

Initial log-in with a smartphone using the HID Approve app

In order to login for the first time, you must have:

- ✓ Your letter with the username and QR code, sent to you in the post
- ✓ Your 2nd letter with the temporary password, sent to you in a separate mail
- ✓ Your smartphone –Android or iPhone

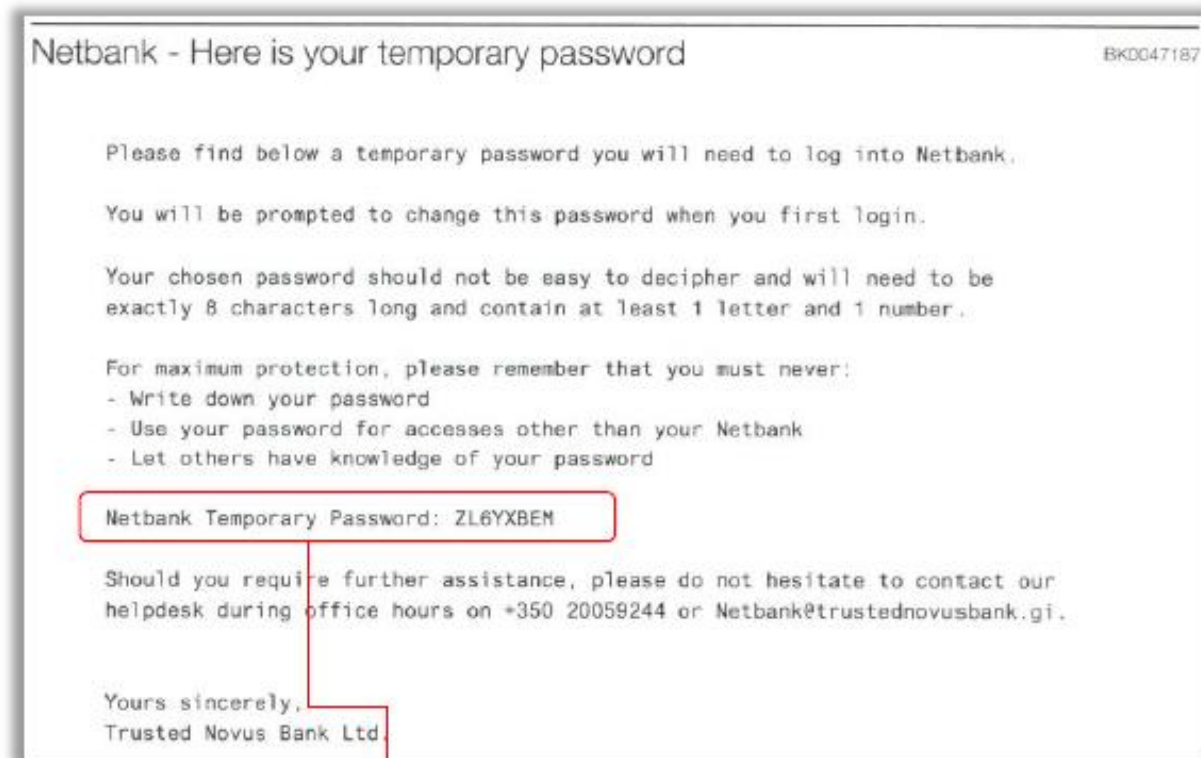
1st letter: User ID and QR Code



User ID: Your Netbank username to be used each time you log in

**QR Code: to be used for pairing your smartphone with the Netbank user
! This QR code is valid only once**

2nd letter: temporary password



Your temporary password used to setup the permanent password

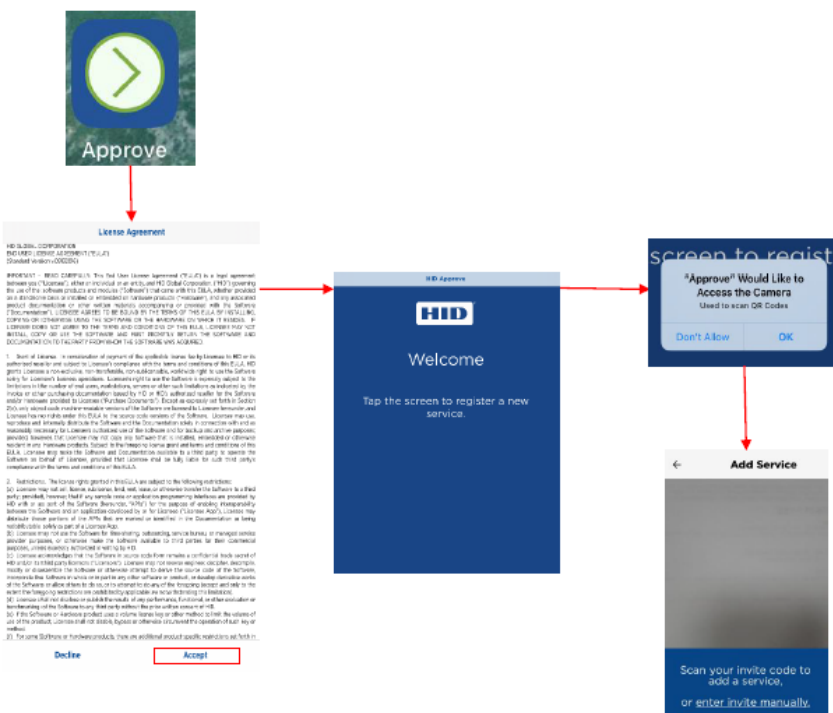
Step 1: On your smartphone - Download the HID Approve app

Option 1: Apple smartphone

1. Download the **HID Approve** app from App Store

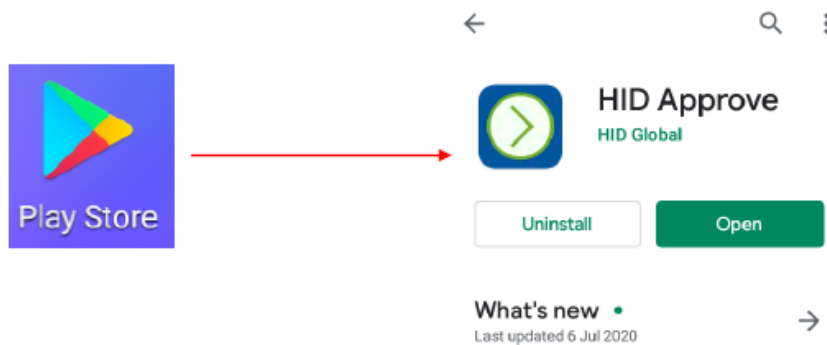


2. Open the HID Approve app
3. Accept the license agreement
4. Tap the screen to register a new service
5. Authorise HID Approve app to access to your camera

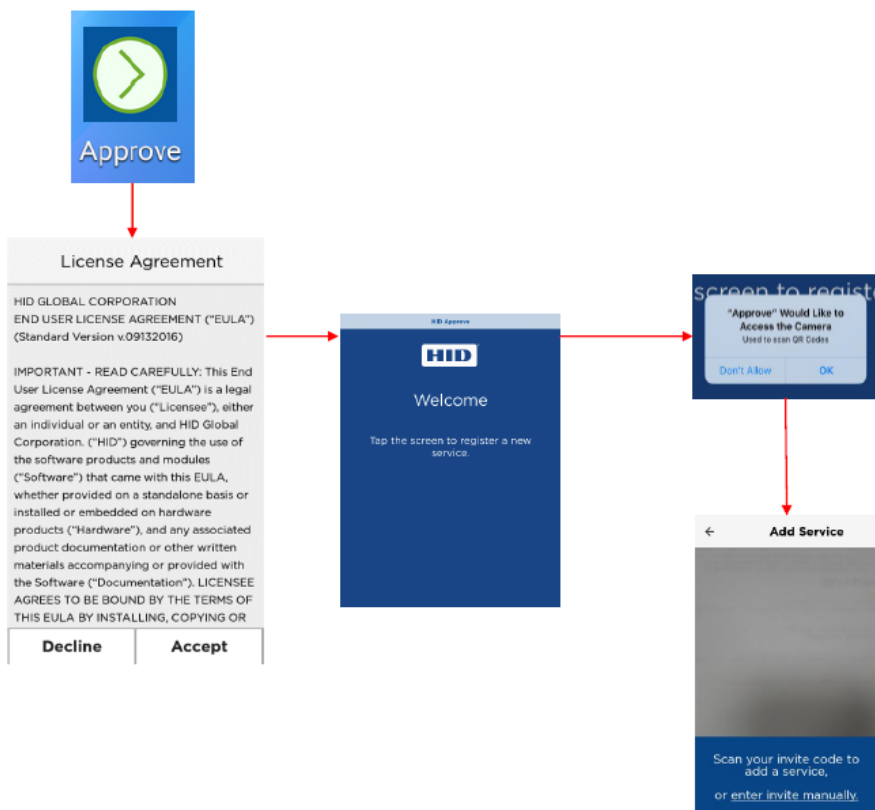


Option 2: Android smartphone

1. Download the **HID Approve** app from Play Store



2. Open the HID Approve app
3. Accept the license agreement
4. Tap the screen to register a new service
5. Authorise HID Approve app to access to your camera



Step 2: On your computer

1. Go to the login page: <https://gibraltar2.pbgate.services>
2. Enter the username from the 1st letter and the temporary password from the 2nd letter.

Click on **Login**

Welcome to Netbank



Login form

Username / Key number ⓘ

Password ⓘ

Change your password

3. Setup your permanent password - change temporary password
 - a. Enter the temporary password from the 2nd letter
 - b. Enter the new password
 - c. Re-enter the new password

Password requirements

- ✓ must be **8 characters**
- ✓ must contain at least **one letter** and **one digit**
- ✓ must be different from your previous passwords
- ✓ special characters (# \$ @ ...) are **NOT** accepted

Click on **Validate**

Do you wish to change your password?

E-banking password

New e-banking password

Re-enter the new e-banking password

Password Requirements

- must be 8 characters
- must contain at least one letter and one digit
- must be different from your previous passwords
- special characters (# \$ @ ...) are not accepted

Step 3: Pair Netbank User ID with your smartphone

1. On your computer → click on **Next stage** and the following screen will be displayed



2. On the smartphone, on the HID Approve app

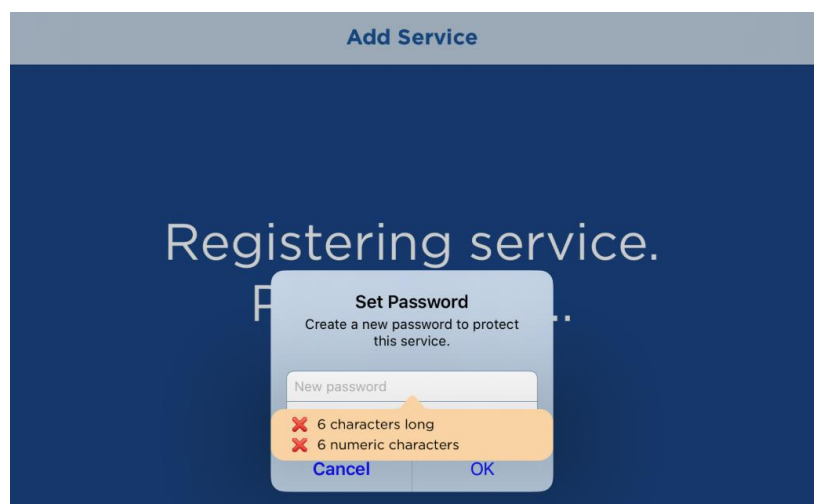
Situation A:

1. Scan your QR code which can be found on the 1st letter you've received by post
2. Set up your PIN for the HID Approve app

PIN requirements

- ✓ 6 characters long
- ✓ must only be numerical

*! Please note down the PIN code, as you will need it every time you login to the HID Approve app. The PIN code **is different** from the password used to login on Net-bank.*



Situation B:

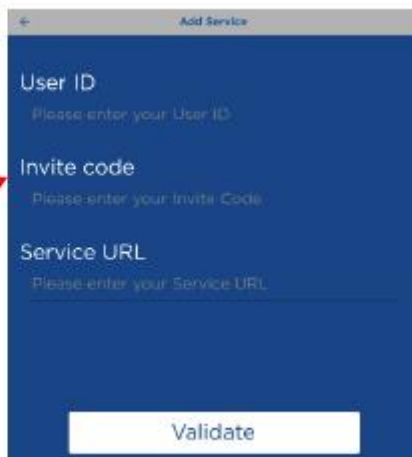
If you cannot scan the QR code, the invitation codes have to be entered manually:

1. In HID approve app → Click on “Enter invite manually”
2. Enter the User ID, Prompt code and URL provider that can be found on the 1st letter below the QR Code



Information in case of manual synchronization.
User ID : JD174328
Prompt code : W9INGNENXW
URL provider : taurus.pagate.services:443?HIDJBG

ATURE



The screenshot shows a mobile application interface titled "Add Service". It features three input fields: "User ID" with the placeholder "Please enter your User ID", "Invite code" with the placeholder "Please enter your Invite Code", and "Service URL" with the placeholder "Please enter your Service URL". A "Validate" button is located at the bottom of the screen.

Step 4: Finalise your login

On computer: After pairing the Netbank user with your smartphone, the following screens will appear:

