

# How to guide

## Setting up your password

This guide is applicable if you are registering for Secure Code and do not have a password.

There are slight visual variations for iOS vs Android devices.

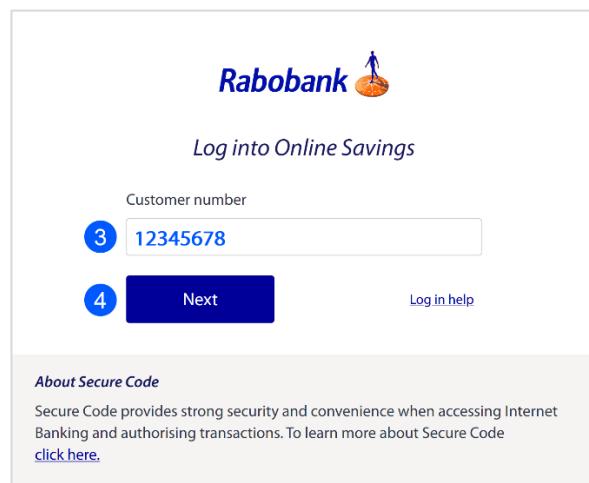
### How to set up the password

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 image shows the 'Log into Online Savings' page. At the top is the Rabobank logo. Below it is a text input field labeled 'Customer number' with the value '12345678'. A blue button labeled 'Next' is to the right of the input field. To the right of the button is a link 'Log in help'. At the bottom of the page is a section titled 'About Secure Code' with a description and a 'click here' link.

Step 5: Select 'Get started'



The image shows a pop-up window titled 'Register your device for Secure Code'. It features a cartoon illustration of a paper airplane flying. Below the illustration is text: 'To continue you need to register for Secure Codes' and 'For more information about Secure Codes [click here](#)'. A blue button labeled 'Get started' is at the bottom right. A small 'X' icon is in the top right corner of the window.

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

*Set password*

Customer number

**6**

Step 7: Enter your mobile number

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

Step 8: Select 'Next'

*Set password*

Customer number

Please confirm your mobile number ending with 1234

**7**

**8**

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

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

Step 10: Select 'Next'

*Set password*

Customer number

Please confirm your mobile number ending with 1234

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

**9**

Can't receive via mobile number?

**10**

Step 11: Enter the nominated linked account details

Step 12: Select '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\*  
11 12-1234-1324567-123

Cancel 12 Next

Step 13: You will be prompted to create a password

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

Step 14: Select 'Confirm'

**Set password**

13 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 14 Confirm

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

*Register your device for secure code*



Simply scan the below code to download the Rabobank Online Savings app and follow the instructions to continue the registration process.

For more information about Secure Codes, [click here](#)



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Okay