

How to guide

Setting up your password

This guide is applicable if you are registering for Secure Code, do not have a password and cannot access your Digipass.

There are slight visual variations for iOS vs Android devices.

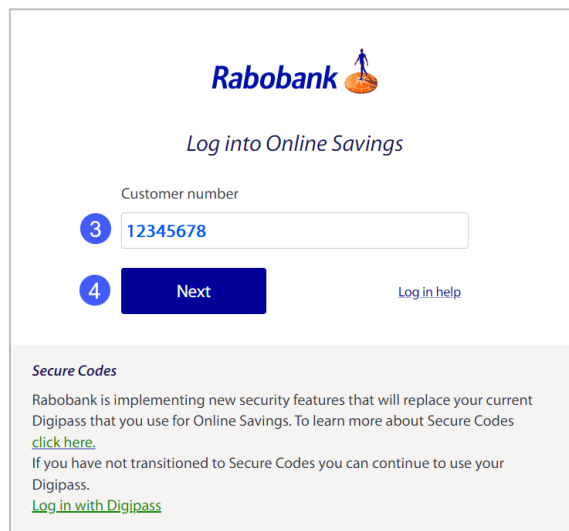
How to set up the password

Step 1: Open the Rabobank Online Savings Internet Banking website

Step 2: Select 'Log in with Secure Code'

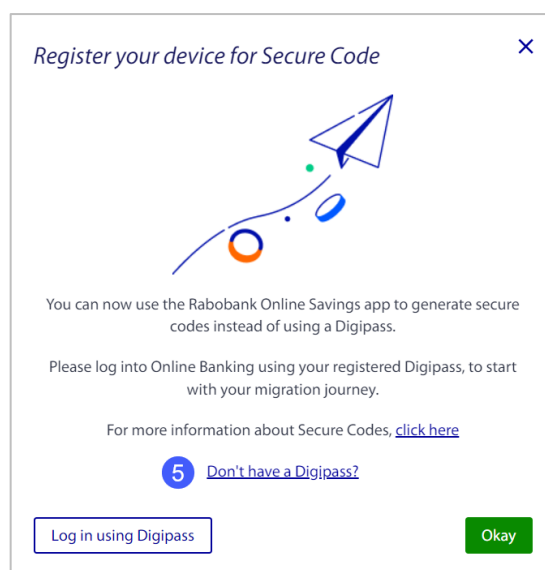
Step 3: Enter the customer number for the account you wish to access

Step 4: Select 'Next'



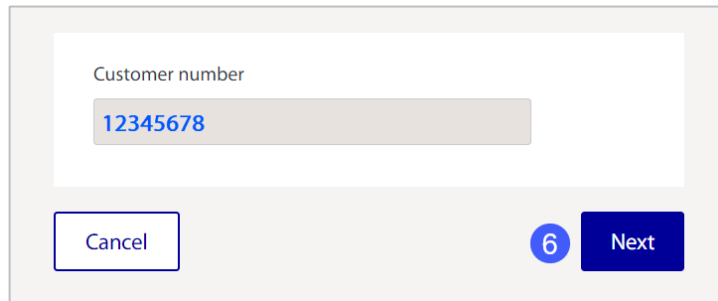
The screenshot shows the Rabobank Online Savings login interface. At the top, the Rabobank logo and the text "Log into Online Savings" are displayed. Below this, there is a "Customer number" label and a text input field containing the number "12345678". A blue "Next" button is positioned below the input field, and a "Log in help" link is to its right. A blue circle with the number "3" is next to the input field, and a blue circle with the number "4" is next to the "Next" button. At the bottom of the page, there is a "Secure Codes" section with the following text: "Rabobank is implementing new security features that will replace your current Digipass that you use for Online Savings. To learn more about Secure Codes [click here](#). If you have not transitioned to Secure Codes you can continue to use your Digipass. [Log in with Digipass](#)".

Step 5: Select 'Don't have a Digipass?'



The screenshot shows a dialog box titled "Register your device for Secure Code" with a close button (X) in the top right corner. The dialog contains an illustration of a blue arrow pointing upwards and to the right, with a trail of blue and orange circles. Below the illustration, the text reads: "You can now use the Rabobank Online Savings app to generate secure codes instead of using a Digipass. Please log into Online Banking using your registered Digipass, to start with your migration journey. For more information about Secure Codes, [click here](#)". At the bottom of the dialog, there is a blue circle with the number "5" next to the text "Don't have a Digipass?". Below this, there are two buttons: "Log in using Digipass" and "Okay".

Step 6: Confirm the customer number has been entered correctly and select 'Next'



Customer number

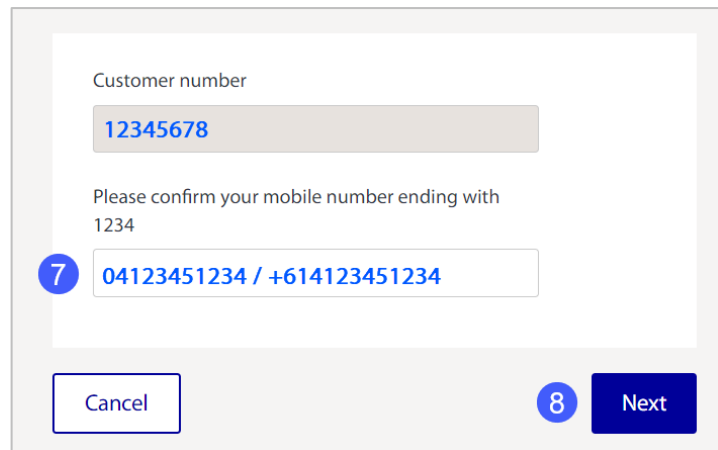
12345678

Cancel 6 Next

Step 7: Enter your mobile number

Note: Ensure mobile number used matches the last 4 digits shown on your screen.

Step 8: Select 'Next'



Customer number

12345678

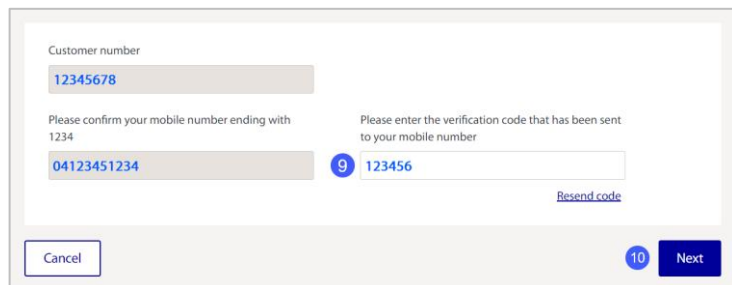
Please confirm your mobile number ending with 1234

7 04123451234 / +614123451234

Cancel 8 Next

Step 9: Enter the verification code that has been sent to your mobile number

Step 10: Select 'Next'



Customer number

12345678

Please confirm your mobile number ending with 1234

04123451234

Please enter the verification code that has been sent to your mobile number

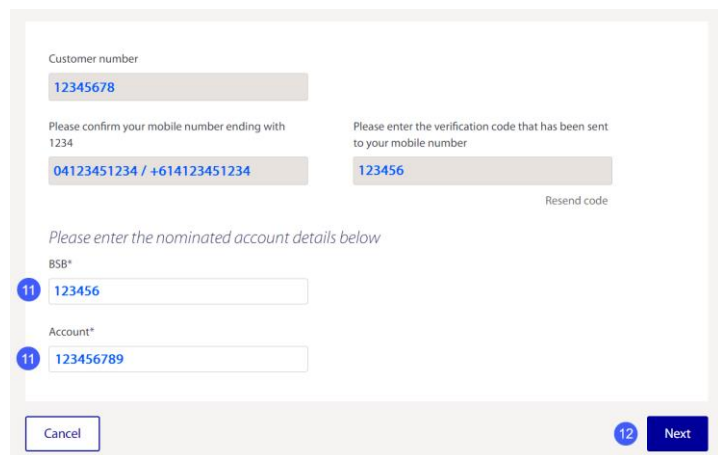
9 123456

[Resend code](#)

Cancel 10 Next

Step 11: Enter the nominated account details

Step 12: Select 'Next'



Customer number

12345678

Please confirm your mobile number ending with 1234

04123451234 / +614123451234

Please enter the verification code that has been sent to your mobile number

123456

[Resend code](#)

Please enter the nominated account details below

BSB*

11 123456

Account*

11 123456789

Cancel 12 Next

Step 13: You will be prompted to create a password

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

Step 14: Select 'Confirm'

Create password

Password*

13

Confirm password*

13

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



14
Continue


Step 15: You will be prompted to register for Secure Code


Register your device for secure code

Your password has been successfully updated. Please proceed to register your device to log into online banking. Simply scan the below code to download the Rabobank Online Savings app and follow the instructions.

For more information about secure code, [Click here](#)





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Google Play is a trademark of Google LLC.

Okay