

الخدمات المصرفية الخاصة العالمية
Private Banking

eAccess User Guide

eAccess User Guide

eAccess is a new security app which replaces the SMS and tokens currently in use. It is a separate app to the FAB Suisse ebanking app, and the eAccess app works alongside either the e-banking website (fabebanking.ch) or the FAB Suisse ebanking app.

You will need a mobile device running either Apple iOS or Android. If you do not have such a mobile device, then please speak with your Relationship Manager on having / keeping a token device as an alternative. The SMS solution will no longer be in service from later in 2023.

The app can only be used after the Bank has activated the eAccess functionality.

COLOUR CRYPTOGRAM / QR CODES – please scan the actual one shown on

- the letter you have been sent (for new users, or existing users who have issues with SMS)
- on the e-banking website screen

DO NOT SCAN the examples shown within this guide. These are just illustrative examples of what you will see on the letter / website screen.

It may be necessary to move your phone closer or further away from the QR code for the phone camera focus to lock-on to the QR code.

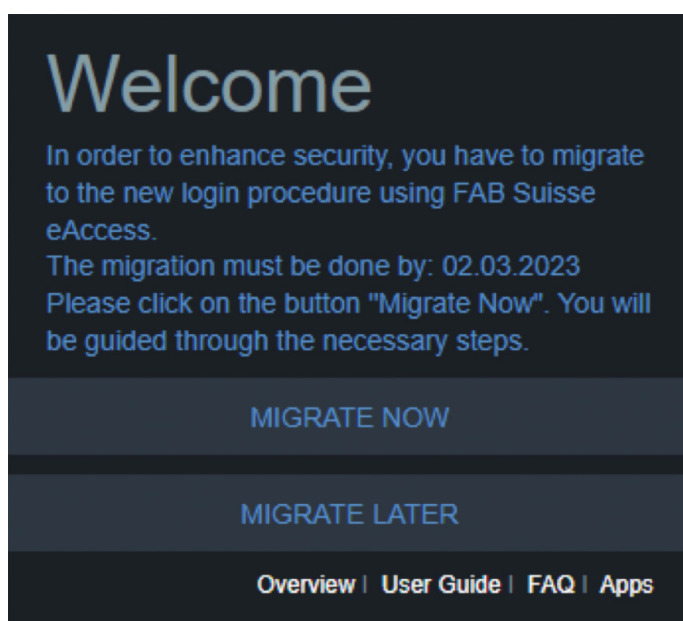
When entering the codes generated by the eAccess app into the website, please do not add any spaces (so if it is shown as 123-456 you can enter as 123-456 or 123456 but not as 123 456).

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FIRST TIME ACTIVATION (FOR EXISTING USERS)

- 1 Download the app “FAB Suisse eAccess” from the iOS or Android app store.
- 2 Open the eAccess app and choose if you want to allow notifications or not (these can be changed later via Settings) and also allow the camera to be used.
- 3 Login into the e-banking website (www.fabebanking.ch) from a different computer/mobile device than the one eAccess is installed on (this first time activation can not be done from the same device that the eAccess app is running on).
After entering your contract number, password and SMS or token number, you should see the following screen (all screen images are from the iOS version, with similar screens shown on the Android version).

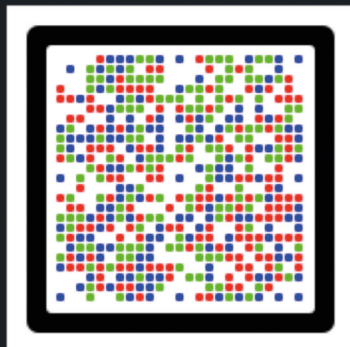


Please select MIGRATE NOW

- 4 You will then see a colour cryptogram / QR code.

Welcome

To activate an eAccess device or app, please scan the cryptogram displayed here. Then enter the code displayed on your device in the response field below.



Code

VERIFY

NOT NOW

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- 5 Open the eAccess app from your mobile device and click on **Activate your device**.

Device activation

This device is not currently associated to any contract. Please activate the device by scanning the colored QR code shown on the login web page.

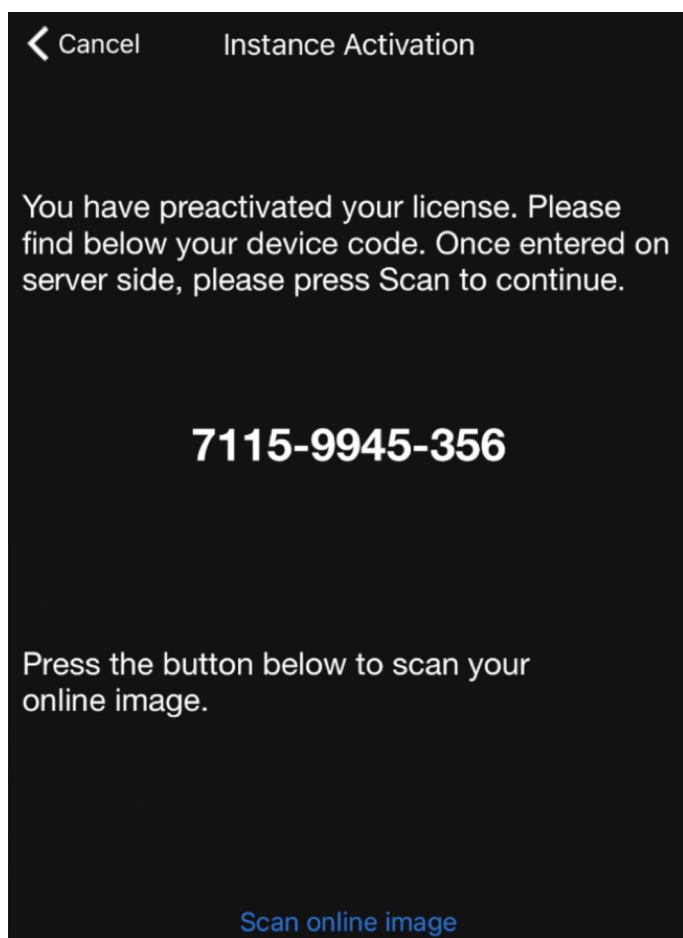


Activate your device

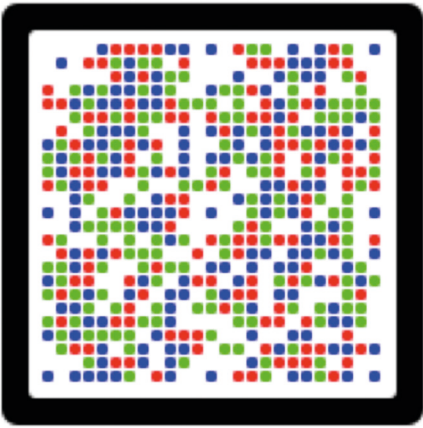
- 6 A message may appear on your mobile device saying the app requires access to the device camera. Please go into the settings and under the app 'FAB Suisse eAccess' turn on the camera.



- 7 The camera on the mobile device should be now turned off. Please use your mobile device to scan the colour cryptogram / QR code shown on the e-banking website login page.
- 8 The eAccess app will then show an activation code.



- 9 On the e-banking website page, enter this code into box underneath 'Code' and then select VERIFY



Code

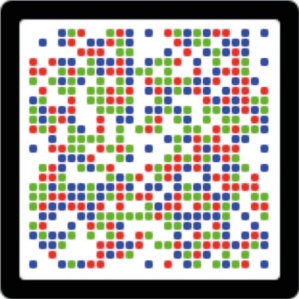
7115-9945-356

VERIFY

- 10 On the e-banking website, a second cryptogram/QR code will then appear

Welcome

Please scan the cryptogram and enter the code that will be displayed on your Cronto app or device.



Code

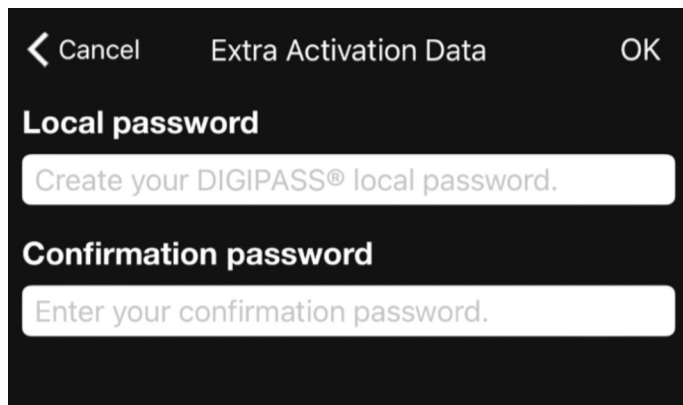
Device name (optional)

REGISTER

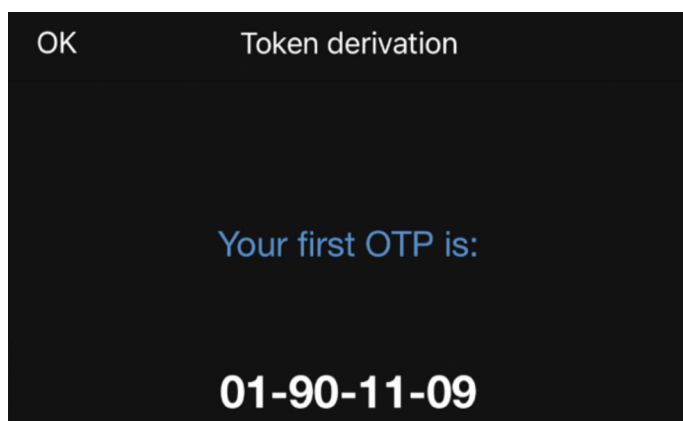
PROBLEMS WITH THE DISPLAYED CODE?

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- 11 Using the eAccess app, select 'Scan online image' at the bottom of the screen, and scan the new cryptogram/QR code.
- 12 The eAccess app will now give you the option to set a local password (for the app), which you must then reconfirm and press OK.

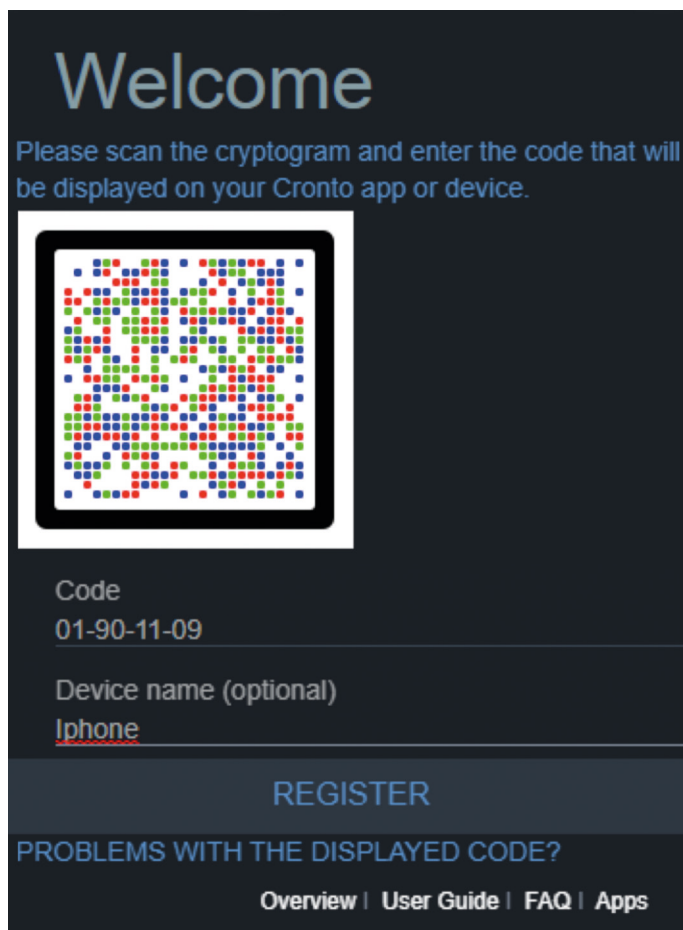


- 13 The eAccess app will then ask if you wish to activate face recognition (faceID) or fingerprint recognition (depending on your device). You can select Yes and use this in the future, or No to use enter the password each time.
- 14 The eAccess app will then show the first OTP (One Time Password) code.

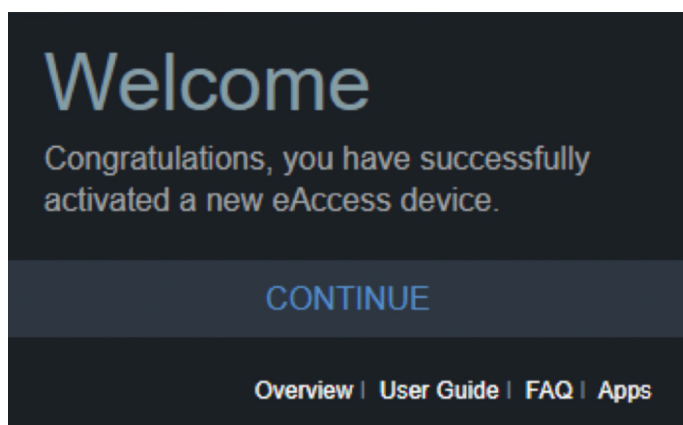


- 15 On the e-banking website, please enter this number (it can be entered with or without the – symbols) into the box underneath ‘Code’, and if you wish you can add an optional device name (this is important if you want to register more than one device).

Then click REGISTER.

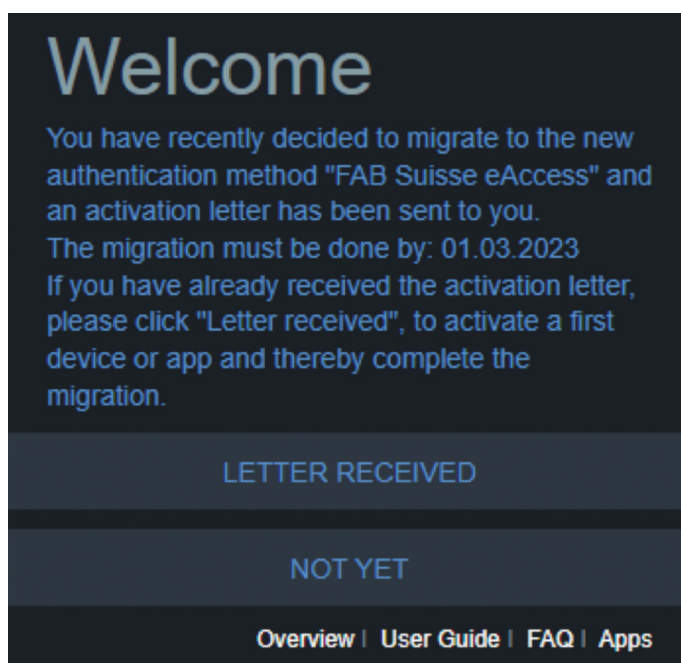


- 16 You should then be informed that the device has been activated.



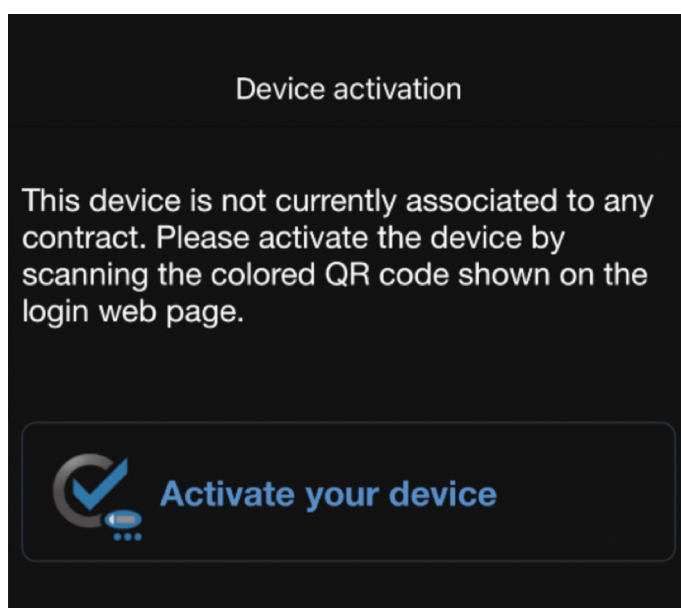
FIRST TIME ACTIVATION (FOR NEW CLIENTS)

- 1 Download the app "FAB Suisse eAccess" from the app store
- 2 Open the eAccess app and choose if you want to allow notifications or not (these can be changed later via Settings) and also allow the camera to be used.
- 3 Login into the e-banking website (www.fabebanking.ch) from a different computer/mobile device than the one eAccess is installed on (this first time activation can not be done from the same device that the eAccess app is running on).
You will receive three letters from the Bank. The first will detail your contract number, the second will contain a cryptogram/QR code and the third your initial password.
In the e-banking website, enter your contract number and password. You should see the following screen.

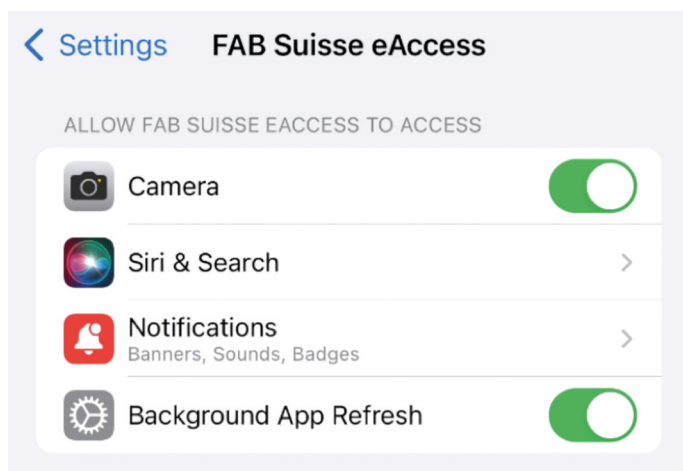


Please select LETTER RECEIVED

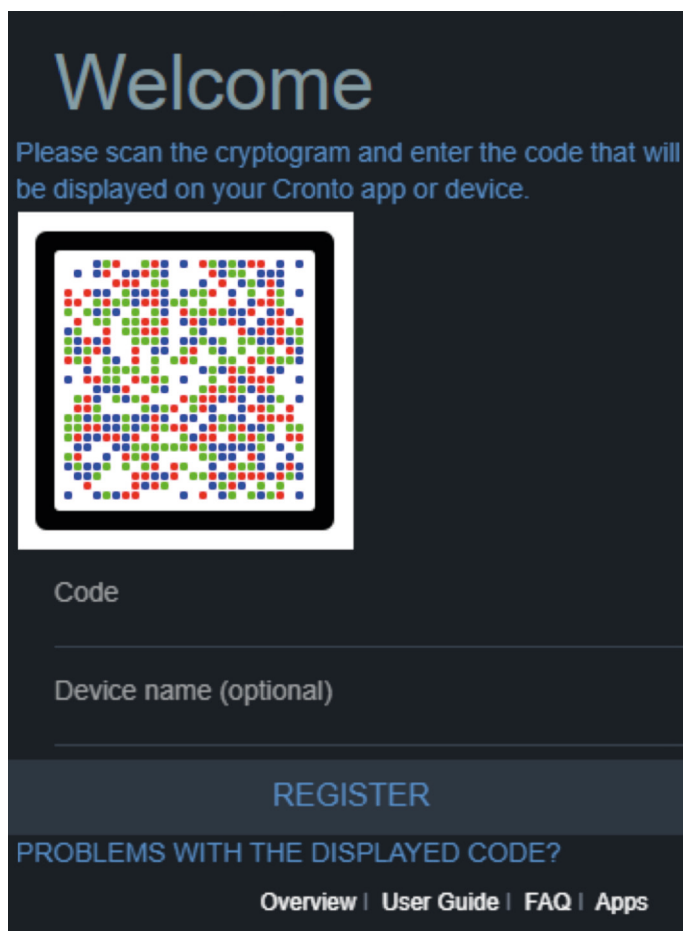
- 4 Open the eAccess app from your mobile device and click on **Activate your device**.



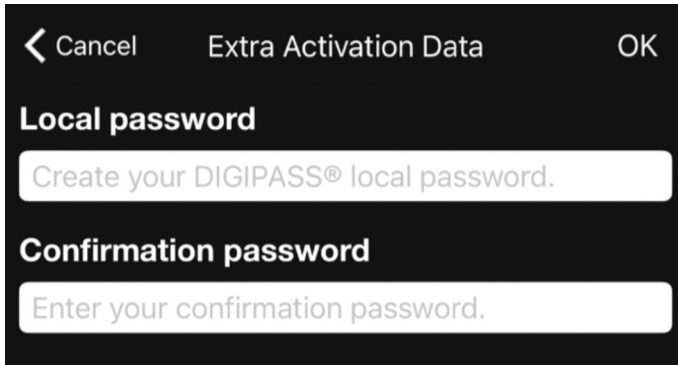
- 5 A message may appear on your mobile device saying the app requires access to the device camera. Please go into the settings and under the app 'FAB Suisse eAccess' turn on the camera.



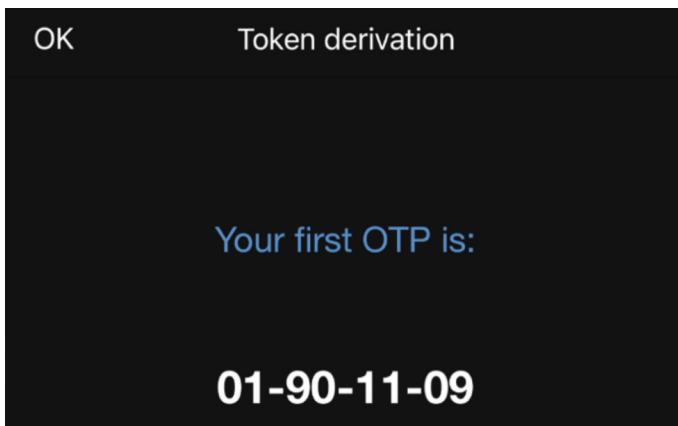
- 6 The camera on the mobile device should be now turned off. Please use your mobile device to scan the colour cryptogram / QR code shown on the letter.
- 7 On the e-banking website, a second cryptogram/QR code will then appear (it may be necessary in some cases to select the OFFLINE option before getting the below screen).



- 8 Using the eAccess app, select 'Scan online image' at the bottom of the screen, and scan the new cryptogram/QR code.
- 9 The eAccess app will now give you the option to set a local password (for the app), which you must then reconfirm and press OK.

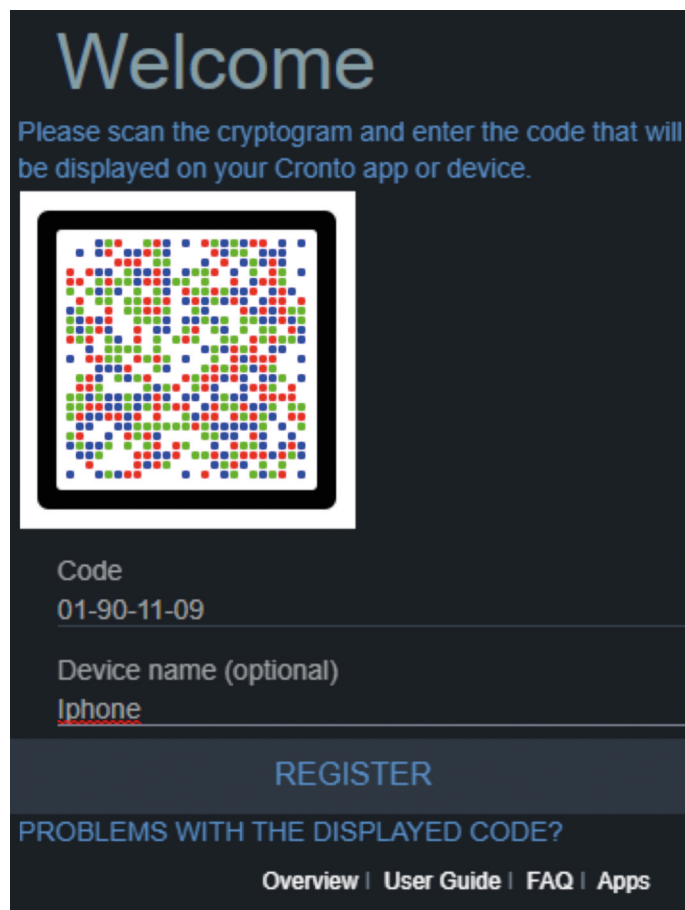


- 10 The eAccess app will then ask if you wish to activate face recognition (faceID) or fingerprint recognition (depending on your device). You can select Yes and use this in the future, or No to use enter the password each time.
- 11 The eAccess app will then show the first OTP (One Time Password) code.



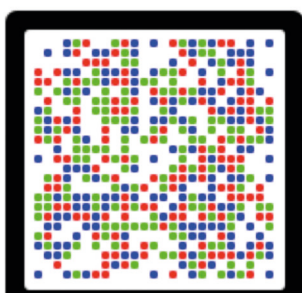
- 12 On the e-banking website, please enter this number (it can be entered with or without the – symbols) into the box underneath ‘Code’, and if you can wish you can add an optional device name (this is important if you want to register more than one device).

Then click REGISTER.



Welcome

Please scan the cryptogram and enter the code that will be displayed on your Cronto app or device.



Code
01-90-11-09

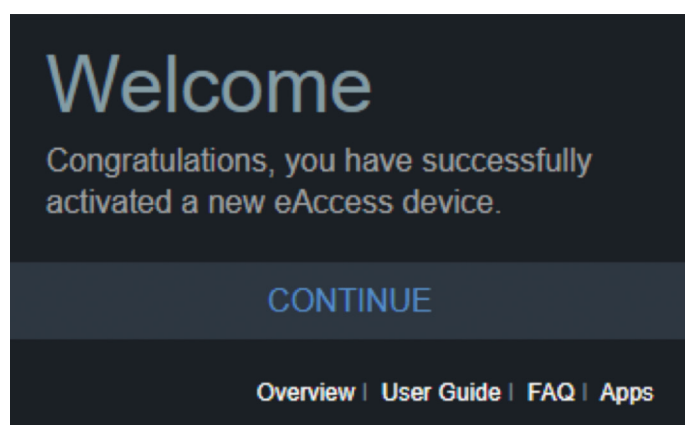
Device name (optional)
Iphone

REGISTER

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- 13 You should then be informed that the device has been activated.



Welcome

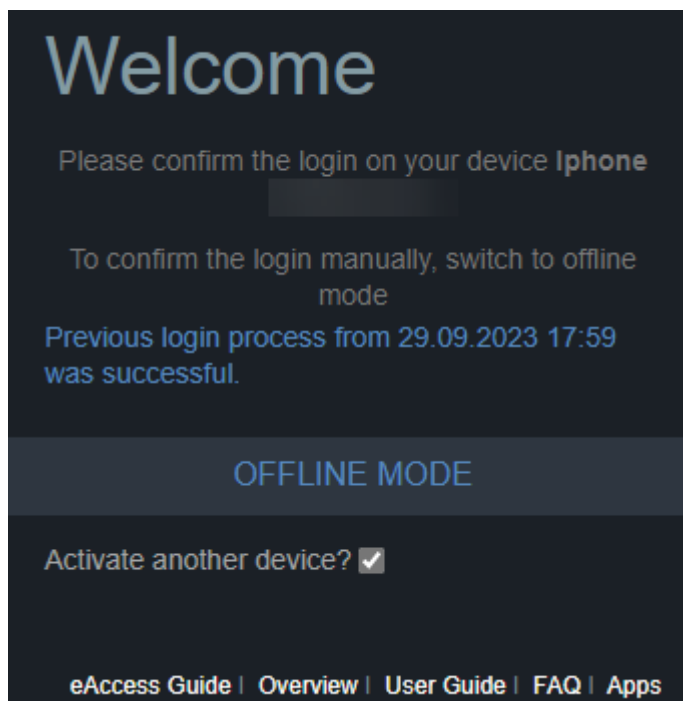
Congratulations, you have successfully activated a new eAccess device.

CONTINUE

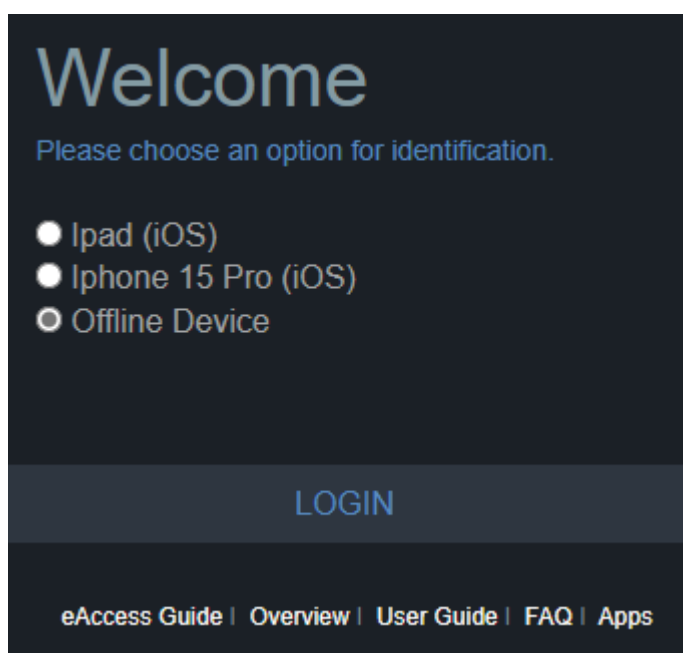
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SETTING UP ADDITIONAL DEVICES

- 1 Log into the e-banking website, and enter your contract number and password. In the next screen, if you have only one device already enrolled you will see the following screen, and you should tick ACTIVATE ANOTHER DEVICE and then click on OFFLINE MODE.



If you have more than one device registered, you will see the below screen (where you may see some existing devices) please select OFFLINE DEVICE.




- 2 One of the following screens will appear on the e-banking website:

Welcome

Please confirm the login on your device **lphone**

To confirm the login manually, switch to offline mode

Previous login process from 29.09.2023 17:59 was successful.



Code

Activate another device? ☒


LOGIN

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Welcome

Please scan the cryptogram and enter the code that will be displayed on your eAccess app or device.

Previous login process from 29.09.2023 17:49 was successful.



Code

Activate another device? ☒

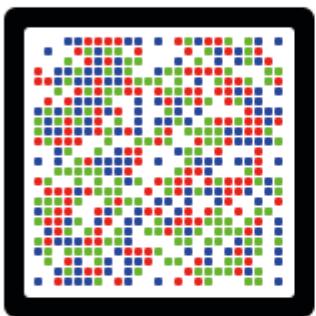
LOGIN

Please tick ACTIVATE ANOTHER DEVICE. Using your existing registered device take the eAccess app and scan the crypto image, and then enter the code generated. Please then press LOGIN.

- 3 On your additional device, open the eAccess app, and select ACTIVATE YOUR DEVICE. Using your new additional device please scan the cryptogram image and type the generated code shown on your device into the code box on the webpage, and then click VERIFY.

Welcome

To activate another eAccess device or app, please scan the cryptogram displayed here. Then enter the code displayed on your device in the response field below.



Code

VERIFY

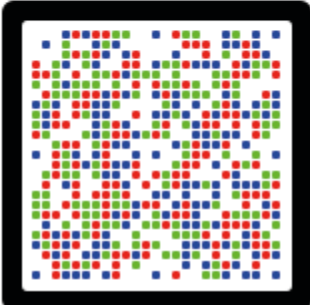
NOT NOW

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- 4 On the e-banking website the following screen will appear:

Welcome

Please scan the cryptogram and enter the code that will be displayed on your eAccess app or device.



Code

Device name (optional)

REGISTER

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- 5 On your additional device select SCAN ONLINE IMAGE at the bottom of the screen.

Scan the cryptogram, and then on your device select the local password to use and activate the biometric identification if you wish.

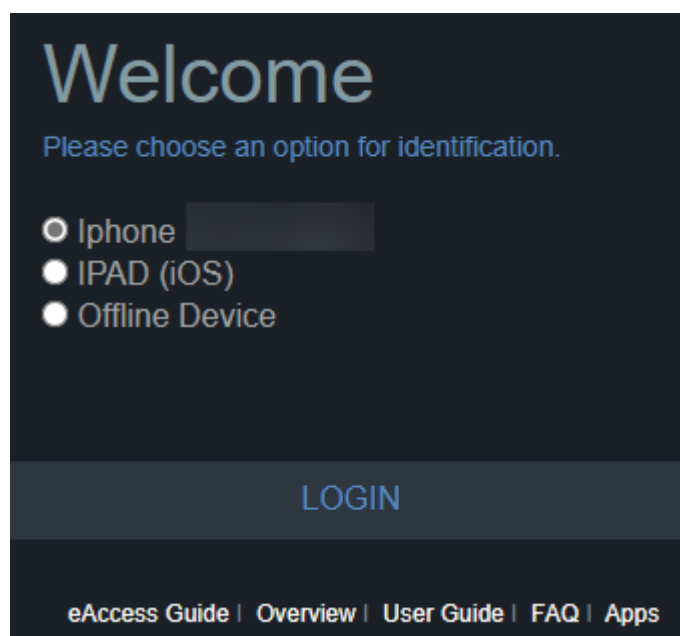
Please then enter the code shown on the eAccess app screen into the box under 'Code' on the e-banking website, and add the optional device name. Then select 'REGISTER'.

Press OK on the eAccess app on the new device.

- 6 Your device will now be registered.

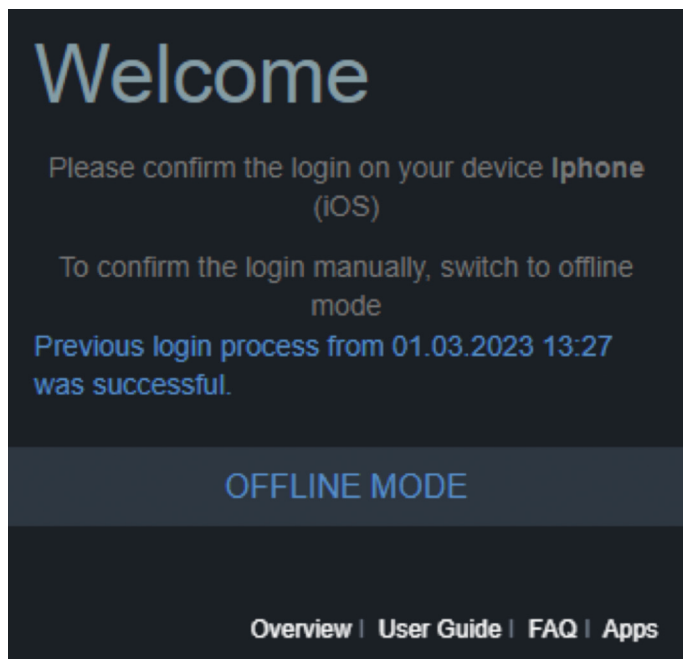
When you have more than one device registered, each time you access the e-banking website, after entering your contract number and password, you will see the following screen.

You need to select the device you wish to use eAccess on, and then select 'LOGIN'.



LOGIN AFTER INITIAL DEVICE SET-UP HAS BEEN COMPLETED - WEBSITE

- 1 For future logins, please enter your contract number and password as before.
The following screen will appear:



2 Automatic login (option 1)

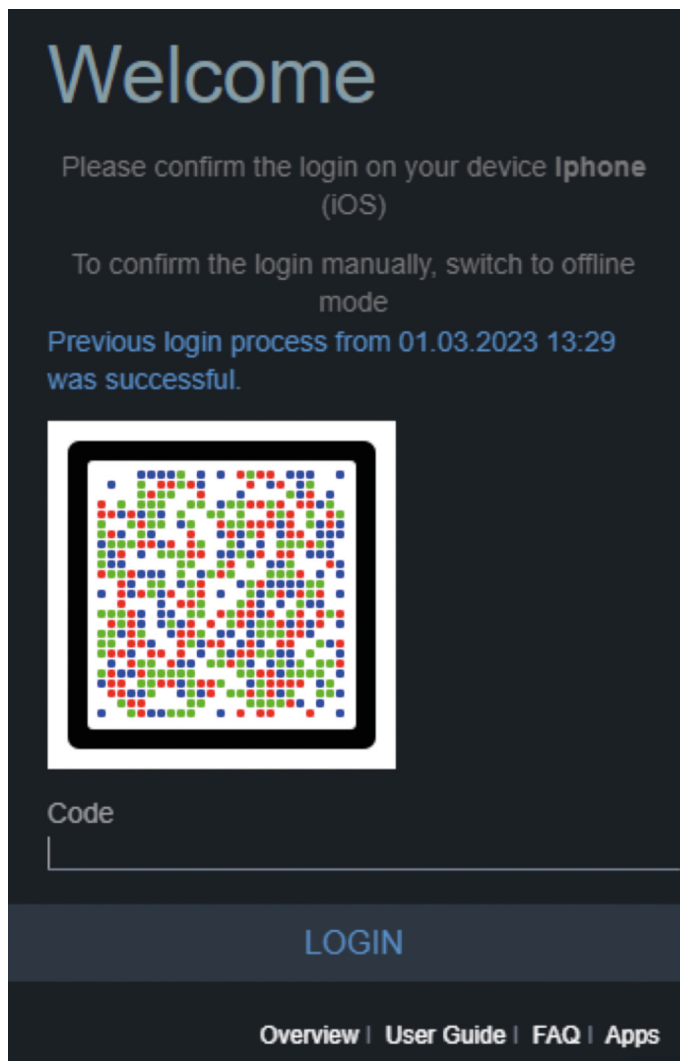
You will normally then get a notification on the eAccess app (or you can open the eAccess app and select the message image in the top right of the app screen). The app will then check your face/fingerprint or request a password (depending on which method you had chosen).

You will then be asked to accept or decline the login as well as be able to view information on the last login date and time. Push 'Accept'. The e-banking website login will then automatically complete.

Offline Mode (option 2)

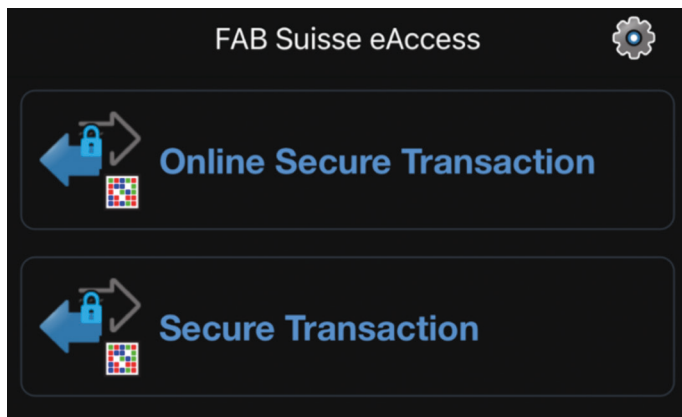
For this alternative method, you select OFFLINE MODE.

A cryptogram / QR code will be shown on the screen.

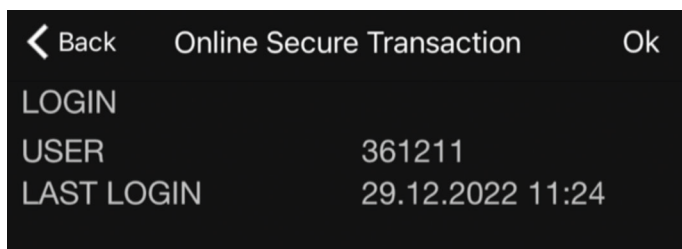


The screenshot shows a dark-themed login interface. At the top, the word "Welcome" is displayed in a large, light blue font. Below it, the text "Please confirm the login on your device **Iphone** (iOS)" is shown in a smaller, light grey font. Further down, the text "To confirm the login manually, switch to offline mode" is displayed in a smaller, light grey font. Below this, the text "Previous login process from 01.03.2023 13:29 was successful." is shown in a smaller, light blue font. In the center, there is a square cryptogram consisting of a grid of small, multi-colored dots (red, green, blue, and yellow) arranged in a complex pattern. Below the cryptogram, the word "Code" is displayed in a light grey font, followed by a horizontal line for input. At the bottom, there is a dark blue button with the word "LOGIN" in white capital letters. Below the button, there is a footer with the text "Overview | User Guide | FAQ | Apps" in a light grey font.

- 3 Open the eAccess app. You will now have two options of **Online Secure Transaction** and **Secure Transaction**.



Online Secure Transaction – if you select this, you then use the app to scan the cryptogram/QR code. The eAccess app will then show details of your last login. Push 'OK' at the top right.



The app will then check your biometric details (or request the password), and you will be logged in automatically.

Secure Transaction – if you select this, you need to scan the cryptogram/QR code. The eAccess app will then show details of your last login. Push 'OK' at the top right.

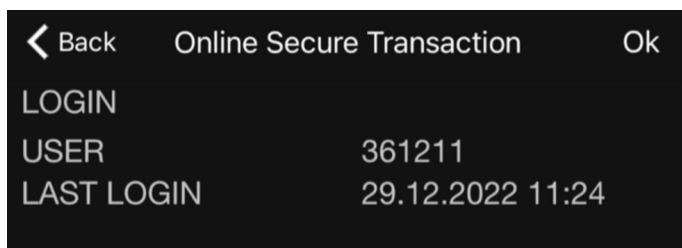
The app will then check your biometric details (or request the password), and then show an OTP code on the eAccess app. Please enter this into the box under 'Code' on the e-banking website page (either with or without the – symbols) and then click 'OK'. You will then be logged in.

LOGIN AFTER INITIAL DEVICE SET-UP HAS BEEN COMPLETED – MOBILE E-BANKING APP

Open the FAB Suisse e-banking app and enter your contract number and password.

The eAccess app will be automatically opened and show you the date and time of last login.

Push 'OK' at the top right.



The app will then check your face/finger biometric details (or request the password), and you will then be automatically returned to the e-banking app with login complete.