

Dear Client,

Please follow the steps below  
in order to start **password reset** process.

 **Attention, you will need:**

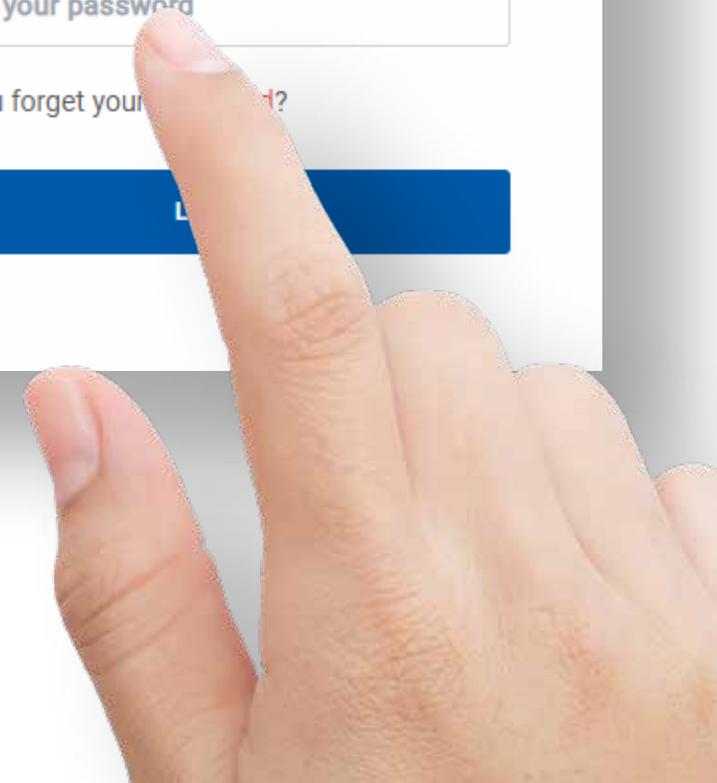
- internet connection either on mobile phone or on the desktop computer, for accessing the internet banking service Credit Europe Net from the browser.
- access to the e-mail address declared in relationship with the bank.
- access to SMS messages received on the phone number declared in relationship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

## Login

USERNAME

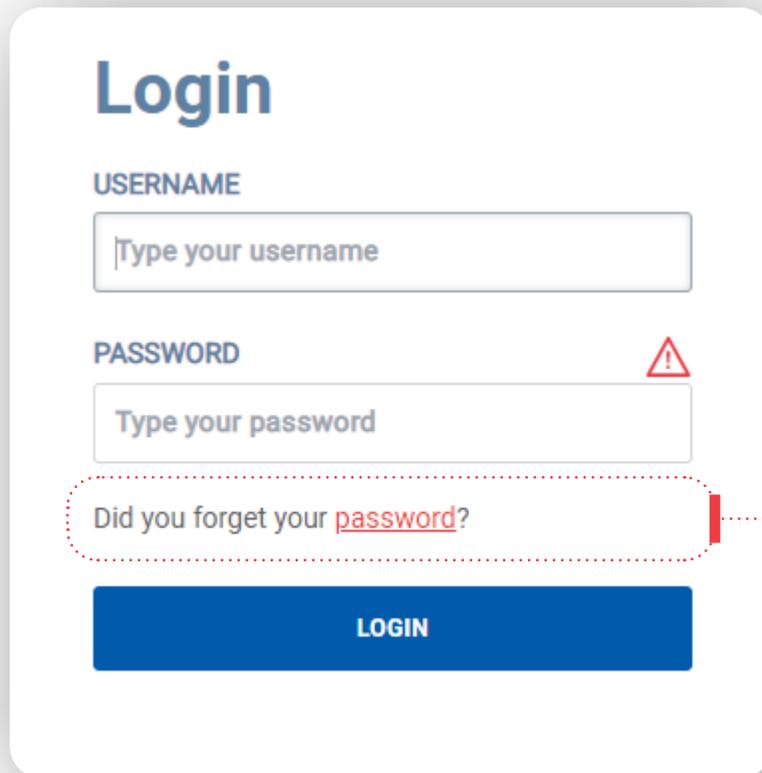
PASSWORD 

Did you forget your password?



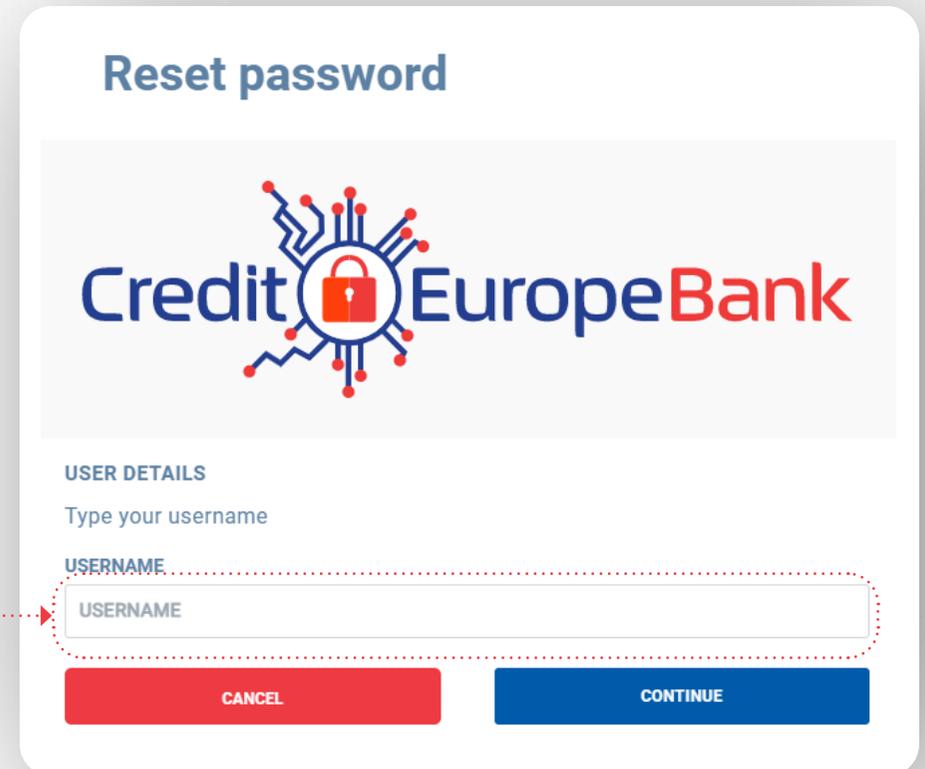
 **Step 1 (in the browser)**

- In the login window click the link “Forgot password” if you forgot your login credentials.



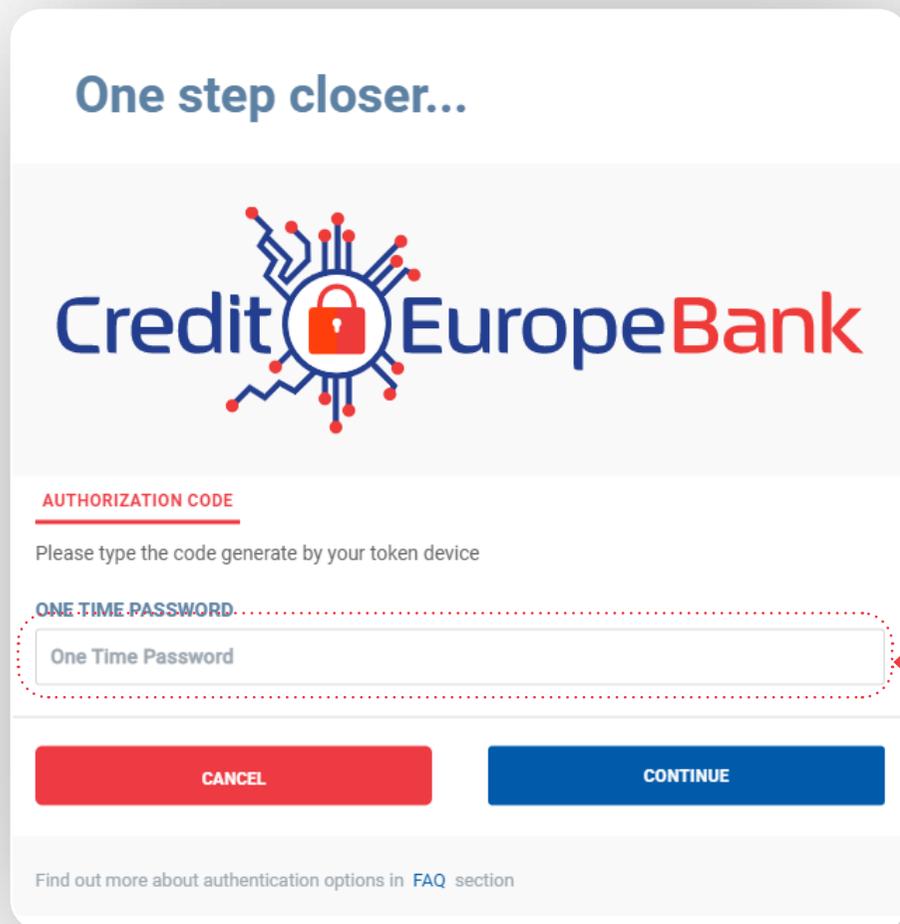
 **Step 2 (in the browser)**

- Enter the user name in the login window. After pressing the “Continue” button, the Bank will send two **unique codes** via **email** and **SMS** to your email address and your phone number, declared by you in relationship with the bank.



 **Step 3 (in the browser)**

- After validating the **codes** received by **e-mail** and **SMS** you must enter the unique code generated in the mobile application CEB-mTOKEN.



One step closer...

**Credit EuropeBank**

**AUTHORIZATION CODE**

Please type the code generate by your token device

**ONE TIME PASSWORD**

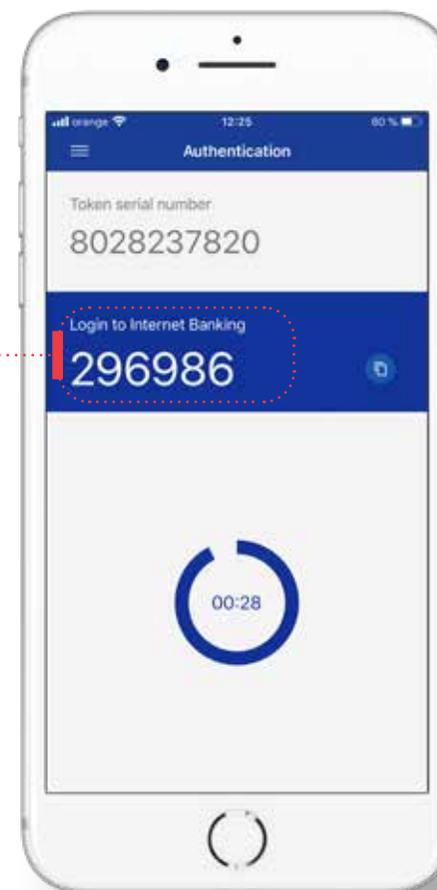
One Time Password

**CANCEL** **CONTINUE**

Find out more about authentication options in [FAQ](#) section

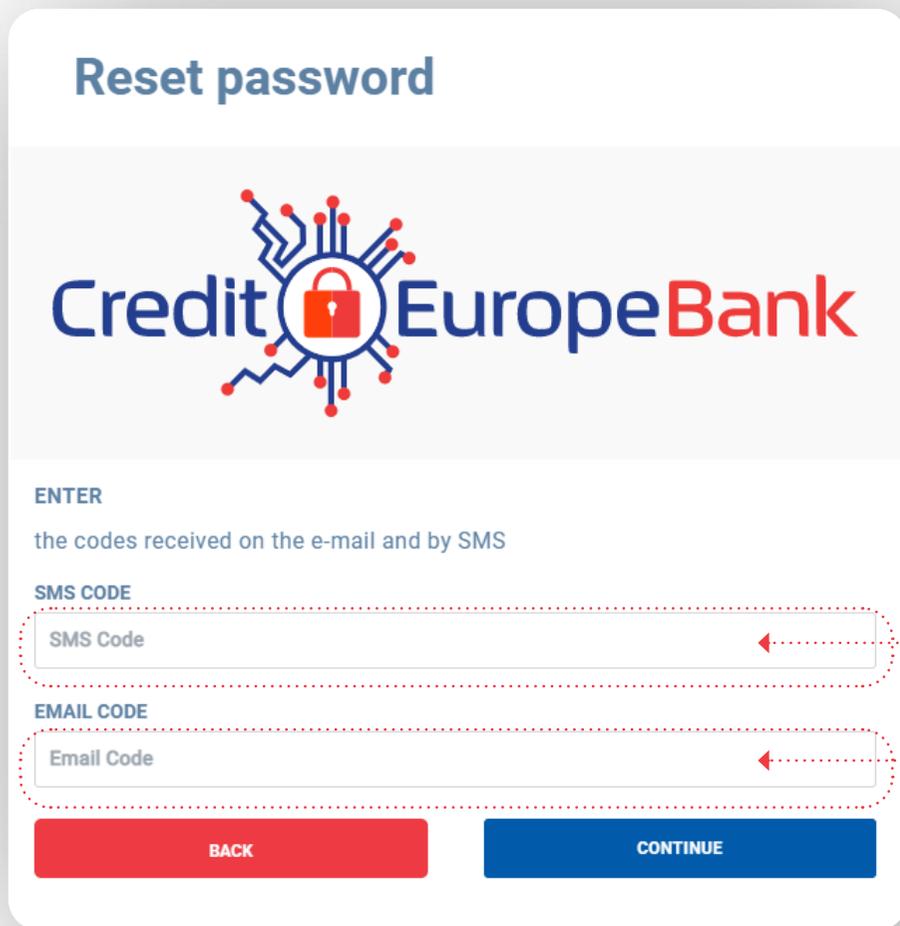
 **Step 4 (in the CEB-mTOKEN mobile application)**

- Enter the user name in the login window. The name must already be registered in the database.



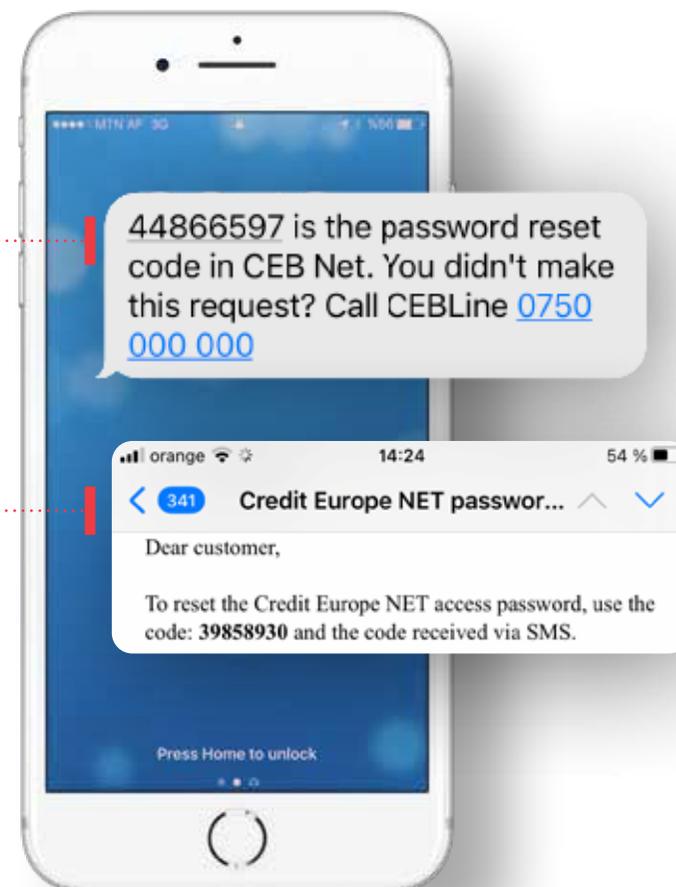
 **Step 5 (in the browser)**

- After confirming the reset action, you must enter the **codes** received by **e-mail** and **SMS** to the address and the telephone number declared by you in relationship with the bank (**those mentioned above in Step 2**).



**Step 6 (on your mobile phone)**

- View messages received via SMS and email to find the two codes.



 **Step 7 (in the browser)**

- After validating the unique code generated by the token, you need to define a **new password**.

## Reset password



**PASSWORD**  
The password should contain at least eight characters, big and small letters, digits and special characters (0-9, !@#\$%^&\*()\_+|~-=\`{}[]:;'\<>?,./).

**NEW PASSWORD**

**RETYPE NEW PASSWORD**

**CONTINUE**



If you reached this point in the process, your password has been successfully reset.

**CONGRATULATIONS!**