Credit ◆ EuropeNet

Dear customer,

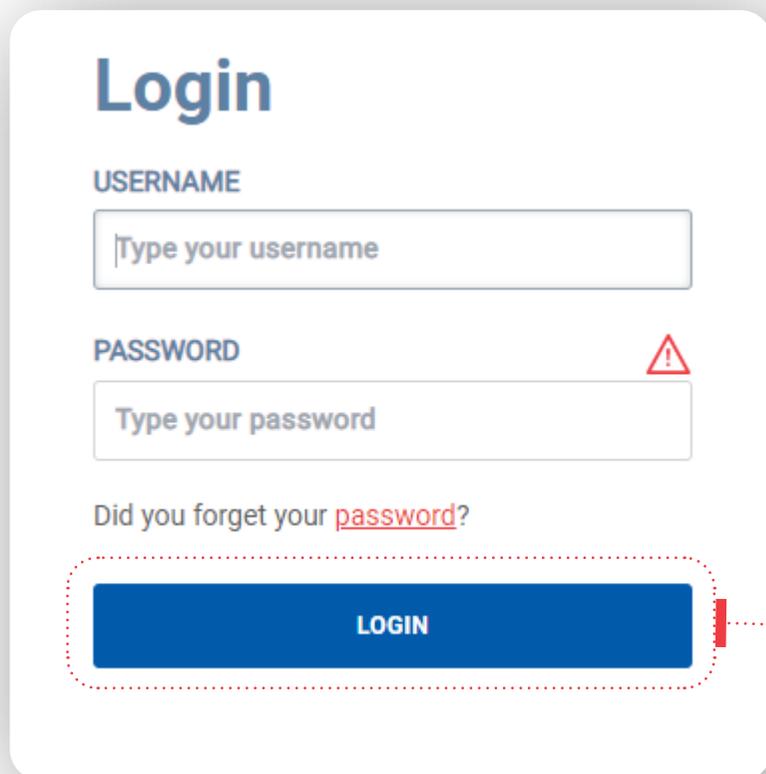Please follow next steps to **reset CEB-mTOKEN mobile token**.

⚠️ **Attention, you will need:**

- *internet connection either on the mobile phone or on the desktop, for accessing from the browser the internet banking service Credit Europe Net.*
- *access to the e-mail address declared in the relationship with the bank.*
- *access to SMS messages received on the phone number declared in relationship with the bank.*
- *access to the CEB-mTOKEN application installed on your mobile phone.*
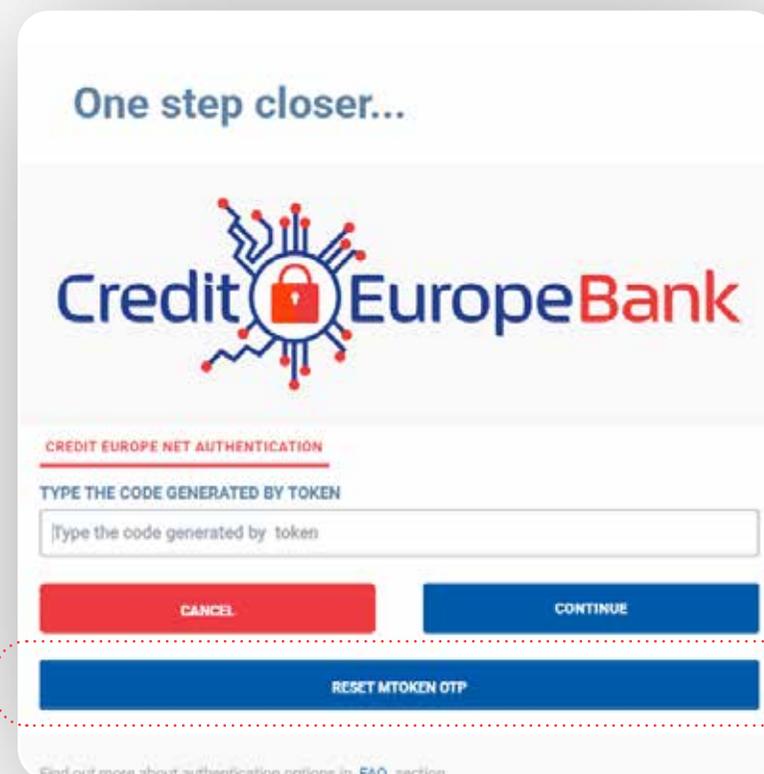
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Step 1 (in the browser)

- Log in to the internet banking service Credit Europe Net by entering the username and a password for access.

Step 2 (in the browser)

- In the login window, select the option **"Reset CEB-mTOKEN".**

Login

USERNAME

Type your username

PASSWORD ⚠

Type your password

Did you forget your password?

LOGIN

One step closer...

Credit 🔒 EuropeBank

CREDIT EUROPE NET AUTHENTICATION

TYPE THE CODE GENERATED BY TOKEN

Type the code generated by token

CANCEL   CONTINUE

RESET MTOKEN OTP

Find out more about authentication options in FAO section

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Step 3 (in the CEB-mTOKEN mobile application)

• Open the CEB-mTOKEN application on your mobile phone and **copy the token serial number**. The number will be displayed at the top of the screen immediately after confirmation of login data.
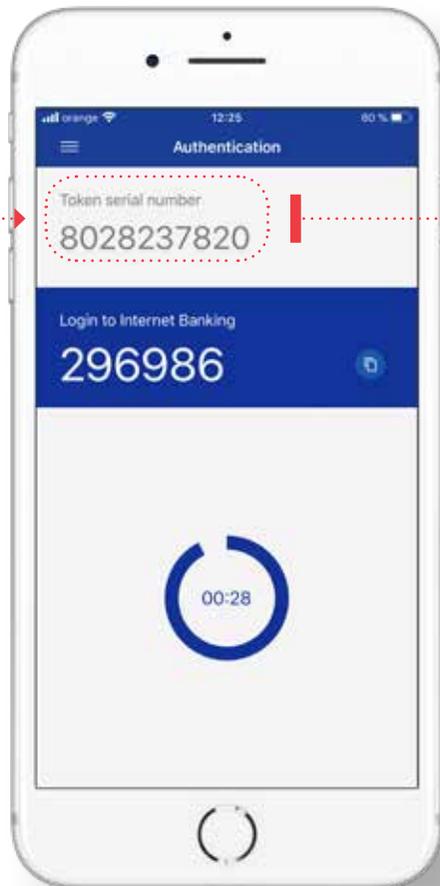
Step 4 (in the browser)

• Enter the token serial number (the one copied in step 3) in the web browser, in the window displayed immediately after you clicked "Reset CEB-mTOKEN" in Step 2. The bank will send two **unique codes** via **email** and **SMS** to your email address and phone number, declared by you in the relationship with the bank.


Authentication

Token serial number
8028237820

Login to Internet Banking
296986

00:28

Reset Mobile Token

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DETAILS
Serial number

ENTER SERIAL NUMBER

Enter Serial Number

CANCEL   CONTINUE

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Step 5 (in the CEB-mTOKEN mobile application)

- Open the CEB-mTOKEN application installed on your phone and select the **"Reset token"** option from **"Settings"** menu.

## Step 6 (in the CEB-mTOKEN mobile application)

- After confirming the reset action, you must enter the **codes** received by **e-mail** and **SMS** to the email address and the telephone number declared by you in relation to the bank **(mentioned above in Step 4)**.
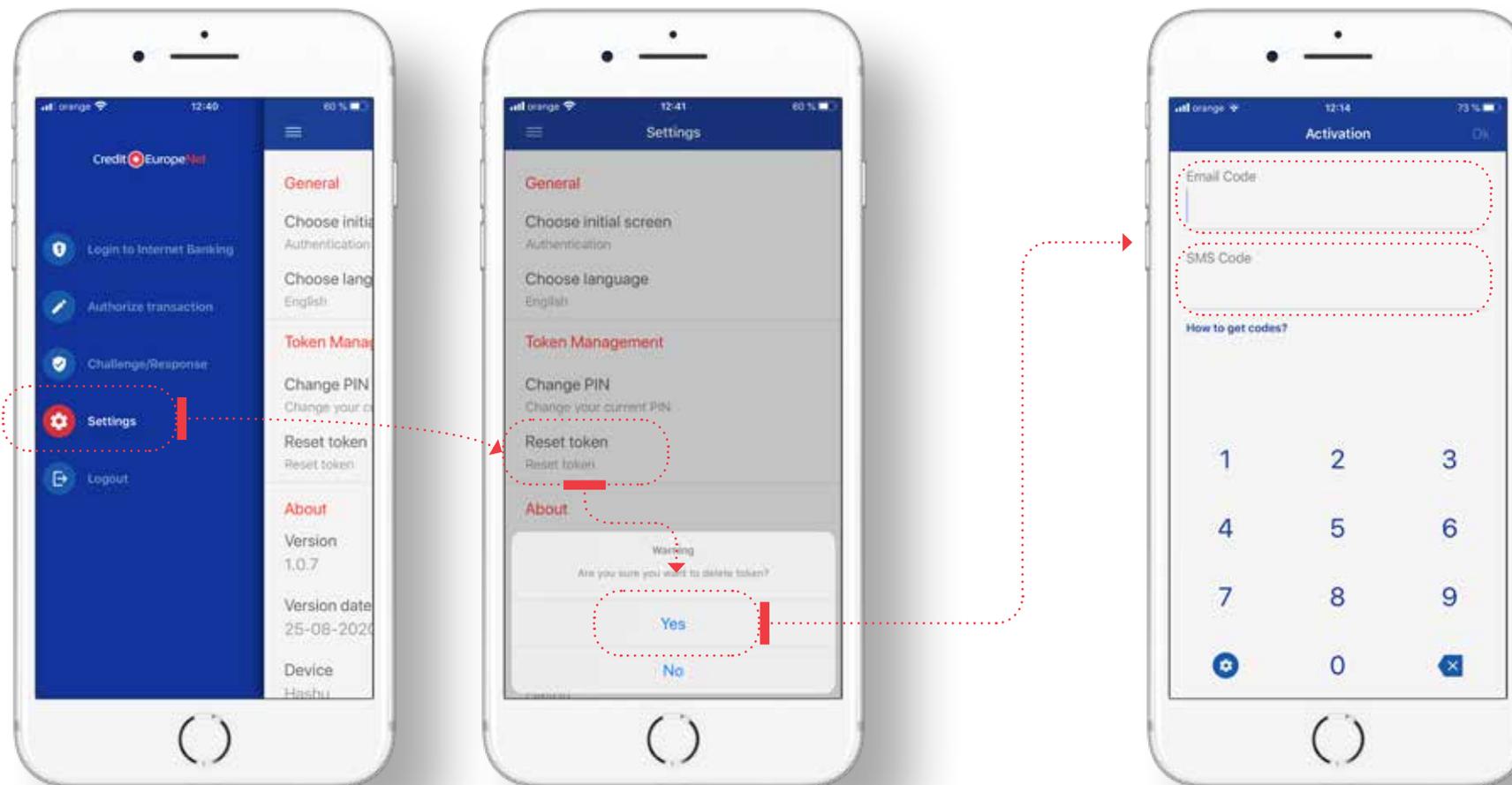
Step 7 (in the CEB-mTOKEN mobile application)

· After validating the codes, the application will ask you **to redefine the PIN** code (six numeric characters), after which it will display a **flag** as an indication for PIN validation. This clue will be displayed each time you use the CEB-mTOKEN application. We recommend that you memorize it to easily identify any security issues in the misuse of your PIN.
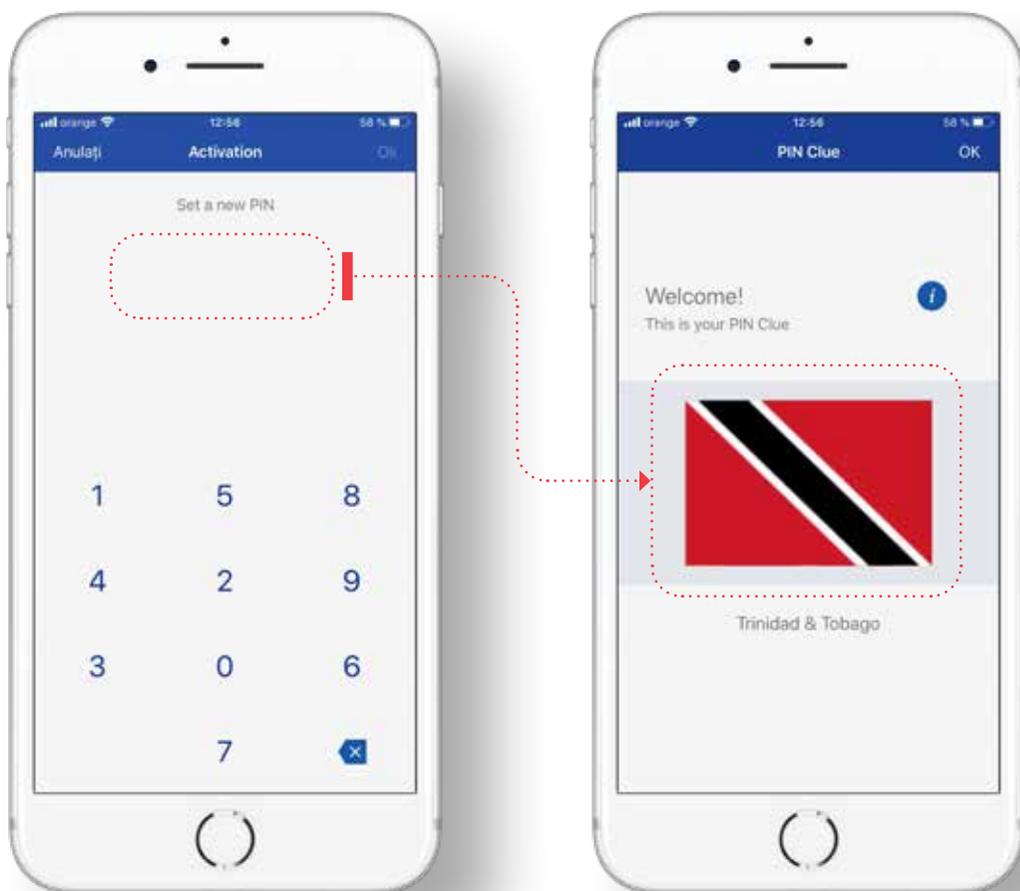
If you reached this point in the process, your token has been successfully reset.

CONGRATULATIONS!