

GUIDE FOR ACTIVATING A TOKEN IN INTERNET BANKING

In addition to SMS authorisation codes, you can also use a Token for login authentication and payment order authorisation in Internet Banking (IB). If you choose to use a Token, you have two options:

a) you can install **the PPF banka e-Token app** on your smartphone from the App Store or Google Play, or by using this QR code:



b) you can use a hardware device (a HW Token) that allows you to read Cronto codes.



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1. ACTIVATING A TOKEN FOR NEW USERS – FIRST LOGIN

1.1 On the <u>http://www.ppfbanka.cz/en</u> website, first sign into the new IB **using your existing login information** (IB Username and Password):

Login into inte	ernet banking
Username	
Password	
Sig	n in
Contacts for troubles	shooting login issues
Security principles	Important documents
Download application mobile banking ios Android	Download application e-Token I iOS I Android

1.2 Next, enter the **authorisation code** that you have received either in an SMS or by email, and click "Log in".

	SMS	TOKEN	
	Enter au	thorisation ode	
	Rese	end (43)	
	[-	
s (MS code 1234-5678		
	L	og in	
	Ca	ancel	

Login into internet banking

1.3 When signing in for the first time you will be asked to **change your IB Password**. Enter the new Password twice and press "**Continue**".

Repeat password *			
The password conditions:			
At least 8 characters			
A maximum of 30 characters			
8 Only uppercase and lowerca	se letters and numbers		
8 The repeated password is a r	natch		

- 1.4 Once you have signed in successfully, there are two possible views:
- 1.4.1. If you have access to the accounts of more than one Client, you will first see an overview of all Clients. To activate your Token, select one of these. An overview of the accounts of the selected Client will then be displayed.

Select account owner	
Owner name	Q
Personal accounts	
🧟 Kollmann Lukáš	
Corporate accounts	
🧟 PPF banka a.s.	
A Lukáš Kollmann L	og out

1.4.2. If you only have access to the accounts of one Client, a detailed overview of all the accounts will appear automatically. Click on your name in the top right corner of the screen:

PF	PF Banka		🟳 Messages 🌓 Requests	Tasks in progress	A Lukáš Kollmann	[→ Log out
Kollma	nn Lukáš 🝷	Account overview CZK	* /			
Đ	Payment orders	Unprocessed payment orders in the last week	Payment orders for my sign	ature	Bulk payment order	
∻	Transactions	KOLLMANN CZK		0,04 сzк	Import	
₿	Statements	Account information	Held amount Ledge 0,00 CZK	o,04 CZK	Today's turnover	CZK
ð	Cards	Made transactions			No turnovers today	
ß	Files for download	→ 29.07.2022 To the account: 6058130008 Interest transaction	CZK	0,03 CZK INTEREST	Held amount	
ŧţ	Settings	← 07. 07. 2022 From account: 6058130008 0 0220462303/0600	DO	-24,00 CZK MESTIC PAYMENT	Cards	-0,00
		→ 30.06.2022 To the account: 6058130008 Interest transaction	СZК	0,15 CZK	Other	-0,00
		From account: 6058130008 (17. 06. 2022 2011850026/6000 Charif Hartiniková H	3ZK DO	-2,00 CZK MESTIC PAYMENT	Account statements Latest data statement 02. 03. 2021, XML, Czech	

1.5 Click "Add token" in the lower right corner of the screen:

PPF Banka		🏳 Messages 🏻 🕒 F	Requests S Tasks in progres	s 🛆 Lukáš Kollmann	[→ Log out
Kollmann Lukáš 🔷 🔻	Contact details				
Accounts	Name and surname	Lukáš Kolimann			
	Permanent address				
Payment orders	Contact address				
✓ Transactions	Email address	lkollmann@ppfbanka.cz			
E Statements					
Cards	Security				
Piles for download	Username	LKollmann1			
로 Settings	Password	•••••			Edit
	Device overview				takan
	Device name	Туре	Status	Add	LONGII
	+420 604	Authorisation phone number	ACTIVE	Block R	emove

1.6 If you want to activate the e-Token app, select **"PPF banka e-Token app on your mobile phone"**. To activate a hardware (HW) token, select **"Hardware token"**.

	×
Select the token you wish to activate:	
PPF banka e-Token app on your mobile phone	
Hardware token	

1.7 Now switch on your Token.

A HW Token will first ask you to select a language.

If you are using **the e-Token app** on your smartphone, you will need to choose the method for activation – press the **Internet banking** icon:

9:17 ◀ TestFlight	
PPF	Banka
e-Toke	en
Applicatio	⚠ n is not active
Internet banking	Card
S	(∂) ettings

Please note:

If you are using a HW Token and it shows a low battery level, charge it using a micro USB charger.

A HW Token will switch off automatically after 45 seconds of inactivity. If this happens at any point during activation you will have to repeat the entire activation process from the start. In order to avoid this, you can touch the screen of the token at intervals of less than 45 seconds. The 45-second countdown to automatically switching off will start again.

1.8. The next three steps explain how to activate the e-Token app. To activate a HW Token, skip ahead to section 1.12.

PPF Banka	D Messages D Requests 🔞 Tasks in progress	A Lukáš Kollmann [→ Log out
Kollmann Lukáš •	< Back Activate token	
Payment orders	00	SMS TOKEN
← Transactions	Please confirm by certification that you really want to activate the token	Enter the authorisation code
E Statements		
🖨 Cards		SMS will be send on you phone
Files for download		number.
Settings		Send code via SMS Cancel

Press "Send code via SMS".

1.9. Now enter the code you have received by SMS or email and press "**Continue**". If you do not receive the SMS, contact your Relationship Manager.

Kollmann Lukáš Kollmann Lukáš Activate token Activate token	
D Payment orders	OKEN
C Transactions Please confirm by certification that you really want to activate the token	de
E Statements	
Cards Enter the SMS code	_
C Files for download	
Settings Continue Cancel	

1.10. In the e-Token app on your phone, select "**Scan code**" and point the camera at the coloured square (Cronto code) on the screen.

PF	PF Banka	☐ Messages 🏠 Requests 🞯 Tasks in progress 🔗 Lukáš Kollmann [→ Log out
Kollma	inn Lukáš 🔻 🔻	< Back Activate token
≡	Accounts	
Đ	Payment orders	⊘ ⊙
÷	Transactions	Please confirm by certification that you really want to activate the token
∎	Statements	- 1840 · 87 · 67 ·
ð	Cards	
ß	Files for download	Remaining time to load
뱎	Settings	Cronto códe in eToken app: 26 s

1.11. After reading the Cronto code, the e-Token app will prompt you to **set up a PIN**. Enter your chosen PIN twice. In addition to a PIN you can also set up biometric authentication – your fingerprint or face recognition (biometric data can also be independently set up later, after successful activation of the e-Token app).

If the Cronto code was read successfully, you will see the screen below. Press "Finish" and activation is complete. You can now use your activated e-Token app the next time you log in.

PI	PF Banka		D Messages	P Requests	Tasks in progress	A Lukáš Kollmann	[→ Log out
Kollm	ann Lukáš 🔹 💌	< Back Activate token					
≡	Accounts						
Đ	Payment orders	O	•				
₹	Transactions	Activation of the security m	nethod has been com	pleted successfully.			
∃	Statements						
ð	Cards						
ß	Files for download						
반	Settings			Fi	nish		

1.12. To continue with activation of a HW Token:

Next, point your Token at the multi-coloured square on your screen containing the Cronto code.

PF	PF Banka		Messages	Requests	Tasks in progress	A Lukáš Kollmann	[→ Log out
Kollma	nn Lukáš 🛛 🔻	< Back Activate token					
≡	Accounts						
Đ	Payment orders	•	0-0-				
₹	Transactions	To activate a token, read the Cronto code an	d then enter the numeric c	ode displayed on y	our device.		
∎	Statements						
ð	Cards						
ß	Files for download						
井	Settings	Token • Enter					
				Cor	itinue		

1.13. After reading the Cronto code, your Token will ask you to **set up a PIN**. Enter the PIN of your choice twice. The Token then displays an 11-digit code for you to copy to the "Token" field below the multi-coloured Cronto code.

Next, click "Continue".

PP	F Banka		D Messages	🗅 Requests	Tasks in progress	A Lukáš Kollmann	[→ Log out
Kollma	nn Lukáš 🔷 🔻	< Back Activate token					
≡	Accounts						
D	Payment orders	\odot		0			
÷	Transactions	To activate a token, read the Cronto coo	le and then enter the numeric (code displayed on y	our device.		
₿	Statements		100010-001				
ð	Cards						
ß	Files for download	Token •					
ŧţ	Settings	12345678901					
				Co	ntinue		

Now click on "Send code via SMS"

TOKEN
sation
ou phone
IS
i

1.14. In the next step, **enter the code that you have received in an SMS** and click "**Continue**". If you do not receive the SMS, contact your Relationship Manager.

PF	PF Banka			D Messages	Requests	Tasks in progress	A Lukáš Kollmann	[→ Log out
Kollma	inn Lukáš 🛛 🔻	< Back Activate toke	n					
≡	Accounts							
Đ	Payment orders		⊘ —⊙	0			SMS	TOKEN
₹	Transactions	User	Lukáš Kolimann			6	Enter authorisat Resend	the ion code (39)
∃	Statements	Device identification	FDT7639887				ſ	P
ð	Cards						Enter the SMS cod	J
ß	Files for download						1234-5678	
ተተ	Settings						Contin	nue

Alternatively, enter the code that you have received by email, and click "Continue".

PF	PF Banka			D Messages	🗅 Requests	Iasks in progress		ut
Kollma	ann Lukáš 🛛 🔻	< Back						
≡	Accounts							
D	Payment orders) —_0	0			Enter the authorisation code	
¢	Transactions	User	Lukáš Kolimann			6	Resend (64)	
∃	Statements	Device identification	FDT7639884			•		
ð	Cards							
ß	Files for download							
壮	Settings						Continue Cancel	

PPF Banka			D Messages	Requests	Tasks in progress	A Lukáš Kollmann	〔→ Log out
Kollmann Lukáš -	< Back Activate toke	n					
Payment orders		Ø0	0			Operation suc	cessful
ightarrow Transactions	User	Lukáš Kollmann			6	The request has b	een signed
Statements	Device identification	FDT7639884			•		
🖨 Cards							
Files for download							
垚 Settings						Continue	

1.16. Point your Token at the multi-coloured Cronto code again, enter the code displayed on the Token into the corresponding field on the screen and click "**Continue**".

PI	PF Banka		D Messages	Requests	Tasks in progress	A Lukáš Kollmann	〔→ Log out
Kollma	ann Lukáš 🛛 🔻	< Back Activate token					
≡	Accounts						
Đ	Payment orders	Ø	•				
÷	Transactions	To activate a token, read the Cronto code and th	nen enter the numeric o	ode displayed on y	our device.		
	Statements		1000 (2794L)				
ð	Cards						
ß	Files for download	Token *					
推	Settings	Enter					
				Со	ntinue		

1.17. If activation was successful, the screen shown below will be displayed – click on "Finish". You can now use your Token the next time you sign in.

PPF Banka	🏳 Messages 🕒 Requests 🔞 Tasks in progret	፡s A Lukáš Kollmann [→ Log out
Kollmann Lukáš 🛛 🔻	< Back	
Accounts		
Payment orders	Ø0	
← Transactions	The token has been successfully activated	
Statements		
🖨 Cards		
Files for download		
댴 Settings	Finish	

1.18. If activation failed, the entire activation process must be repeated.

PPF Banka	🏳 Messages 🕒 Requests 🕲 Taska in progress	A Lukáš Kollmann [→ Log out
Kollmann Lukáš 🛛 🔻	< Back Activate token	
Accounts		
Payment orders	O	
ightarrow Transactions	To activate a token, read the Cronto code and then enter the numeric code displayed on your device.	An error occurred in the activation of the token
Statements	same * venue *	Please contact our customer
Cards		support
Files for download	Token •	-
🕂 Settings	12345678	
	Continue	
		Cancel

1.19. The activated Token is shown in the overview of devices used by the User. If activation failed, you can remove the Token from this list and repeat the activation process again from point 1.4.

PPF Banka		🏳 Messages [Requests 🔞 Tasks in pro	gress 🐣 Lukáš Ko	llmann [→ Log out
Kollmann Lukáš 🔹 🔻	Profile				
Accounts	Contact details				
Payment orders	Name and surname	Lukáš Kollmann			
→ Transactions	Permanent address				
Statements	Contact address				
Cards	Email address	lkollmann@ppfbanka.cz			
Files for download	Security				
击 Settings	Username	LKollmann1			
	Password	•••••			Edit
	Device overview				
	Device name	Туре	Status		
	FDT7639884	Token	ACTIVE	Block	Remove

2. LOGGING INTO IB WITH THE ACTIVATED TOKEN

2.1 On the login screen, enter your Username and Password and click "Sign in".

Login into int	Login into internet banking				
Username					
Password					
Sig Contacts for trouble	n in				
Security principles	Important documents				
Download application mobile banking O ios O Android	Download application e-Token o ios o Android				

If you are using the e-Token app, you will receive a push notification on your phone with the title "**Login**" – tap the notification or launch the app and confirm your login.

(The e-Token app also allows you to log in by another method, which is the same as used for a HW Token. Choose "Log in with an SMS code or TOKEN", then continue according to point 2.2 below)

Login into internet banking

Confirm in e-Token application.
Remaining time: 01:57
Not connected to the Internet or having trouble logging in?
Log in with an SMS code or TOKEN
Block internet banking access

2.2 If you are using a HW Token, click the "**TOKEN**" tab and point your Token at the multi-coloured Cronto code. If you have not activated SMS authorisation, the "**TOKEN**" tab will be selected automatically.

Login into internet banking

51015		TOKEN	
	Scan code eToken	with	
123-	4 5678		
	Log in		
	Cancel		
Bloc	k internet banki	ng access	

Enter the PIN or biometric data you set up during activation into the Token. The Token will generate an authorisation code. Enter this into the corresponding field and click "**Log in**".

2.3 If your login is successful, a screen will appear showing the overview of Clients, or the overview of accounts if you only have access to the accounts of one Client (see point 1.4).

3. BLOCKING, REMOVING AND DEACTIVATING A TOKEN IN IB

3.1. After logging in, click on your name in the top right corner – the User's profile will be displayed. If you need to temporarily block your Token, in the "Device overview" section click on "Block". You can unblock a blocked Token using the same procedure later.

PPF Banka		🏳 Messages 🌓 Req	uests 🔘 Tasks in prog	ress 🛆 Lukáš Kollm	ann [→ Log out
Kolimann Lukáš 🛛 🔻	Contact details				
	Name and surname	Lukáš Kollmann			
Accounts	Permanent address				
Payment orders	Contact address				
ightarrow Transactions	Email address	lkollmann@ppfbanka.cz			
Statements					
Cards	Security				
	Username	LKollmann1			
↓ Files for download	Password	•••••			Edit
🕂 Settings					
	Device overview				
	Device name	Туре	Status		
	FDT7639875	Token	ACTIVE	Block	Remove
	+420 604	Authorisation phone number	ACTIVE	Block	Remove

If you need to remove a Token from IB, click on "Remove".

PP	F Banka		🏳 Messages 🌓 Reque	ests 🔘 Tasks in progress	A Lukáš Kollmann	[→ Log out
Kolima	nn Lukáš 🔹 🔻	Contact details				
		Name and surname	Lukáš Kollmann			
≡	Accounts	Permanent address				
	Payment orders	Contact address				
è	Transactions	Email address	lkollmann@ppfbanka.cz			
₿	Statements					
ð	Cards	Security				
•		Username	LKollmann1			
17	Files for download	Password	•••••			Edit
뱐	Settings					
		Device overview				
		Device name	Туре	Status		
		FDT7639875	Token	ACTIVE	Block	Remove
		+420 604	Authorisation phone number	ACTIVE	Block	Remove

3.2. After clicking on "Remove", information with instructions will be displayed. Follow these instructions on your hardware or software Token (HW Token or e-Token app). Confirm completion of the instructions on the HW Token or in the e-Token app by ticking the box as shown below, then click on "Continue". The HW Token is now ready for its next activation and can be used for a new User.

PF	F Banka	🏳 Messages 🕒 Requests 🔞 Tasks in progress	ို Lukáš Kollmann	[→ Log out
Kollma	nn Lukáš 🛛 🔻	< Back Delete token FDT7639885		
≡	Accounts			
Đ	Payment orders	In order to completely remove an associated Token, you also need to delete the activation directly in this		
÷	Transactions	device: a) If you are using the e-Token application on your smart phone, open the app and press "Settings" in the lower part of the screen. Once the menu opens, choose "Deadbate application" and press "Yes" to confirm.		
	Statements	b) If you are using a hardware Token, press and hold the ON/OFF button for 3 seconds; then the "Settings" section will appear. Using the arrow keys, set the arrow next to "Delete activation" and confirm by pressing		
ð	Cards	"OK".		
ß	Files for download			
반	Settings	Continue		

To deactivate a HW Token click on "Delete Activation".





To deactivate the e-Token app click on "Settings" and then "Deactivate the application".

If the Token was removed successfully, IB will display confirmation of the Token's removal – click on "Continue".

PF	PF Banka	D Messages 🗅 Requests 🔘 Tasks in progress	⊖ Lukáš Kollmann [→ Log out
Kollma	nn Lukáš 🔹	< Back Delete token FDT7639875	
D	Payment orders	In order to completely remove an associated Token, you also need to delete the activation directly in this 🔞	Operation successful
÷	Transactions	device: a) If you are using the e-Token application on your smart phone, open the app and press "Settings" in the lower part of the screen. Once the menu opens, choose "Deactivate application" and press "Ves" in confirm.	successfully removed.
₿	Statements	b) If you are using a hardware Token, press and hold the ON/OFF button for 3 seconds; then the "Settings" section will appear. Using the arrow keys, set the arrow next to "Delete activation" and confirm by pressing	
ð	Cards	"OK".	
C;	Files for download		
Ηţ	Settings		Continue

If not, the removal process must be repeated starting from point 3.1.

3.3. After clicking on "**Continue**" in point 3.2, the User's profile will be displayed without the activated Token.

PP	F Banka		🏳 Messages 🌓 Requests	s 🔞 Tasks in progress	A Lukáš Kollmann	[→ Log out
Kolima	nn Lukáš 🔻	Profile				
≡	Accounts	Contact details				
Đ	Payment orders	Name and surname	Lukáš Kollmann			
₹	Transactions	Permanent address				
	Statements	Contact address				
ð	Cards	Email address	lkollmann@ppfbanka.cz			
0	Files for download	Security				
	Settings	Username	LKollmann1			
		Password				Edit
		Device overview				
		Device name	Туре	Status	Α	dd token
		+420 604 502 720	Authorisation phone number	ACTIVE	Block	Remove

4. REINSTALLING THE E-TOKEN APP ON A NEW DEVICE

If you need to install and activate the e-Token app on a new phone, first remove it in IB according to the instructions in section 3, then deactivate the application on the original phone.

You can then install the e-Token app on your new phone. The app can be found using the QR code at the beginning of this Guide. After that, follow the instructions above, starting from section 1.