

# Your first login to the Digital Banking using the PushTAN login procedure

## What do you need for your first login?

- Your smartphone<sup>1</sup>
- Your identification number
- Your QR activation code
- Your password<sup>2</sup>

## What do you need to do?

- 1** Install the new **"Bank Cler Digital Banking"** app on your smartphone. The app is available in the App Store and on Google Play.
- 2** Open the app. You will be guided through the introduction.
- 3** Select **"Register"** and then **"Scan QR code"**.
- 4** Grant the permissions necessary for **camera access**.
- 5** Now hold the **camera** of your smartphone over the **QR activation code sent to you in the separate letter**.
- 6** Enter a **name for your mobile device** or accept the suggestion. Then click on «Register».
- 7** Set a **personal app PIN** and confirm it.
- 8** If you wish, confirm the use of **biometric login** (Face ID/Touch ID).
- 9** Grant permission for **push notifications** and, if necessary, Face ID/Touch ID (incl. risk and user information).
- 10** Enter your personal **password**<sup>2</sup> matching the E-Banking identification number already saved.
- 11** You are now **logged in successfully**.

To subsequently log into Digital Banking through a web browser ([www.cler.ch](http://www.cler.ch)), enter your E-Banking **identification number** and the **password**<sup>2</sup>. Immediately afterwards, you will receive a PushTAN on your smartphone for confirmation.

<sup>1</sup> Please note that, for security reasons, we always support the latest releases of iOS and Android. This means that our app is only compatible with the latest versions of these operating systems. To find out the current operating system of your smartphone, click here: [cler.ch/login-check](http://cler.ch/login-check)

<sup>2</sup> The password will be sent to you separately by post. If you have a Zak account with Bank Cler, you will not receive a separate password. Use your Zak password to log in.