



## e-banking: mobile-login via SMS

May 2012

# General information on mobile-login

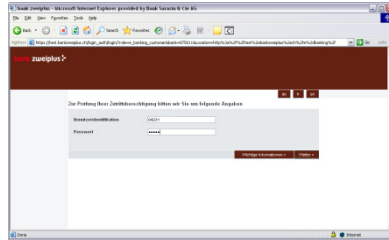
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- Referencing on the registration menu is carried out via a link from the homepage of bank zweiplus ([www.bankzweiplus.ch](http://www.bankzweiplus.ch)).
- In order to access e-banking activities, customers must conclude an e-banking contract with bank zweiplus. Within the scope of the contract, customers provide bank zweiplus with their mobile phone number / mobile number.
- Modification of the mobile number is only possible in writing. Please find the form in your e-banking account. `Settings` → `Customer Data` → `Change mobile telephone number`.
- User authorization is carried out with a mobile-login (also referred to as m-login and SMS login).
- "Mobile" means that an SMS is sent to the customer's mobile phone; the m-login is valid only once.
- Authorization takes place through user identification, password and m-login.
- If the m-login is entered incorrectly, transmission of the next m-login occurs again automatically.
- If the contract has been blocked (manually from e-banking or through entering an incorrect password), unblocking can only be carried out telephonically via the Service Line:
  - toll-free international number: 00800 0077 7700

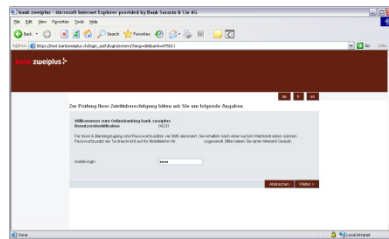
# Overview of authorization in e-banking: mobile-login

## Customer

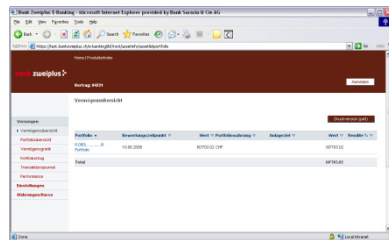
enter user ID and password



enter mobile-login



bank zweiplus e-banking



## Bank

e-banking system

1 user ID / password

3 mobile-login (via SMS)

4 mobile-login entered

6 e-banking access granted

2 check user ID and password

3 send mobile-login as SMS

5 verify mobile-login

6 grant access

# Access to e-banking

The screenshot shows the bank zweiplus website. The navigation bar includes links for 'Clients privés', 'Partenaires', 'Produits', 'Intérêts', 'Qui sommes-nous?', and 'e-banking Login'. A search bar is located in the top right. The main content area features a large image of a bank building with the 'bank zweiplus' logo. Below this, there are several news and partner sections. A red box highlights the e-banking login form, which contains the following elements:

- Language selection: [de](#) [fr](#) [en](#)
- Text: "To enable us to verify your access rights, please enter the following details"
- User ID input field
- Password input field
- Buttons: [Security >](#), [Documentation >](#), [Continue >](#)

1. You are authorized as a bank zweiplus e-banking customer.
2. You enter the user identification and password that we mailed to you following conclusion of the contract.

# Transmission of mobile-login via SMS

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1. Directly after entering the user identification and password, an SMS will be transmitted to you with the m-login. The SMS should arrive within some seconds.
2. The sender of the m-login is the service number:  
**079 230 46 69**
3. The m-login comprises six capital letters. (for example: EFGRTM).

# Enter mobile-login and authorize session

bank zweiplus

de fr en

To enable us to verify your access rights, please enter the following details

Welcome to zweiplus E-banking  
User ID 6106185

You have subscribed to password supplements via SMS for access to E-banking. After a brief waiting period you will receive a password supplement on your mobile phone in the form of a text message. XXXXXXXX2 87 Please wait a few moments.

mobile login

Cancel Re-send mobile login Continue >

04231

1. The six-character mobile login is entered.
2. If an error message appears, please check whether the "Caps Lock" and "Num Lock" keys are correct.

# Failed login attempt

bank zweiplus

de fr en

**Your contract is temporarily locked**

⚠ Your contract is temporarily locked, because you made several incorrect entries. Please wait 4 minute(s) before unlocking your account.

User ID 6106185

Cancel Update

⚠ Your contract is temporarily locked, because you made several incorrect entries. Please wait 4 minute(s) before unlocking your account.

**Unlock contract**

⚠ Your contract is temporarily locked. You can unlock it again by entering a valid mobile login.

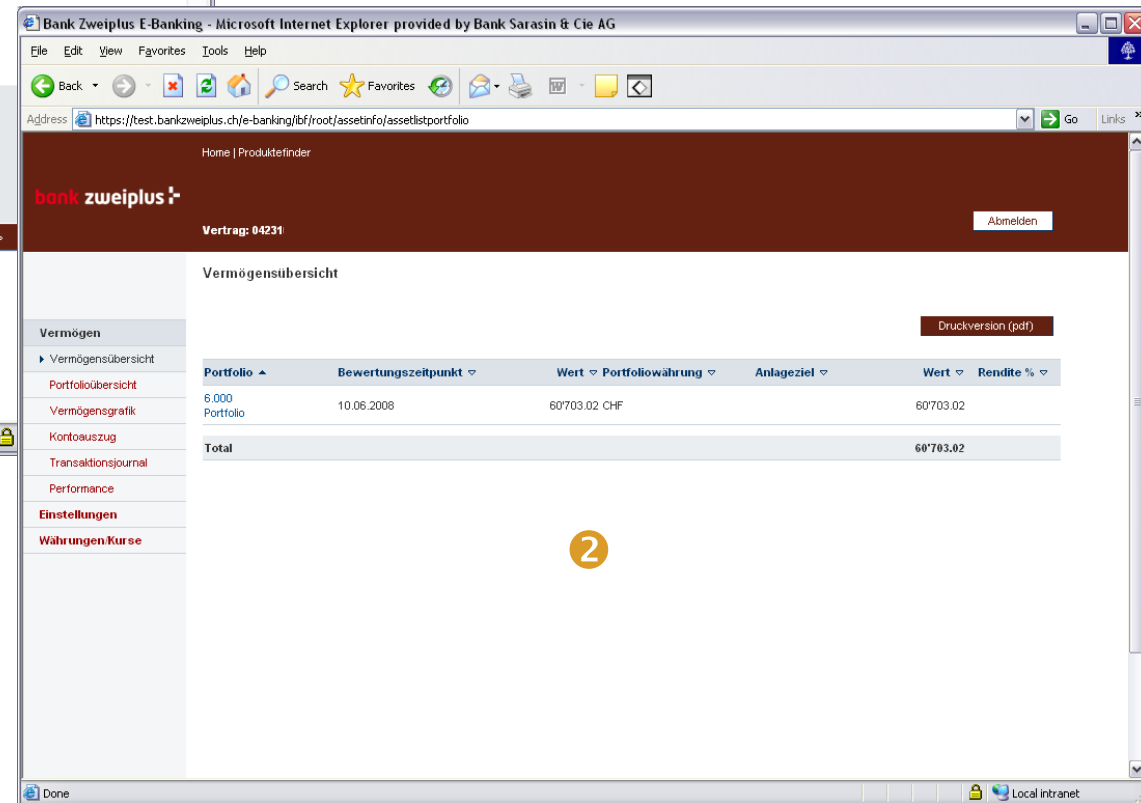
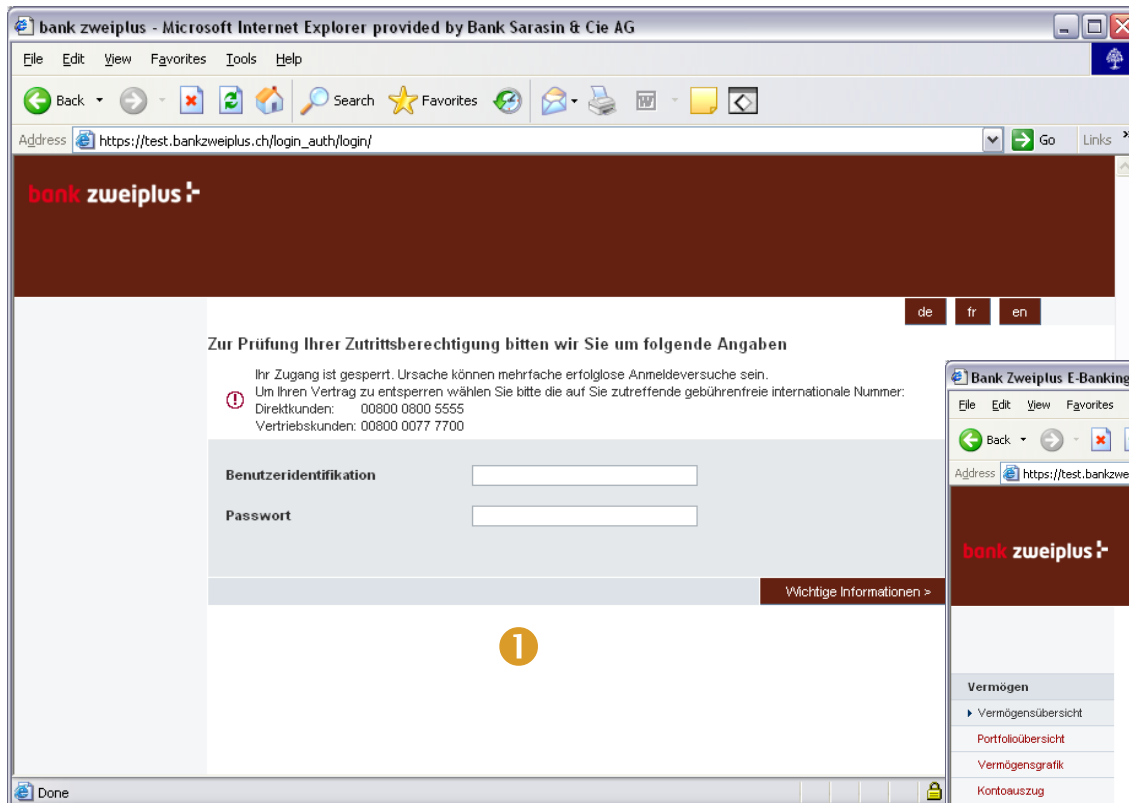
User ID 6106185

mobile login

Cancel Re-send mobile login Unlock >

1. After three failed login attempts, the e-banking login system will be blocked for four minutes.
2. Following the four-minute period, a new m-login will be sent automatically via SMS. The minutes display will be updated automatically.
3. The e-banking contract will be permanently blocked after six failed login attempts.

# Contract blocking / bank zweiplus e-banking



- 1 Following six failed login attempts, the e-banking contract can only be unblocked telephonically.
- 2 Successful login to bank zweiplus e-banking.