

Step 1: App Installation



Open the store Open the App Store, the Play Store, or the Huawei App Gallery on your smartphone.



Search for the app

The app can be found by entering the search term "HVB" or "HVB Mobile Banking".



Install the App

Download the app and install it on your smartphone



Start the app

Open the HVB Mobile Banking App on your smartphone either from the home screen or via the 'Open' button in the App Store, Play Store, or Huawei App Gallery.

Step 2: App Activation











Tap on ACTIVATE APP

Enter login credentials

See definitions on page 1:

- Direct Banking Number
- Password (Direct Banking

Please read and accept the transition phase notice

Assign a device name, e.g. "iPhone Jane"

You can assign a custom name to your smartphone.

Set your appTAN PIN

Please remember: With this PIN, you authorize transactions. You must not share this PIN with anvone.



Success!

Your HVB Mobile Banking and appTAN procedure have been successfully set up. Please log in again to personalize your app.

Confirm PIN with TAN received via SMS

Allow notifications

Please allow notifications so that push messages can reliably reach you, for example, in case of cash withdrawals.

Success!

Definition of Terms

Direct Banking Number

The number is 10 digits long and includes 4 random digits plus your date of birth. You need the Direct Banking Number for the firsttime activation of the HVB Mobile Banking App.

Password (Direct Banking PIN)

Your initial password consists of 5 digits and is issued when you set up HVB Online Banking for the first time. During the initial registration, you choose a 6- to 10-digit password yourself (numbers, letters, and special characters). You will need this password (Direct Banking PIN) to log in to PayGate (computer) or the HVB Mobile Banking App (smartphone).

appTAN-procedure / appTAN PIN

When activating the Mobile Banking App, you set a PIN on your smartphone yourself. This "appTAN PIN" is a fixed 6- to 10-digit number (digits only) that you will need to authorize transactions, so please remember it well! The appTAN PIN is used only on the smartphone.



