

# AIRLOCK 2FA

## INTRODUCTION

The security of your data and monetary assets is always a top priority when it comes to our services. In order to fulfill this high security standards in the future, we are constantly adapting our procedures. That is why we are switching to Airlock 2FA – a new and user-friendly login and signing procedure.

With the new authentication method Airlock 2FA, there are different ways you can log into E-banking. The standard way is to log in with a push notification on your smartphone. If your smartphone does not have an active internet connection, you can log in using the offline code. Login via hardware token is also supported.

Starting on 1 August 2021, new E-banking contracts will be opened exclusively with the Airlock 2FA login method. Also refer to [Chapter 2: Initial login with a new E-banking contract](#).

From 1 August 2021 to 31 December 2021, existing E-banking contracts will be migrated to the new login method gradually and continuously. Also refer to [Chapter 3: Migration of the existing login method](#).

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## 1. LOGIN WITH AIRLOCK 2FA

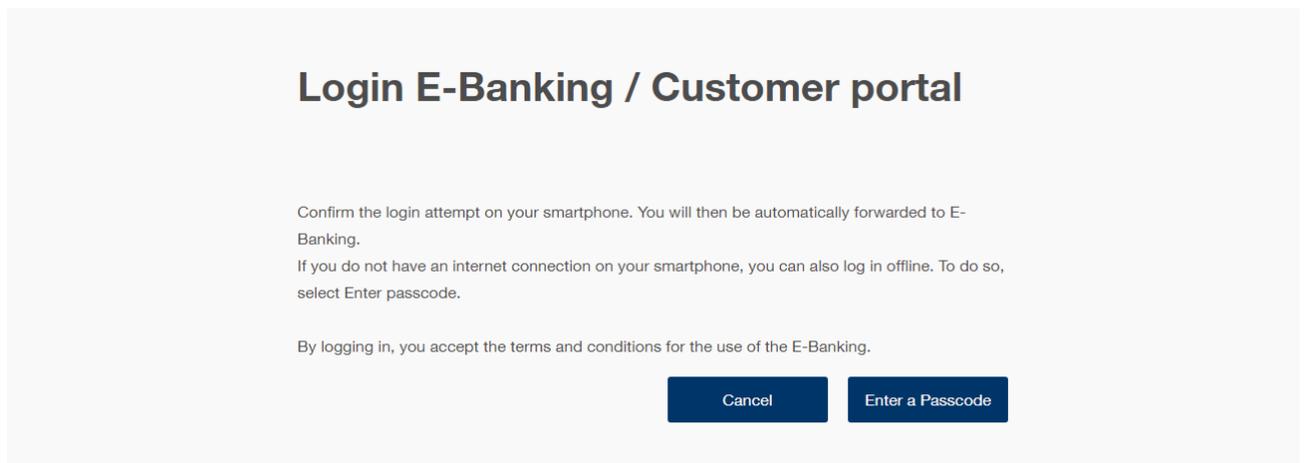
### 1.1 Login via smartphone with an internet connection

#### Requirements

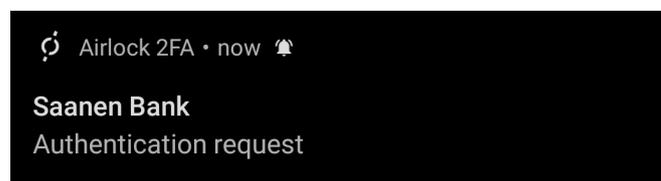
- Active E-banking contract.
- The Airlock 2FA login method has been activated.
- You have a smartphone that is linked to this E-banking contract.
- You have an active internet connection.

#### Step-by-step process

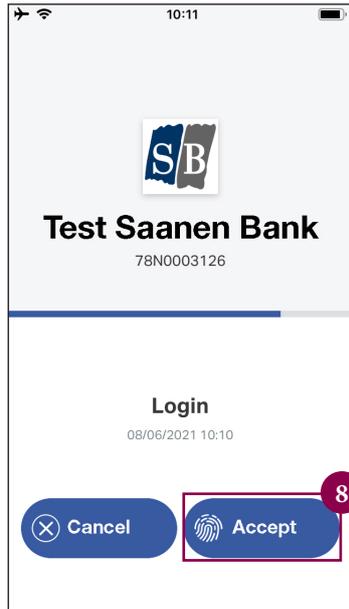
1. Go to the E-banking login page of our website.
2. Enter your contract number.
3. Enter your personal password.
4. Click “Log in”.
5. The following message is now displayed on your computer screen:



6. At the same time, you will receive a push notification on your smartphone.



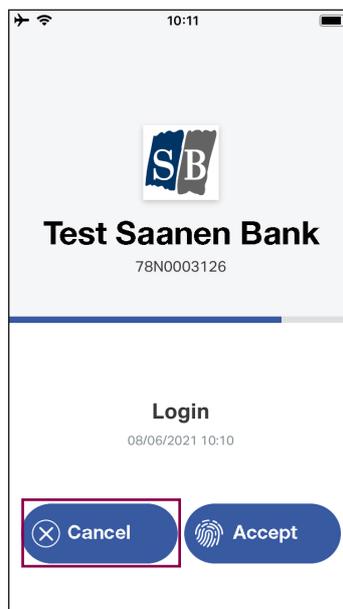
7. You open the Airlock 2FA app by selecting the push notification.
8. The login confirmation page now opens in the app. If you have activated the login, you can confirm by clicking “Accept”. Depending on the settings of your smartphone, you can now confirm your login by using your fingerprint (Touch ID) or your face (Face ID) or by entering your PIN. Meanwhile, in the middle of the screen, you will see a blue bar running from right to left. If it runs out without you confirming the login, the process will be cancelled.



The login process is now complete.

### Security notice

If you did not trigger the login to E-banking yourself but still received a push notification, you can stop the login by clicking "Cancel" in the Airlock 2FA app. In this case, we recommend reporting your suspicion immediately to the E-banking hotline.



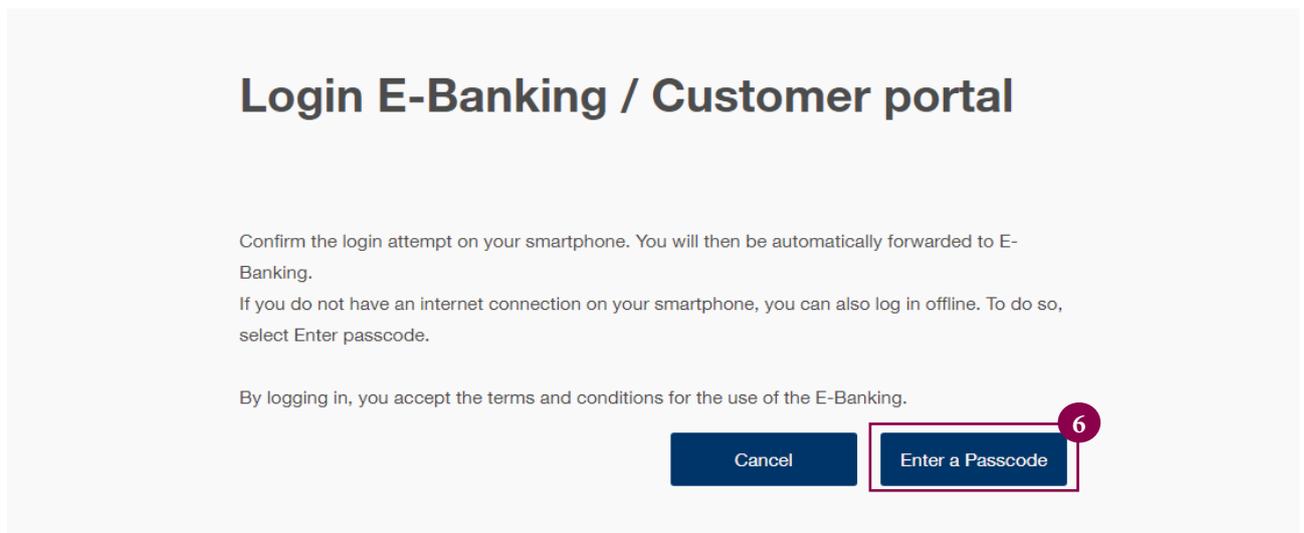
## 1.2 Login via smartphone without an internet connection

### Requirements

- Active E-banking contract.
- The Airlock 2FA login method has been activated.
- You have a smartphone that is linked to this E-banking contract.
- Your smartphone does not have an active internet connection.

### Step-by-step process

1. Go to the E-banking login page of our website.
2. Enter your contract number.
3. Enter your personal password.
4. Click “Log in”.
5. The following message is now displayed on your computer screen:



6. Click “Enter a passcode”.
7. Open the Airlock 2FA app on your smartphone.
8. The home screen displays the active user accounts. For each user account, the E-banking contract number is indicated.
9. At the top of the screen, a blue bar runs from right to left, indicating the time-limited validity of the passcodes (approximately 30 seconds). A new passcode will be generated if the bar runs out.
10. Enter the passcode displayed in the app in the login screen on the computer.



11. Complete the login by clicking “Log in”. Make sure that the passcode is still valid as you click on that option.

## Login E-Banking / Customer portal

In the Airlock 2FA app, the six-digit passcode is displayed behind your access. Enter this code in the Passcode field.

Passcode 10

11

Cancel Log in

The login process is now complete.

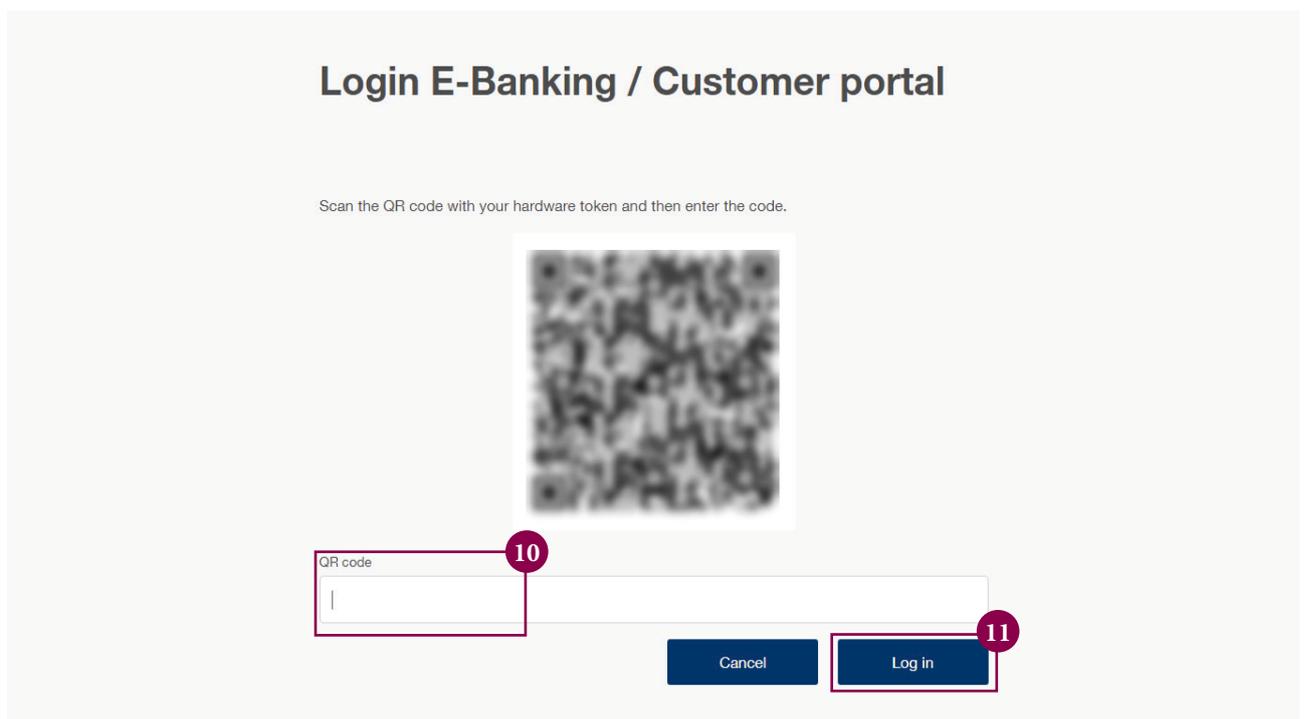
### 1.3 Login via hardware token

#### Requirements

- Active E-banking contract.
- The Airlock 2FA login method has been activated.
- You have an activated hardware token that is linked to this E-banking contract.

#### Step-by-step process

1. Go to the E-banking login page of our website.
2. Enter your contract number.
3. Enter your personal password.
4. Click “Log in”.
5. The following login screen with the QR code opens:



6. Press the “OK” button on your hardware token to start it.
7. Press the “SCAN” button to open the scanner of the hardware token.



8. Use the hardware token to scan the QR code on your computer screen.
9. A verification code is now displayed on the hardware token.
10. Enter the verification code in the login screen on your computer.
11. On your computer screen, click “Log in” to complete the login process.

The login process is now complete.

## 2. INITIAL LOGIN WITH A NEW E-BANKING CONTRACT

### Requirements

- We have opened a new E-banking contract for you.
- You have received the password notification letter.
- You have an Android or Apple smartphone.
- We have your mobile number on file.

### Step-by-step process

1. Go to the E-banking login page of our website.
2. Enter the contract number indicated in your password notification letter.
3. Enter the initial password indicated in your password notification letter.
4. Click "Log in".
5. You will then receive a text message to the mobile number we have on file for you. Enter the verification code sent to you by text in the appropriate field.
6. Click "Log in".
7. You will now be prompted to change the initial password. Create a new and personal password and enter it in the appropriate field.
8. Confirm your entry by clicking "OK".
9. You have successfully changed your password. Now click "Continue".
10. You will now be prompted to activate the Airlock 2FA login method. Click "Migrate now" for activation.

### Important: Change to the new login method

Log in to your E-Banking even more conveniently. The Airlock 2FA login method combines the latest security standards with a high level of convenience.

You can switch to the new login method in just 2 minutes in 4 simple steps.

The migration must be done by: 30.06.2021

Further information on Airlock 2FA can be found [here](#).

Later

Migrate Now

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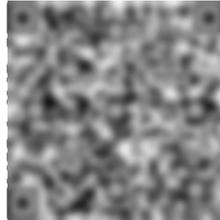
11. Install the Airlock 2FA app from Ergon Informatik AG on your smartphone.

## Migration to Airlock 2FA

1. Download the Airlock 2FA app from Ergon Informatik AG onto your smartphone.



2. Start the app and scan the QR code shown below using the QR scanner function.
3. Airlock 2FA is now successfully registered to your E-Banking access.



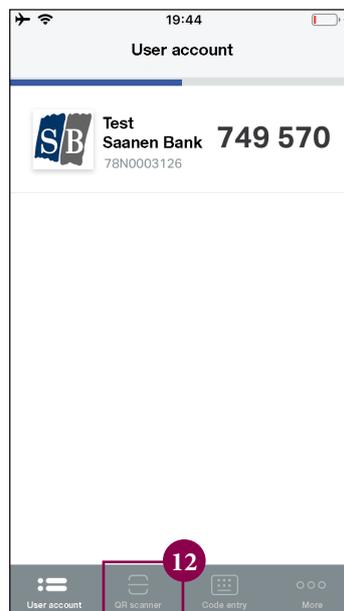
Device Name (optional)

A unit name may be a maximum of 50 characters long and may not contain any special characters.

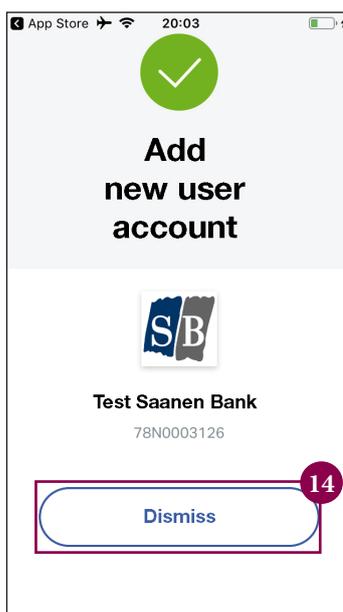
Cancel

Continue

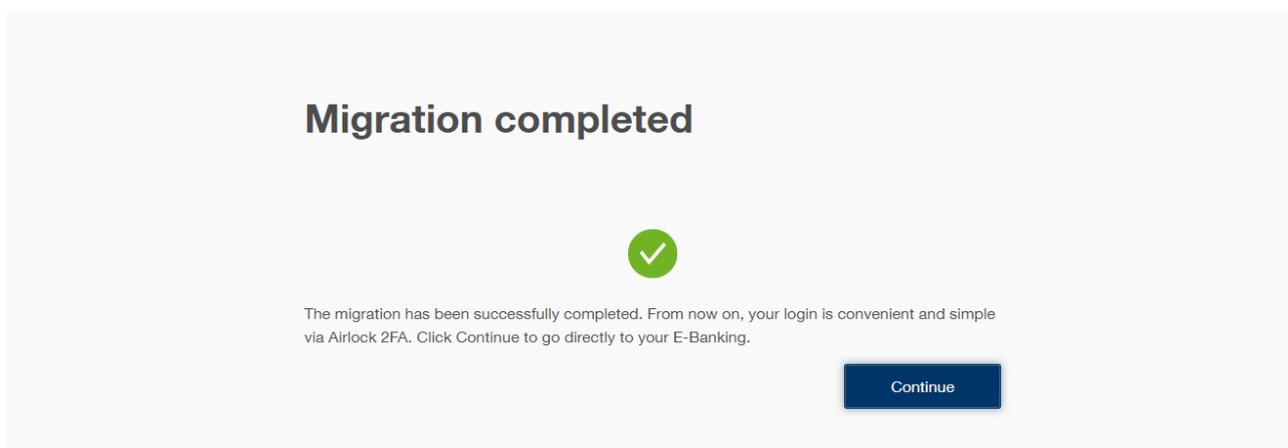
12. Open the app and start the QR scanner function. You will find it at the bottom of the screen.



13. Use your smartphone to scan the QR code on your computer screen.
14. The message "New user account added" should now appear in the app. You can close it by clicking "Close".



15. On your computer screen, you can now complete activation by clicking “Continue”.
16. You should now see a confirmation page. The activation of the Airlock 2FA login method has been completed successfully.



#### Note regarding the hardware token

No Airlock 2FA activation is required for the hardware token. The token has already been activated by us as part of our background process. Only the initial password must be changed (steps 1–9). The hardware token can then be used for the login as described in [Chapter 1.3: Login via hardware token](#).

### 3. MIGRATION OF THE EXISTING LOGIN METHOD

#### Requirements

- Active E-banking contract.
- We have started the migration of your E-banking.
- You have an Android or Apple smartphone.

#### Step-by-step process

1. Go to the E-banking login page of our website.
2. Enter your contract number.
3. Enter your personal password.
4. Click “Log in”.
5. Complete the login using your existing method (Cronto or text message).
6. The following message is now displayed on your computer screen:

**Important: Change to the new login method**

Log in to your E-Banking even more conveniently. The Airlock 2FA login method combines the latest security standards with a high level of convenience.

You can switch to the new login method in just 2 minutes in 4 simple steps.

The migration must be done by: 30.06.2021

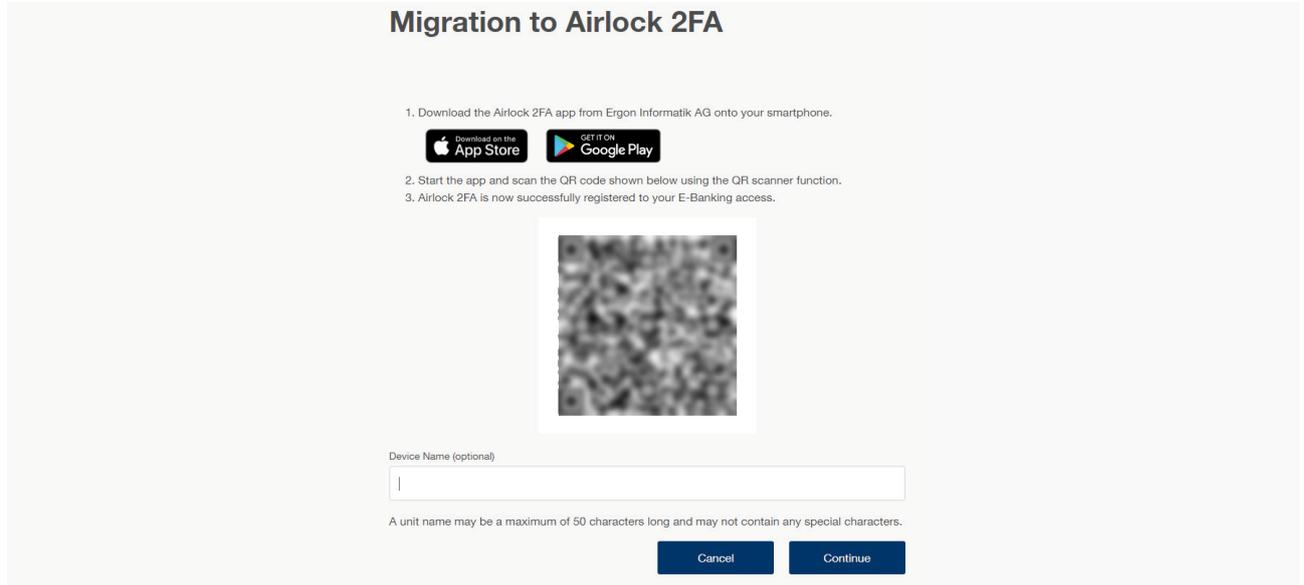
Further information on Airlock 2FA can be found [here](#).

Later Migrate Now <sup>7</sup>

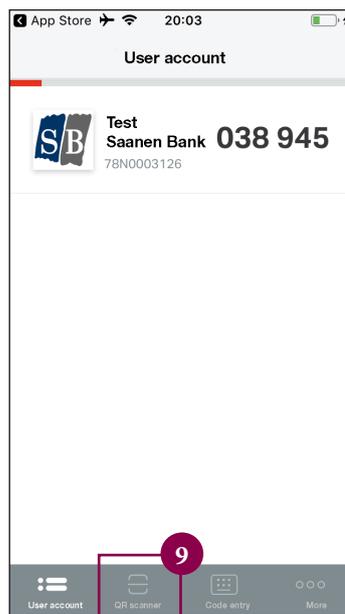
The screenshot shows a notification box with a title 'Important: Change to the new login method'. Below the title is a paragraph explaining the benefits of the new Airlock 2FA login method. It states that the migration can be completed in 2 minutes in 4 steps and must be done by 30.06.2021. There is a link for further information. At the bottom, there are two buttons: 'Later' and 'Migrate Now'. The 'Migrate Now' button is highlighted with a red border and a red circle containing the number 7, indicating it is the next step in the process.

7. Click “Migrate now” to start the activation of the Airlock 2FA login method right away. If you are not yet ready for the migration, click “Later” to access your E-banking as usual. You will be notified about the migration the next time you log in. However, this will be possible only until 31 December 2021. After that date, you will have to migrate to Airlock 2FA, or you will lose access to E-banking.

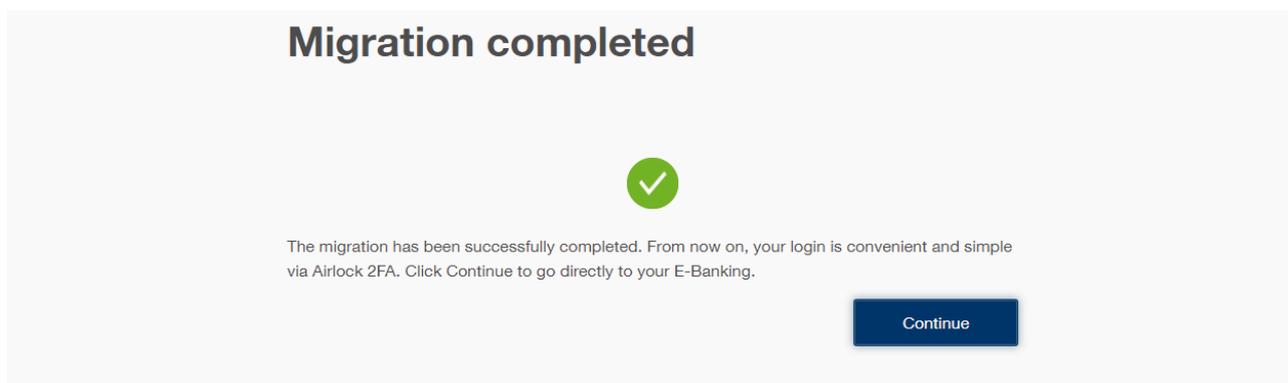
8. Install the Airlock 2FA app from Ergon Informatik AG on your smartphone.



9. Open the app and start the QR scanner function. You will find it at the bottom of the screen.



10. Use your smartphone to scan the QR code on your computer screen.
11. The message “New user account added” should now appear in the app. You can close it by clicking “Dismiss”.
12. On your computer screen, you can now complete activation by clicking “Continue”.
13. You should now see a confirmation page. The activation of the Airlock 2FA login method has been completed successfully.



#### **Note regarding the hardware token**

No migration of the login method is required for the hardware token. We have already activated for the new method the token that you have received from us as part of the background process. You can use it to log into your E-banking as described in [Chapter 1.3: Login via hardware token](#).

#### **E-banking hotline**

For further questions, please contact our E-banking hotline on 0848 877 087 (calls from Switzerland) or from abroad on 0041 58 224 97 11.

Business hours: Monday to Friday 8.00 a.m. to 9.00 p.m., Saturday 8.00 a.m. to 12.00 noon