.
- Your user name, which you must enter in order to log in.
- Your PIN code, which you must enter in order to activate the Digipas.

To further increase security, the PIN code for preparing the Digipas is sent to you separately from the Digipas. Furthermore, you must replace this PIN code by a PIN code of your choice.

We strongly urge you to additionally take the following precautions:

- Never choose an obvious or easily guessed PIN code.
- Keep your PIN code secret.
- Never store your PIN code together with your Digipas.
- Never leave your computer unattended when you are logged in.
- If you notice something suspicious while using Online Services, warn us immediately and have us block access to your site account.

What if ...

- The battery of your Digipas is empty?
When the battery of your Digipas is nearly empty, “LOW BATTERY” appears on the display. Phone the helpdesk. You will receive a new Digipas.
- Your Digipas is lost or defective?
Phone the helpdesk. You will receive a new Digipas.
- Your Digipas is locked (“LOCKED”)?
Follow the procedure described under “Unlocking your Digipas” on page 9.
- You forgot your PIN code?
Lock your Digipas by entering an incorrect PIN code three times in a row. “LOCK CODE” will appear on the display. Then follow the procedure described under “Unlocking your Digipas” on page 9.
- You want to change your PIN code?
Turn on your Digipas and enter your PIN code. When “SELECT” appears on the display, press and hold  until “NEW PIN” appears. Enter a new PIN code. When “PIN CONF” appears, repeat the new PIN code.

Online Services

<https://autobahn.db.com>

For more information

contact your Deutsche Bank contact person