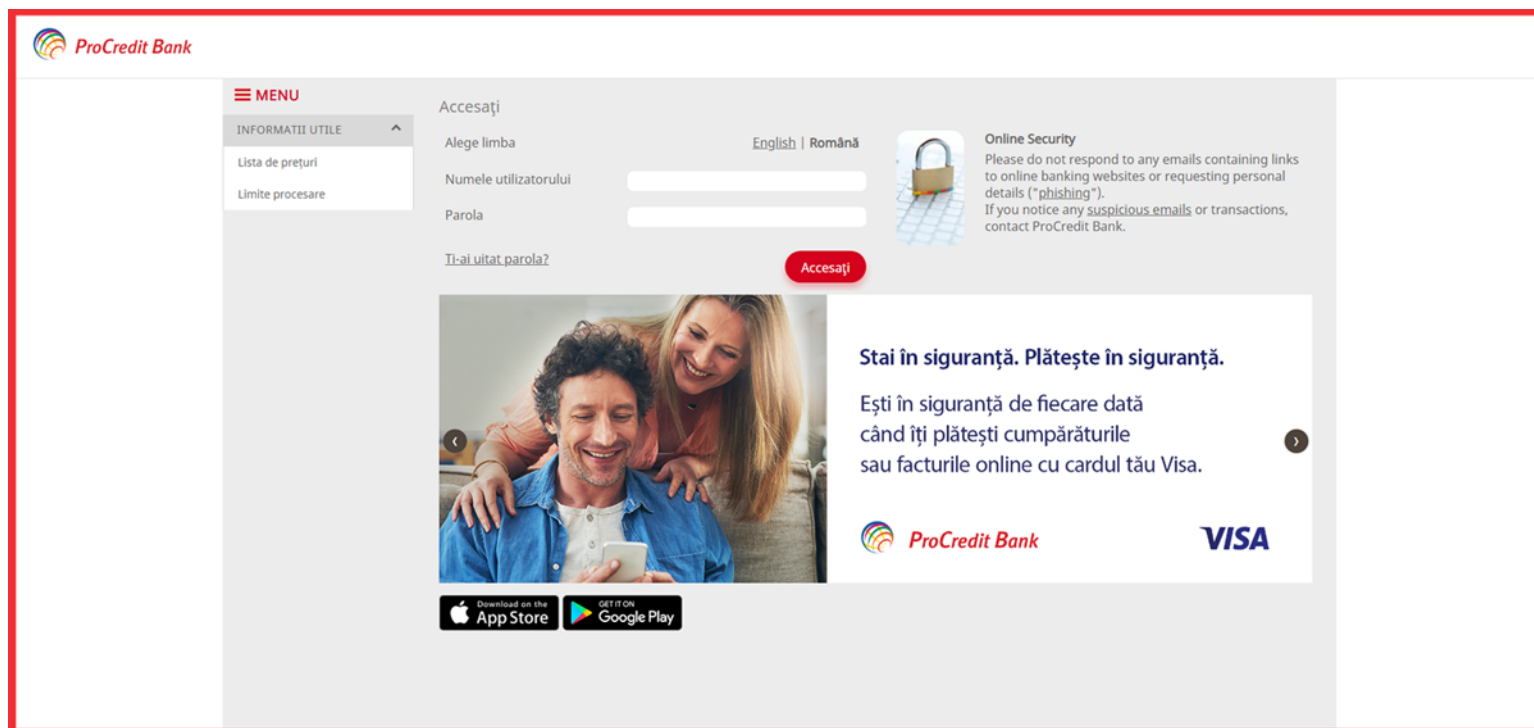# Authentication Guide Internet Banking
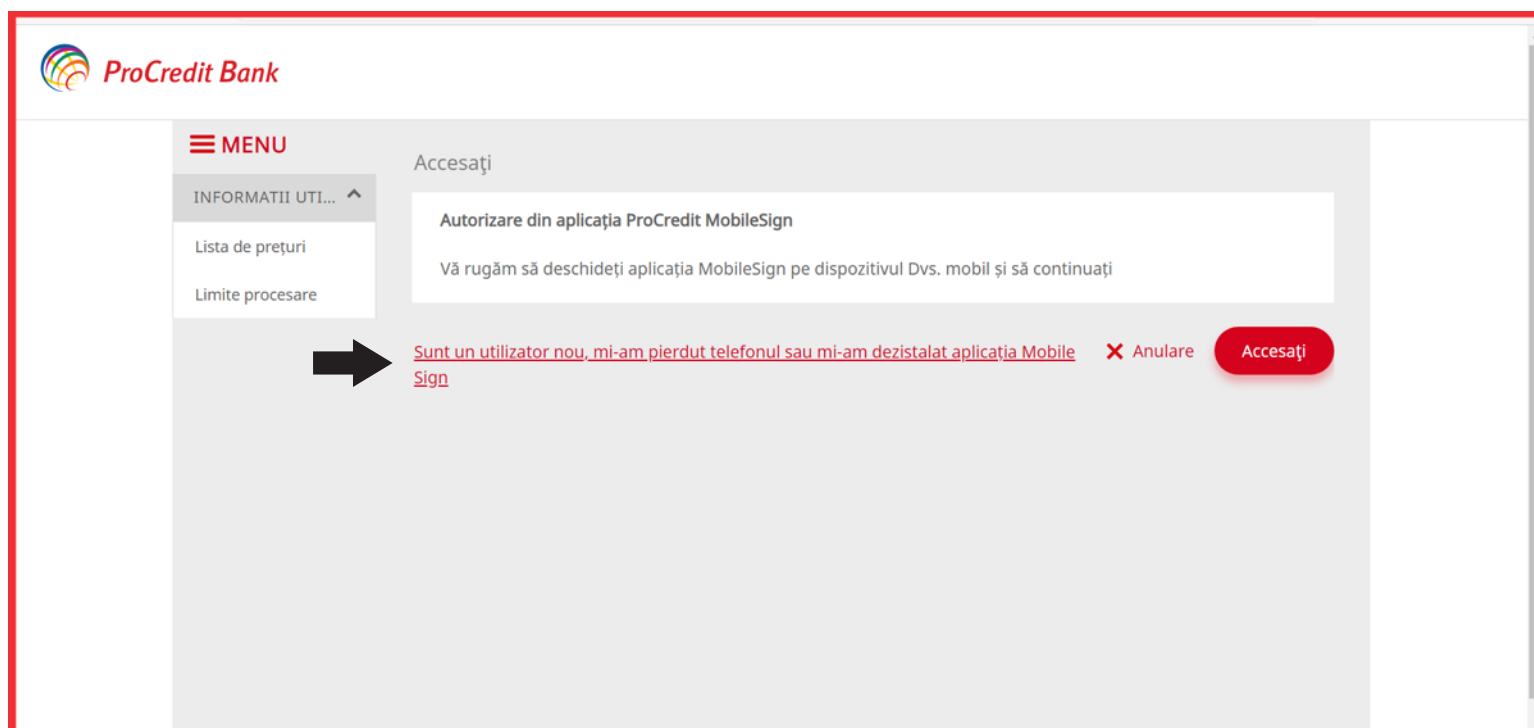
**1** Go to the link www.procreditbank.ro/ro/ebanking or go to the bank's website, click the Internet Banking button, then click on the ProBanking Plus New button. Enter the credentials mentioned in the email and click "Access".
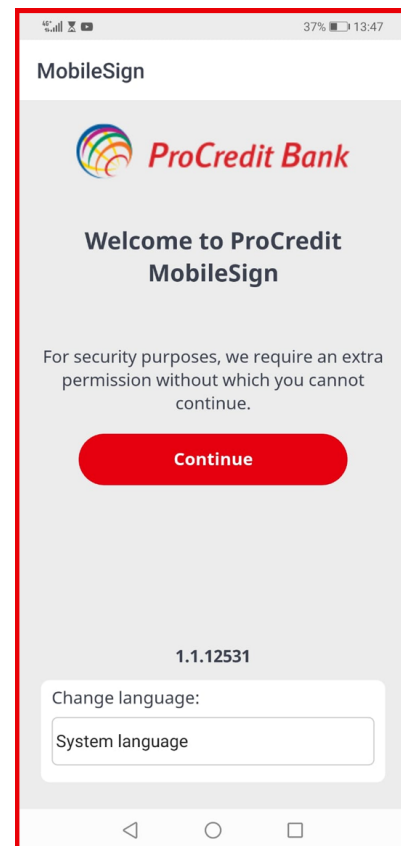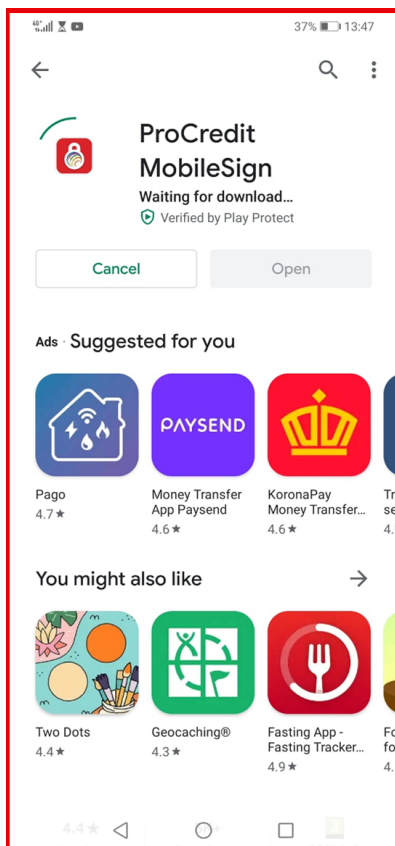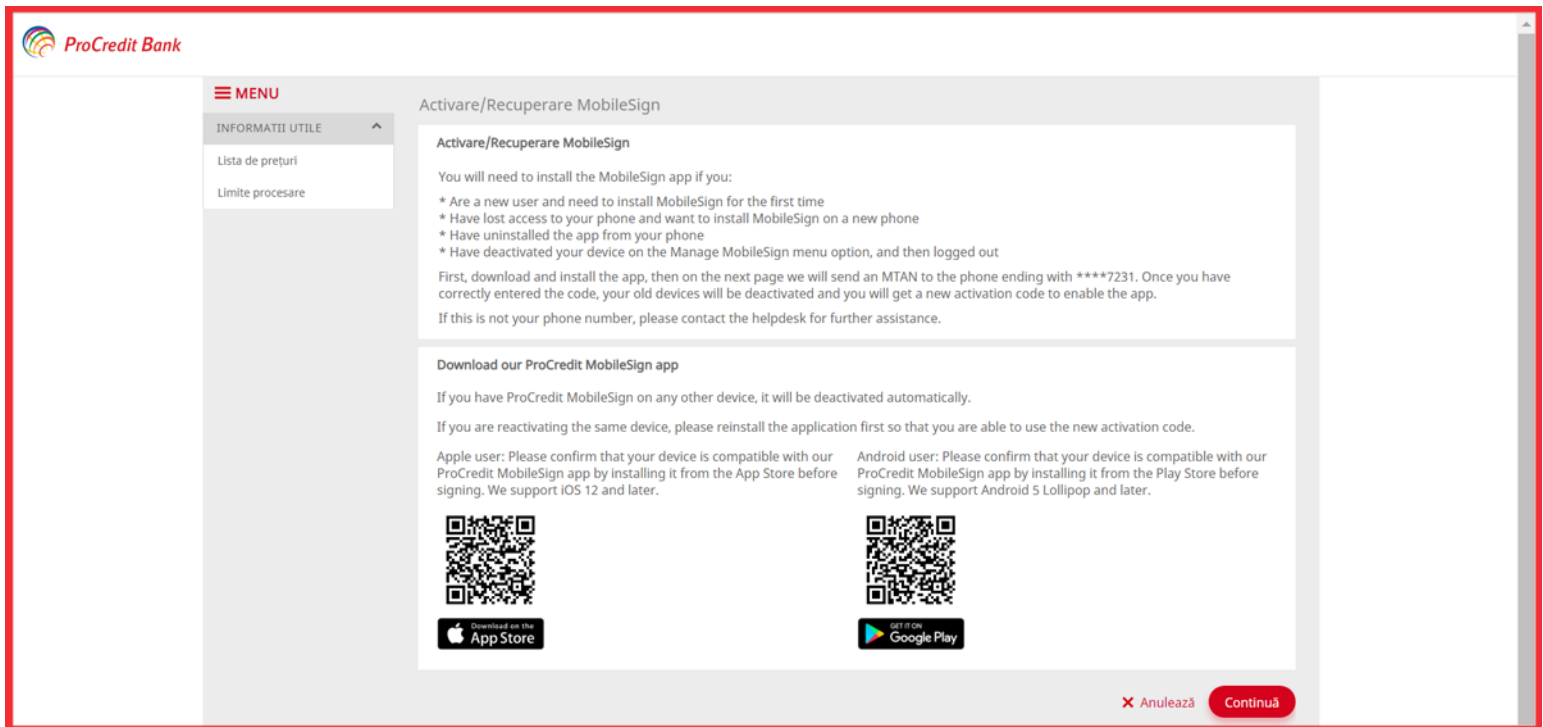


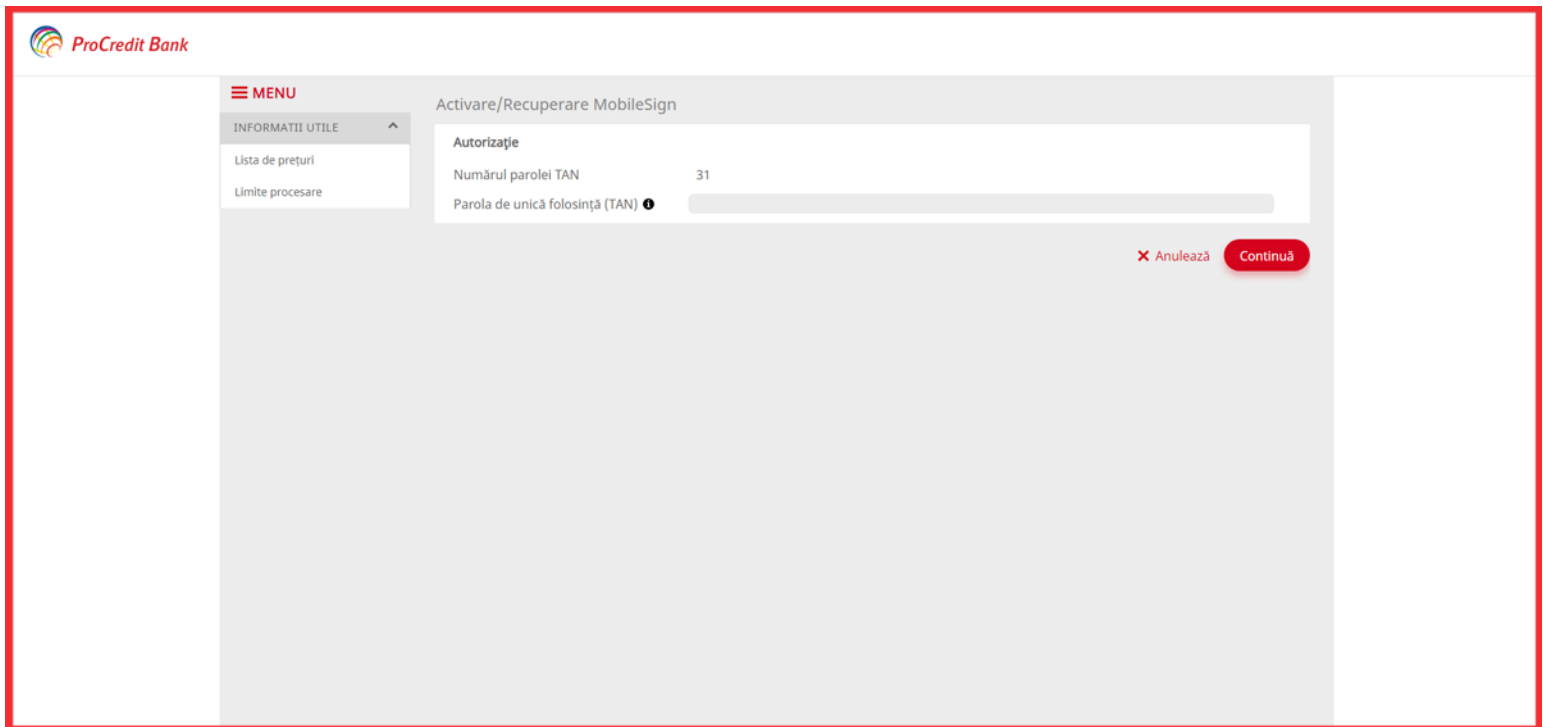**2** Access the option "I am a new user, have lost my device or have uninstalled the app".

ProCredit Bank

☰ MENU

INFORMATII UTILE ^

Lista de prețuri

Limite procesare

Activare/Recuperare MobileSign

**Activare/Recuperare MobileSign**

You will need to install the MobileSign app if you:

* Are a new user and need to install MobileSign for the first time
* Have lost access to your phone and want to install MobileSign on a new phone
* Have uninstalled the app from your phone
* Have deactivated your device on the Manage MobileSign menu option, and then logged out

First, download and install the app, then on the next page we will send an MTAN to the phone ending with ****7231. Once you have correctly entered the code, your old devices will be deactivated and you will get a new activation code to enable the app.

If this is not your phone number, please contact the helpdesk for further assistance.

**Download our ProCredit MobileSign app**

If you have ProCredit MobileSign on any other device, it will be deactivated automatically.

If you are reactivating the same device, please reinstall the application first so that you are able to use the new activation code.

Apple user: Please confirm that your device is compatible with our ProCredit MobileSign app by installing it from the App Store before signing. We support iOS 12 and later.

Android user: Please confirm that your device is compatible with our ProCredit MobileSign app by installing it from the Play Store before signing. We support Android 5 Lollipop and later.

Download on the App Store

GET IT ON Google Play

✕ Anulează   Continuă



37% 13:47

ProCredit MobileSign

Waiting for download...
Verified by Play Protect

Cancel   Open

Ads · Suggested for you

Pago 4.7 ★   Money Transfer App Paysend 4.6 ★   KoronaPay Money Transfer... 4.6 ★

You might also like →

Two Dots 4.4 ★   Geocaching® 4.3 ★   Fasting App - Fasting Tracker... 4.9 ★



37% 13:47

MobileSign

ProCredit Bank

**Welcome to ProCredit MobileSign**

For security purposes, we require an extra permission without which you cannot continue.

**Continue**

1.1.12531

Change language:

System language

**4** On your desktop you will see a page where you need to enter the TAN received via SMS from ProCredit, then click on "Continue".

ProCredit Bank
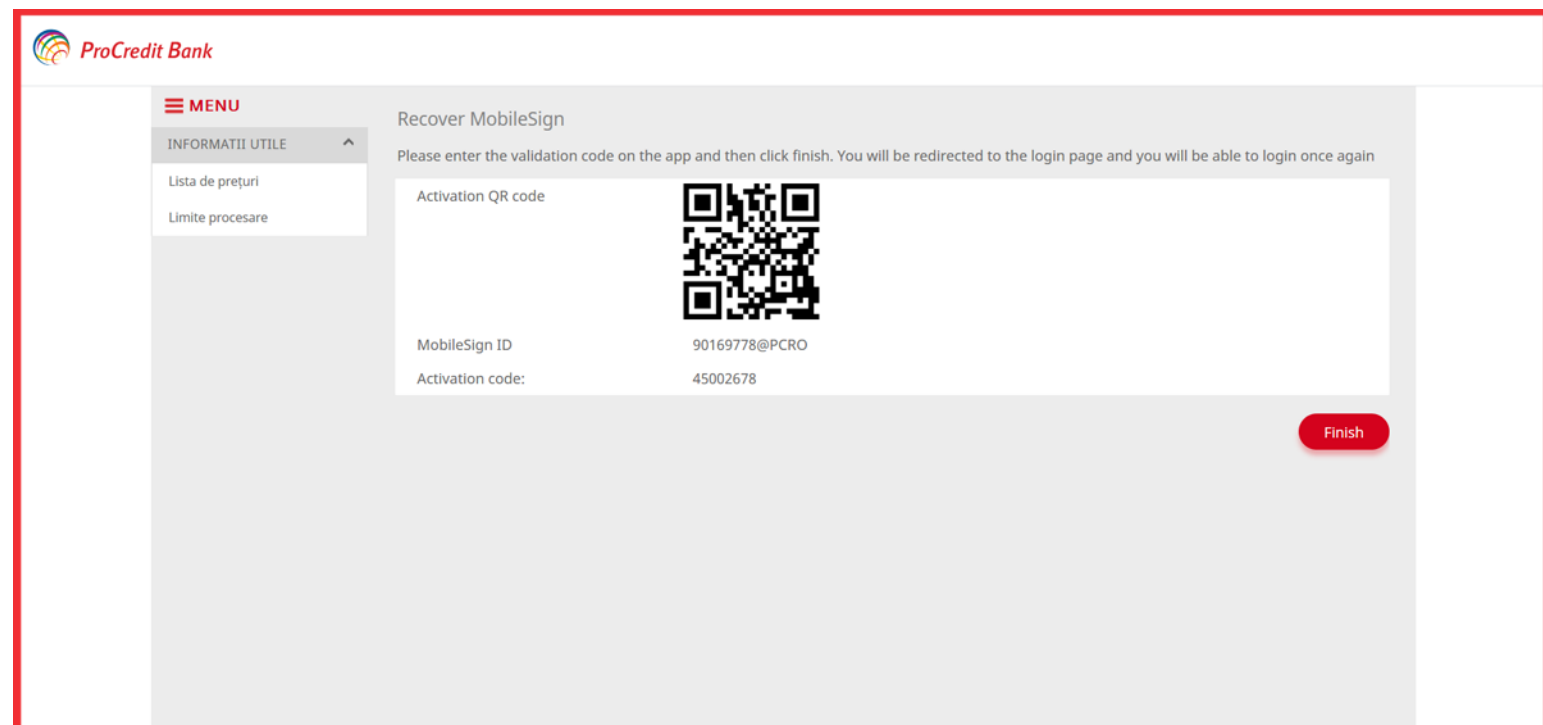
☰ MENU

INFORMATII UTILE ^

Lista de prețuri

Limite procesare

Activare/Recuperare MobileSign

**Autorizație**

Numărul parolei TAN            31

Parola de unică folosință (TAN) ❶

✕ Anulează    Continuă

**5** Still on your desktop, you will see a page that is displaying the credentials for MobileSign activation: MobileSign ID and the activation code. Now don't click on anything, just follow the next steps on your mobile device.

**Atention!** Don't click "Finish" on desktop before finalizing MobileSign instalation described next.
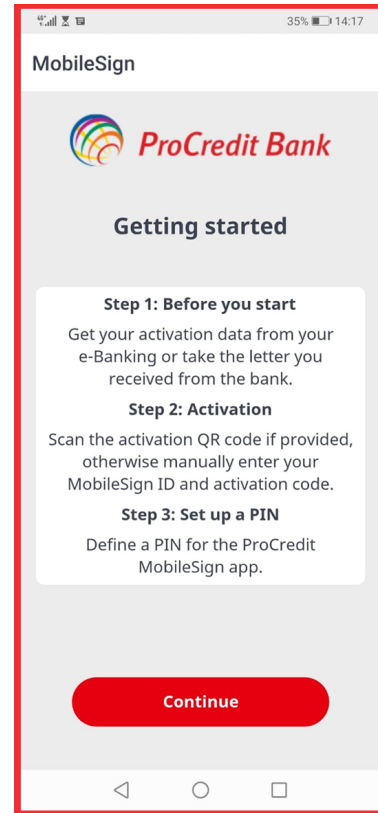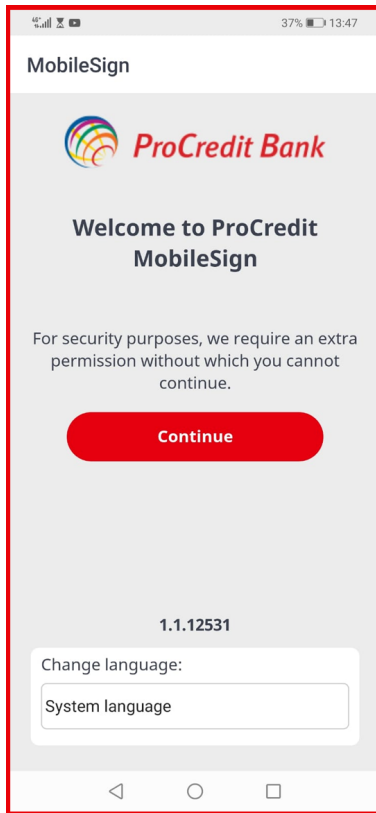
ProCredit Bank

☰ MENU

INFORMATII UTILE ^

Lista de prețuri

Limite procesare

Recover MobileSign

Please enter the validation code on the app and then click finish. You will be redirected to the login page and you will be able to login once again

Activation QR code

MobileSign ID            90169778@PCRO

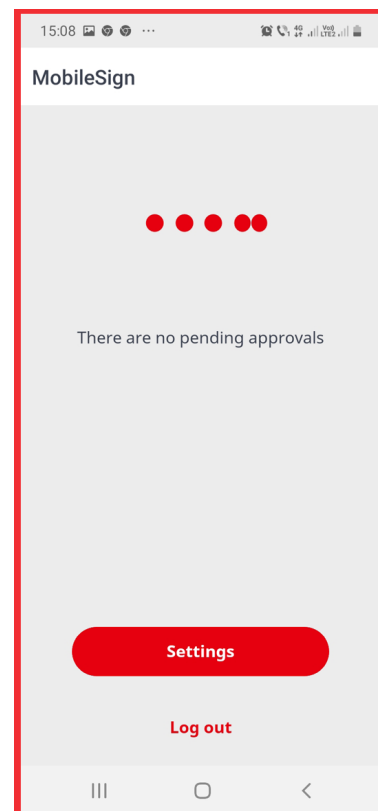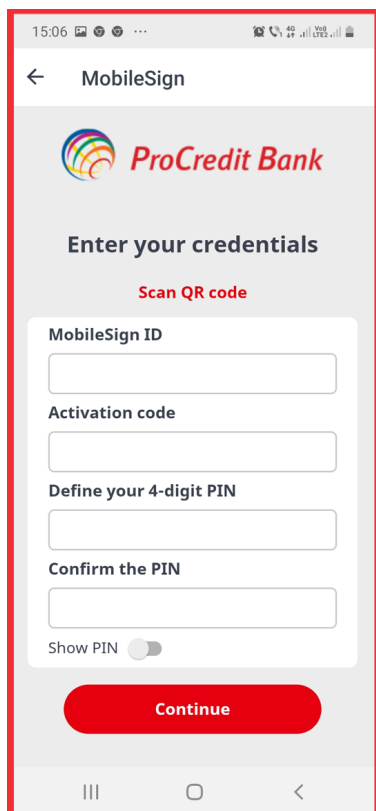Activation code:        45002678

Finish

**6** Open MobileSign on your mobile device and carefully read and follow the steps described.

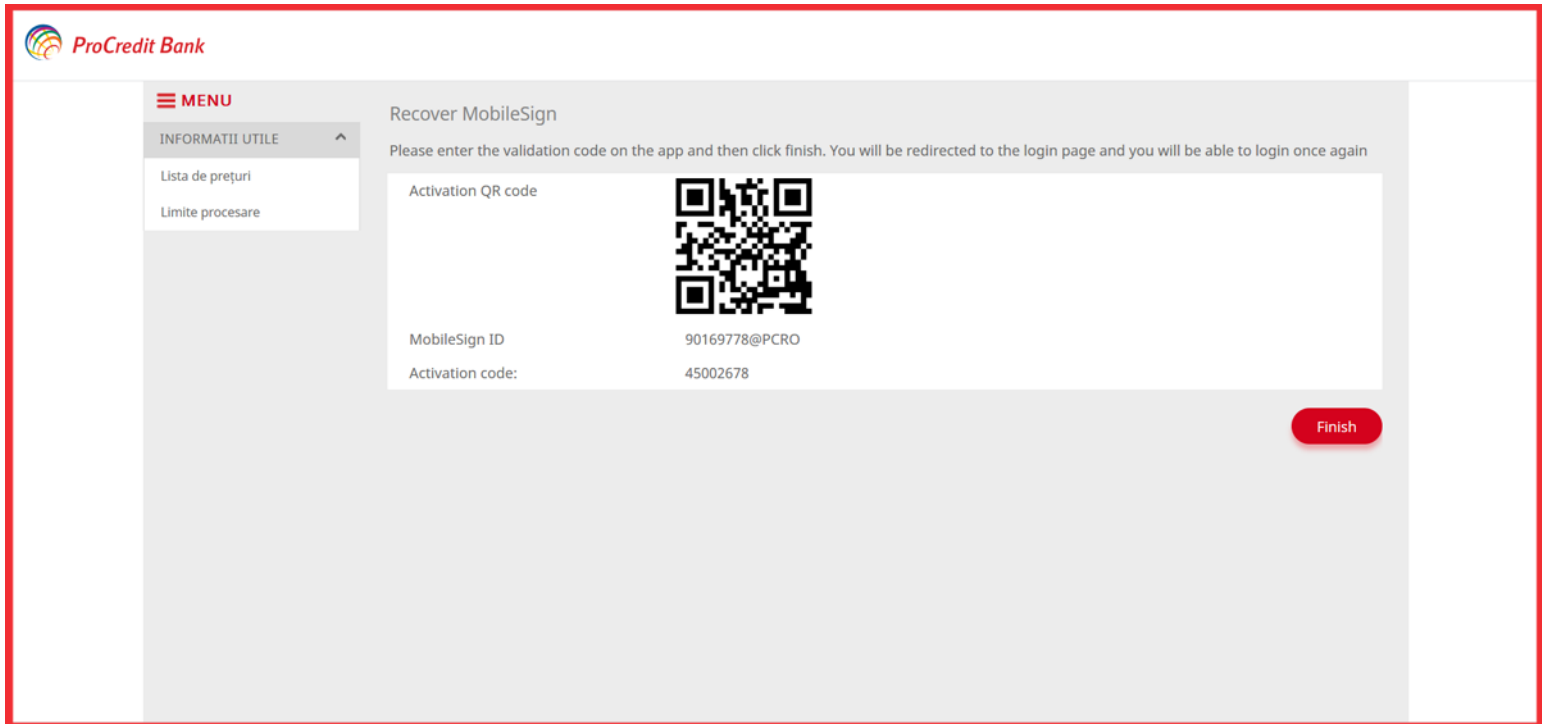**Atention!** For activating MobileSign, you need to allow it to use your camera.





**7** You will scan the QR code or manually introduce the two credentials on the page on your desktop.
Set a PIN code of 4 digits, that you will need to confirm and use for all the transactions in Internet Banking.
You will know the app was successfully activated when you will get to the frame on the right down bellow.

**8** After activating MobileSign on your mobile device, go back on your desktop and click "Finish".



**On your next log in with the same credentials (used at step1 in the guide), you will need to change the password. We recommend you do it as soon as possible.**
**Atention! Conform According to our internal Security Policy, the new password needs to containat least 8 characters, and at least 1 uppercase, 1 lowercase, 1 number and 1 special symbol. (ex: #, @, %, &, $, ., etc).**

# Information for multiple users

**If you are a private individual user, but at the same time an authorized user of one or more legal entities, you will use a single Mobile Sign application, installed on a single mobile device, for authentication and transaction approval, but you will have different user names for each entity on ProB@nking Plus - New.**
**In case you do not know your username or passwords, they can be requested by phone in our CallCenter.**

**In this case, only at the first authentication (with any of the accounts, private or legal entity), you will access the link "I'm a new user, I lost my phone or I unbuttoned my Mobile Sign app" and you'll download MobileSign app. For authentications with the rest of the accounts, on which you are a holder or authorized, IT IS NOT NECESSARY TO ACCESS THE LINK, but only the "Log in" button.**