

Initial log-in with a smartphone using the HID Approve app

In order to login for the first time, you must have:

- ✓ Your letter with the username and QR code, sent to you in the post
- ✓ Your 2nd letter with the temporary password, sent to you in a separate mail
- ✓ Your smartphone Android or IPhone

$\mathbf{1}_{\text{st}}$ letter: User ID and QR Code





2nd letter: temporary password

	Jarik - Here is your temporary password	BKD04718,
	Please find below a temporary password you will need to log into Netbank.	
	You will be prompted to change this password when you first login.	
	Your chosen password should not be easy to decipher and will need to be exactly 8 characters long and contain at least 1 letter and 1 number.	
	For maximum protection, please remember that you must never: - Write down your password - Use your password for accesses other than your Netbank - Let others have knowledge of your password	
[Netbank Temporary Password: ZL6YXBEM	
	Should you require further assistance, please do not hesitate to contact our helpdesk during office hours on +350 20059244 or Netbank@trustednovusbank.gi.	
	Yours sincerely, Trusted Novus Bank Ltd.	
	Yours sincerely, Trusted Novus Bank Ltd.	



Step 1: On your smartphone - Download the HID Approve app

Option 1: Apple smartphone

1. Download the HID Approve app from App Store



- 2. Open the HID Approve app
- 3. Accept the license agreement
- 4. Tap the screen to register a new service
- 5. Authorise HID Approve app to access to your camera





Option 2: Android smartphone

1. Download the HID Approve app from Play Store



- 2. Open the HID Approve app
- 3. Accept the license agreement
- 4. Tap the screen to register a new service
- 5. Authorise HID Approve app to access to your camera





Step 2: On your computer

- 1. Go to the login page: <u>https://gibraltar2.pbgate.services</u>
- 2. Enter the username from the 1^{st} letter and the temporary password from the 2^{nd} letter.

Click on **Login**

Welcome to Ne	etbank	
	Yes, we have a new name, but we are still the same	
Login form		
	Username / Key number 🛈	
	Password Change your password	
		Login

- 3. Setup your permanent password change temporary password
 - a. Enter the temporary password from the 2^{nd} letter
 - b. Enter the new password
 - c. Re-enter the new password

Password requirements

\checkmark must be **8 characters**

✓ must contain at least **one letter** and **one digit**

- ✓ must be different from your previous passwords
- \checkmark special characters (# \$ @ ...) are **NOT** accepted

Click on V	Validate
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Do you wish to change your pas	ssword?
	E-banking password
	New e-banking password
	Re-enter the new e-banking password
	Password Requirements must be 8 characters must contain at least one letter and one digit must be different from your previous passwords special characters (# \$ @) are not accepted



Step 3: Pair Netbank User ID with your smartphone

1. On your computer →click on **Next stage** and the following screen will be displayed



2. On the smartphone, on the HID Approve app

Situation A:

- 1. Scan your QR code which can be found on the $1^{\rm st}$ letter you've received by post
- 2. Set up your PIN for the HID Approve app

PIN requirements

✓6 characters long✓ must only be numerical

! Please note down the PIN code, as you will need it every time you login to the HID Approve app. The PIN code is different from the password used to login on Netbank.





Situation B:

If you cannot scan the QR code, the invitation codes have to be entered manually:

- 1. In HID approve app \rightarrow Click on "Enter invite manually"
- 2. Enter the User ID, Prompt code and URL provider that can be found on the $1^{\rm st}$ letter below the QR Code





Step 4: Finalise your login

On computer: After pairing the Netbank user with your smartphone, the following screens will appear:

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