

How to guide

Registering your mobile device for Secure Code

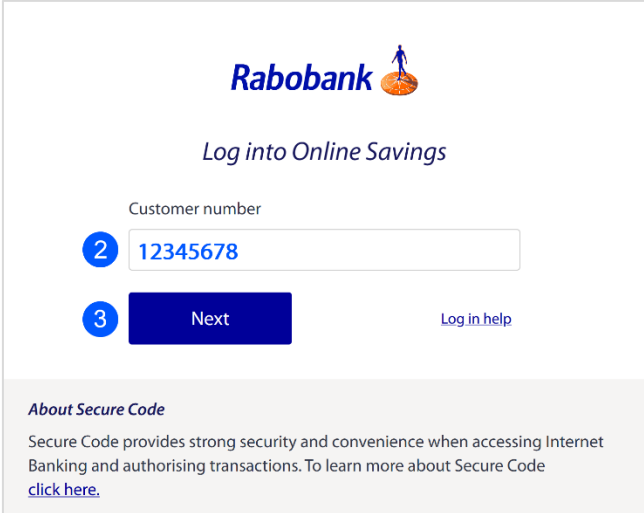
There are slight visual variations for iOS vs Android devices.

Note: This guide is applicable only for existing customers. Hence, you will need your customer number.

Step 1: Open the Rabobank Online Savings Internet Banking website

Step 2: Enter the customer number for the account you wish to access

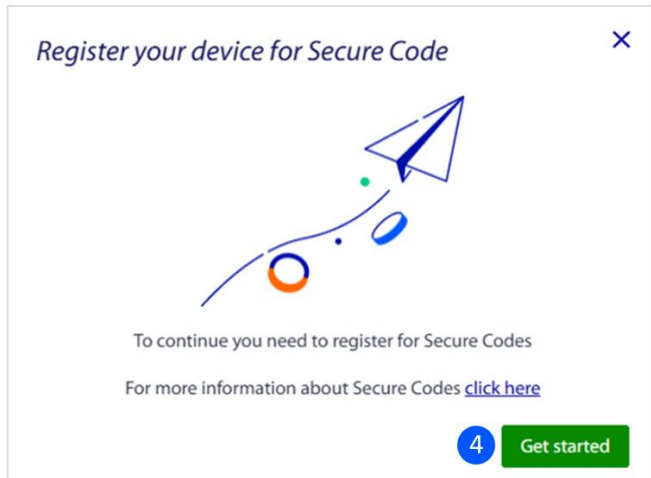
Step 3: Click 'Next'



The screenshot shows the Rabobank Online Savings login interface. At the top is the Rabobank logo. Below it is the text "Log into Online Savings". There is a label "Customer number" above a text input field containing the number "12345678". To the left of the input field is a blue circle with the number "2". Below the input field is a blue button labeled "Next" with a blue circle containing the number "3" to its left. To the right of the "Next" button is a link that says "Log in help". At the bottom of the page, there is a section titled "About Secure Code" which states: "Secure Code provides strong security and convenience when accessing Internet Banking and authorising transactions. To learn more about Secure Code [click here](#)."

Step 4: To register for Secure Code, you will see a pop-up message to register for Secure Code.

Click 'Get Started' to register the device for Secure Code



The screenshot shows a pop-up message titled "Register your device for Secure Code" with a close button (X) in the top right corner. The message features a graphic of a blue arrow pointing upwards and to the right, with a blue circle and an orange circle below it. The text reads: "To continue you need to register for Secure Codes" and "For more information about Secure Codes [click here](#)". At the bottom right, there is a blue circle with the number "4" next to a green button labeled "Get started".

Step 5: Enter your customer number. Then click 'Next'.

Step 6. Enter your mobile number. Then click 'Next'.

<

Set password

Customer number

512345678

Cancel

5Next

<

Set password

Customer number

12345678

Please confirm your mobile number ending with 1234

602112345678 / +642112345678

Cancel

6Next

Step 7: You will be sent a verification code to your mobile number. Enter that code in the box that appears. Then click 'Next'.

Note: You can select the button 'Send code via email' if you prefer to receive the verification code via email.

<

Set password

Customer number

12345678

Please confirm your mobile number ending with 1234

041234567 / +6141234567

We have sent the verification code to the number ending with 1234

7123456

[Resend code](#)

Can't receive via mobile number?

Send code via email

Cancel

7Next

Step 8: Once you've entered the correct verification code you will be prompted to enter your account details. Enter your Account Number. Then click 'Next'.

< **Set password**

Customer number
12345678

Please confirm your mobile number ending with 1234
02112345678 / +642112345678

We have sent the verification code to the number ending with 1234
123456
Resend code

Can't receive via mobile number?
Send code via email

Please enter the nominated account details below

Account number*
12-1234-1324567-123

Cancel

8 Next

Step 9: You will be prompted to create and confirm a password. Then click 'Confirm'.

Note: Password criteria must be met as shown under 'Password rules'. As you meet the criteria, it will show a green tick

< **Set password**

9 Create password

New Password*

Confirm new password*

Password rules

Your password must have the following

- ✓ 8 to 15 characters
- ✓ At least one upper case letter
- ✓ At least one lower case letter
- ✓ At least one number
- ✓ At least one special character
- ✓ The Password and Confirm password must also match

Cancel

9 Confirm

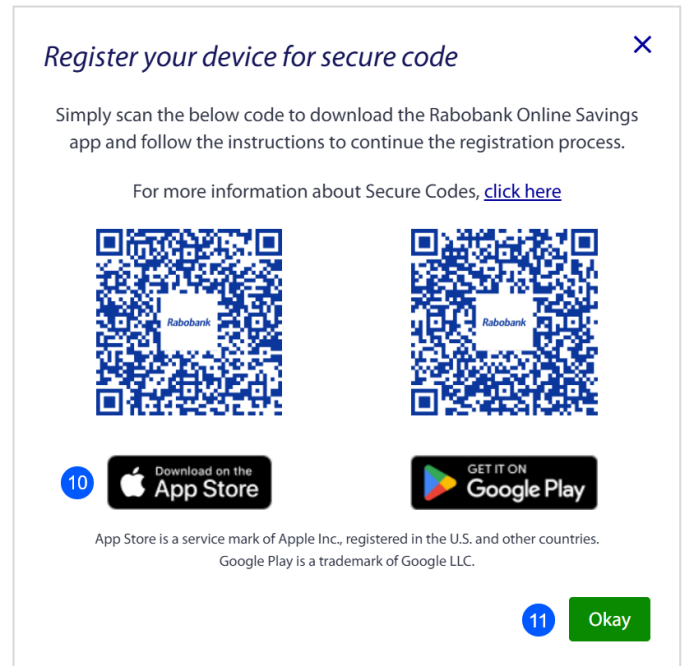
You will see a message with instructions to download or open the Rabobank Online Savings app

Step 10: Download or open the Rabobank Online savings app to your smartphone or tablet

There are two ways to download the app:

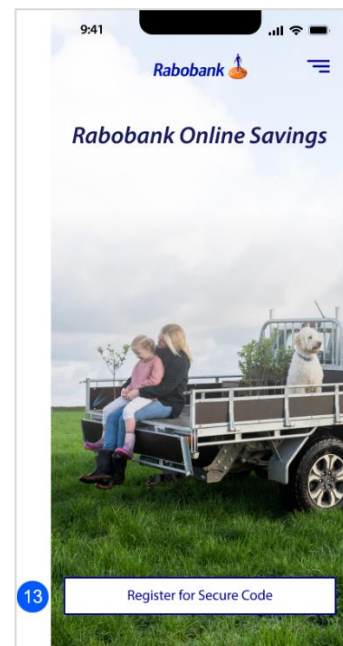
- a) Scan the QR code with the device you would like to register. Click Proceed.
- b) Go to the Apple Store or Google Play Store, search and select the Rabobank Online Savings NZ app and follow the prompts

Step 11: Click 'Okay'



Step 12: Open the Rabobank Online Savings mobile app

Step 13: Click 'Register for Secure Code'



Step 14: Input your customer number.

Step 15: Click 'Continue'.

9:41

Enter customer number

Please enter your customer number

12345678

Continue

Step 16: Input your password.

Step 17: Click 'Continue'.

9:41

Back

Enter password

Please enter your password

Continue

Step 18: Enter the verification code received via text message

Note: If required, click 'Resend code' to receive the message again

Note: You can select the button 'Send via email' if you prefer to receive the verification code via email.

Step 19: Click 'Continue'

9:41

Back

Enter verification code

We have sent a verification code to the mobile number ending with 1234

123456

[Resend code](#)

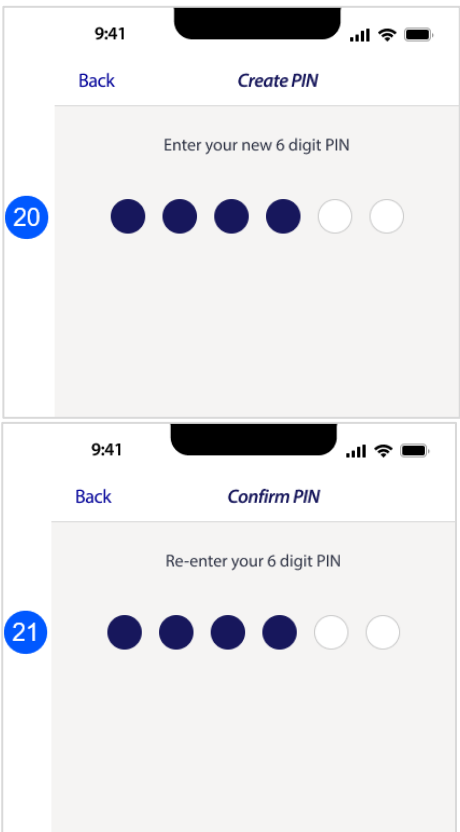
[Can't receive via mobile number?](#)

Send via email

Continue

Step 20: Enter your new 6 digit PIN

Step 21: Re-enter your 6 digit PIN to confirm



Step 22: Your mobile device is now registered. Click 'Okay'.

