

# Digipass 270/276<sub>XH</sub>

## Getting Started



## Contents

<b>1. What is a Digipass 270/276XH</b>	<b>3</b>
<b>2. Prepare your Digipass</b>	<b>4</b>
<b>3. Log-in</b>	<b>5</b>
<b>4. Authorisation with your Digipass</b>	<b>7</b>
<b>5. Vasco Initialization (unassigned)</b>	<b>8</b>
<b>6. Vasco Initialisation for Existing Users</b>	<b>9</b>
<b>7. Unlocking your Digipass</b>	<b>11</b>
<b>8. Assigning the same physical token to other user (handover scenario).</b>	<b>11</b>
<b>9. Using Online Services securely</b>	<b>12</b>
<b>10. Frequently asked questions</b>	<b>13</b>

*The information contained herein is the property of Deutsche Bank Group and may not be copied, used or disclosed in whole or in part, stored in a retrieval system or transmitted in any form or by any means (electronic, mechanical, repro-graphic, recording or otherwise) outside of Deutsche Bank Group without prior written permission.*

## 1. What is a Digipass 270/276XH

The Digipass 270/276xH (Digipass) is a PIN protected personal identification device which is used for the login and/or payment authorisation process. Upon entering a personalised PIN, the Digipass token generates a One Time Password (OTP). This unique code allows you to login securely into the Autobahn App Market and to authorize your payments online.

- 1 Press the 'Power On' button and hold for 5 seconds to activate the device. Post-activation, the 'Power On' button can be pressed to generate an OTP.
- 2 Generating a Challenge Response code for one-step Signing
- 3 Generating a Challenge Response code for two-step Signing



\*Please note that the displayed Token is a Digipass 270/276xH. It may occur in other than navy blue, or white colour but supporting the same functions explained in this guide. Different support collateral exists for DigipassXpress as well as Digipass 300.

## 2. Prepare your Digipass

Prior to using the Digipass for the first time, you have to set it up.

On initial activation of your security token device a PIN code shall need to be initialised.

1. Press and hold the power on key  for 5 seconds to turn on the device.
2. Enter a PIN code of your choice. Press Sign 1  to submit.
3. Confirm your PIN by entering it again. 'Autobahn' shall be displayed on the token post successful PIN set up.

Your token is now ready to use.

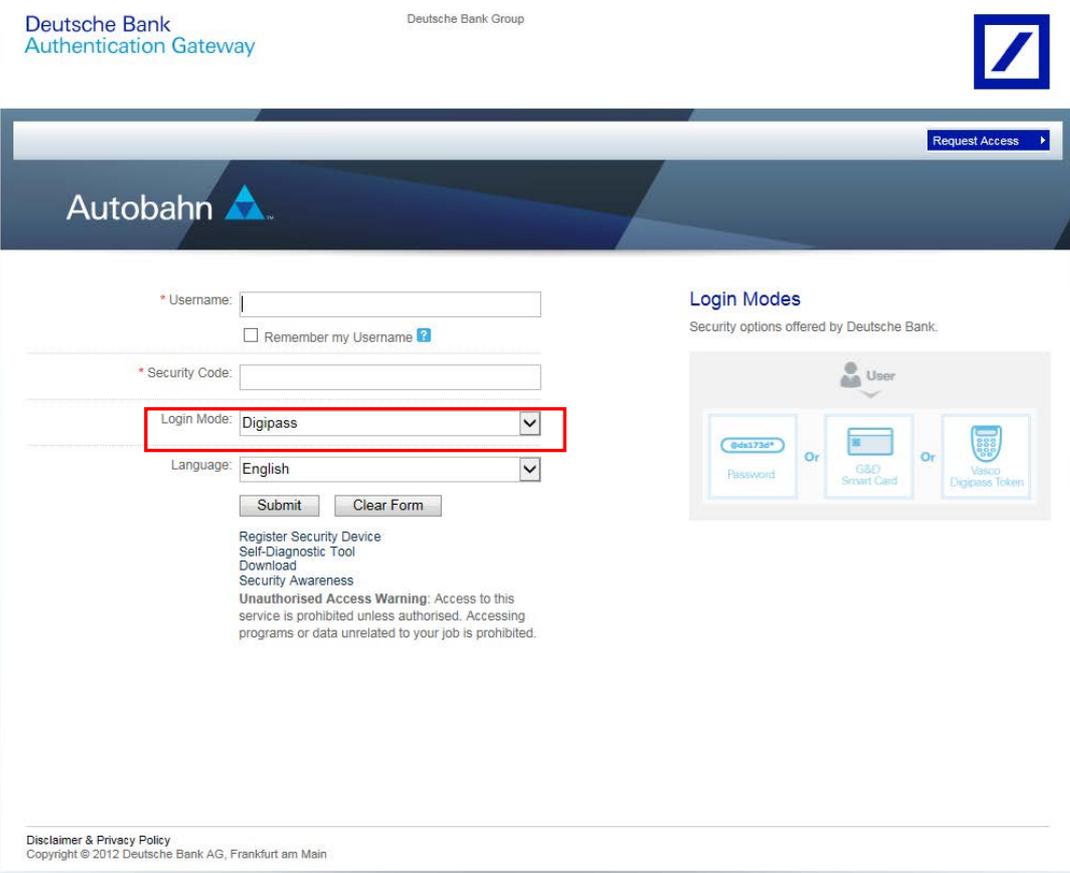
Press the Power on  button again to generate your eight digit security code (OTP).

### 3. Log-in

If you want to login to Deutsche Bank's Autobahn App Market with your Digipass,

Go to: [www.autobahn.db.com/login](http://www.autobahn.db.com/login)

The Autobahn Authentication Gateway will appear.



- Change the Login Mode from Password to Digipass, by selecting Digipass from the drop-down menu.



[Request Access](#)

Autobahn 

\* Username:  Remember my Username

---

\* Security Code:

---

Login Mode:

---

Language:

Register Security Device  
 Self-Diagnostic Tool  
 Download  
 Security Awareness  
**Unauthorised Access Warning:** Access to this service is prohibited unless authorised. Accessing programs or data unrelated to your job is prohibited.

#### Login Modes

Security options offered by Deutsche Bank.



  
 Password

Or

  
 GSD Smart Card

Or

  
 Visaco Digipass Token

- Enter your Username in the login space (A). (Example: [John@ABC.Com](#))
- Press and hold the power on key  for 5 seconds to turn on the device
- Type in your PIN code. If you make a mistake, press  to clear the digits.
- Autobahn shall be displayed on the token post successful activation.
- Press  when 'Autobahn' appears on the display. Your Digipass will generate an eight-digit Security Code that will enable you to login.
- Enter the 'Security Code' and Click 'Submit'. Now you are securely logged into the Autobahn App Market.

## 4. Authorisation with your Digipass

To authorise your transactions, you require a dynamic numerical code from your security device. To generate the code with your Digipass, you may be required to perform a 1 Step sign or a 2 Step sign based on the instructions submitted for Authorisation.

### One-step Sign – Steps for Instruction Authentication/Authorisation

1. Activate your device by pressing the power on key  and entering your personalized PIN.
2. Press Sign 1  and enter the Challenge code as shown on the screen and Press Sign 1  again.
3. Enter the 6 digit Response code from the device into the password field. You have now securely authorized your transaction.

### Two-step Sign – Steps for Instruction Authorisation\*

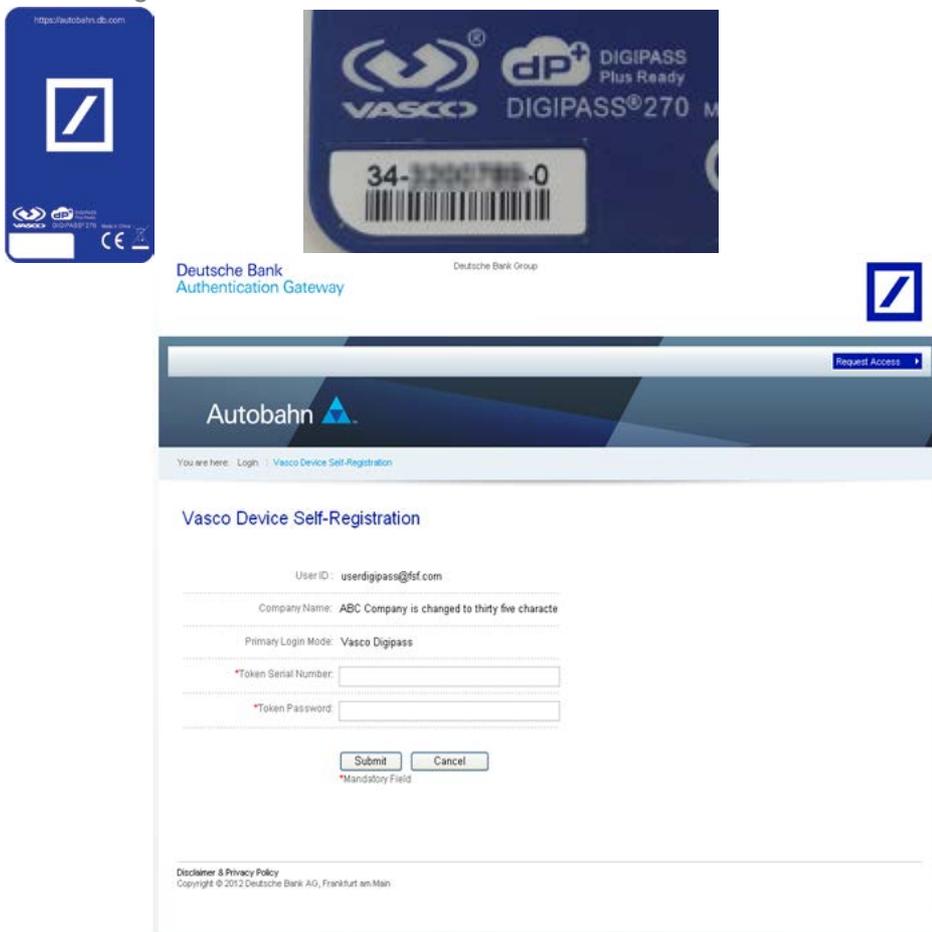
1. Activate your device by pressing the Power on and entering your personalized PIN.
2. Press Sign 2  and on Prompt enter Challenge code 1 as shown on the screen.
3. Press Sign 1  and enter Challenge code 2 and Press Sign 1  again.
4. Enter the 6 digit Response code from the device into the password field. You have now securely authorized your transaction.

*\*Two-step sign required for Instruction authorisation involving a DB Singapore account.*

## 5. Vasco Initialization (unassigned)

First Time Initialization – Only required if your Digipass is not assigned to you yet.

1. Click on the link 'Register Security Device' below the 'Submit' button on the Autobahn login screen
2. The system will display a new screen where you may enter your User ID and temporary password
3. After successful authentication, you will be presented with the Vasco device self-registration screen



Deutsche Bank Authentication Gateway

Deutsche Bank Group

Autobahn 

You are here: [Login](#) / [Vasco Device Self-Registration](#)

### Vasco Device Self-Registration

User ID: userdigipass@fsf.com

Company Name: ABC Company is changed to thirty five characte

Primary Login Mode: Vasco Digipass

\*Token Serial Number:

\*Token Password:

\*Mandatory Field

Disclaimer & Privacy Policy  
Copyright © 2012 Deutsche Bank AG, Frankfurt am Main

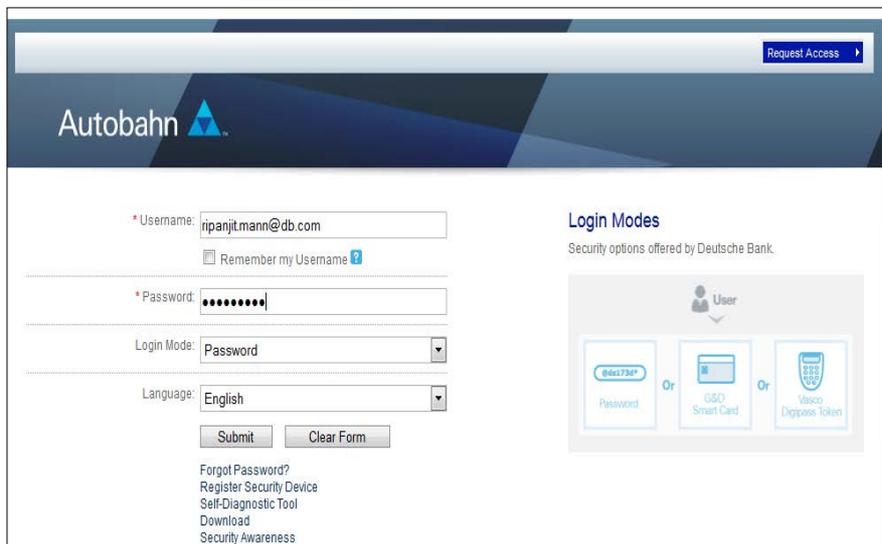
4. Enter the Vasco Digipass serial number (**digits only - omitting the dashes**) and the One-Time PIN (OTP) generated from your device.
5. Click the 'Submit' button. The system will validate the entered serial number and key.

6. Once the validation has been successful and the device is considered initialised, you may from then on login to Autobahn by entering your User ID and Digipass as the device mode.

## 6. Vasco Initialisation for Existing Users

1. If you are an existing user of the Autobahn App Market and have been issued with a more secure two factor authentication device you will be presented with a registration screen after accessing the Autobahn App Market with your existing credentials.

Log-in as usual on [www.autobahn.db.com/login](http://www.autobahn.db.com/login)



The screenshot shows the Autobahn login interface. At the top right, there is a "Request Access" button. The main header features the "Autobahn" logo. Below the header, the login form includes the following fields and options:

- \* Username:** A text input field containing "ripanjtmann@db.com". Below it is a checkbox labeled "Remember my Username" with a lock icon.
- \* Password:** A password input field with masked characters.
- Login Mode:** A dropdown menu currently set to "Password".
- Language:** A dropdown menu currently set to "English".

Below the form are "Submit" and "Clear Form" buttons. To the right of the form, under the heading "Login Modes", it states "Security options offered by Deutsche Bank." Below this, a diagram shows a "User" icon with three options: "Password" (with a @41736P icon), "G3C Smart Card", and "Vasco Digipass Token".

At the bottom left of the form area, there are links for "Forgot Password?", "Register Security Device", "Self-Diagnostic Tool", "Download", and "Security Awareness".

2. On the registration screen presented next you will be advised to perform a new device registration or can continue to use your existing device for a defined time period. If you proceed with registration of your new security device then please enter your Token serial number (**digits only - omitting the dashes**) which is present at the back side of your Digipass token device. You will also need to enter the One Time Password (OTP) generated by the device into the security code field. To proceed click on 'Register Now'

### Existing User Registration

We have despatched a new two factor authentication device to you, you will need to register this device within 30 days to maintain access to your application. Please refer to the Download section at your left hand navigation bar for a step by step guide.

Email: **demo1@spbanksite1.ap**

Token Serial No:\*

---

Security Code:\*

**Unauthorised Access Warning:** Access to this service is prohibited unless authorised. Accessing programs or data unrelated to your job is prohibited.



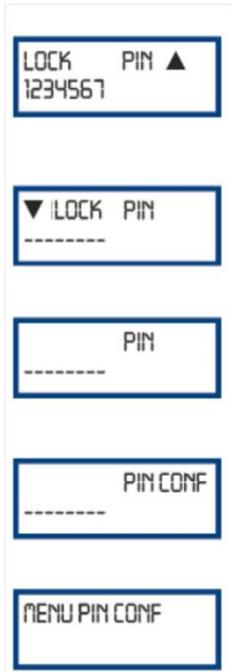
3. Post successful registration you can login into the application with your Username and OTP value as generated by the Digipass device. Kindly note the Login mode 'Digipass' will not need to be selected on the Autobahn login screen.

User issues with a newly issued Digipass have a period of 30 days to perform a registration and migration on to the new tokens. For the 30 day grace period users can continue to use their existing credentials after which the registration will be mandated.

## 7. Unlocking your Digipass

What happens if you key in an incorrect PIN code? After the first failed attempt, “FAIL 1” appears on the display, and “FAIL 2” appears after the second failed attempt. After three failed attempts, your Digipass is locked. A seven-digit lock code is displayed. Now you can no longer use the Digipass until you have unlocked it. This requires the following six-step procedure:

1. Phone the helpdesk\* and tell our employee the seven-digit lock code.
2. You can see this code by switching on your Digipass again.
3. You will receive an unlock code, which you can use to unlock your Digipass.
4. Switch on your Digipass: press and hold  for 5 seconds to activate the token. The lock code appears on the display again.
5. Press  and key in the seven-digit unlock code.
6. Key in a new five-digit PIN code of your choice. Do not choose a code that is easy to guess, such as 12345. Press  (Sign 1) to submit.
7. Key in your chosen five-digit PIN code again “NEW PIN CONF” appears on the Digipass display after you have successfully entered your new PIN code.
8. “Autobahn” will appear on the screen. Now you can use your Digipass again.



\* If you are part of a Customer Self Administration (CSA) domain, please contact your Administrator to unlock your device.

## 8. Assigning the same physical token to other user (handover scenario).

With time some users may leave their current positions or their responsibility may change and their Vasco tokens, no longer needed, can be freely reassigned to other users. This can be achieved with hard assign of the token via Administrator to the new user assuming the token is already in hand of the new user.

In order to proceed the token needs to be de-assigned from the current user first.

We strongly suggest locking the token before it is handed over to new user so it shows status “lock” on the screen.

The Administrator then should assign the token manually to the user and follow a standard unlock process as explained on page 11 of this guide letting the new user set his own PIN on the token and use it for login and authorization (if applicable).

## 9. Using Online Services securely

Your Digipass generates your own “digital signature”. This prevents others from viewing or forging your online transactions. Security is assured by the combination of the following elements:

- Your Digipass, which generates a unique code that is only valid for a short time.
- Your user name, which you must enter in order to log in.
- Your PIN code, which you must enter in order to activate the Digipass.

We strongly urge you to additionally take the following precautions:

- Never choose an obvious or easily guessed PIN code.
- Keep your PIN code secret.
- Never store your PIN code together with your Digipass.
- Never leave your computer unattended when you are logged in.
- If you notice something suspicious while using Online Services, warn us immediately and have us block access to your account.

## 10. Frequently asked questions

- The battery of your Digipass is empty?  
When the battery of your Digipass is nearly empty, “LOW BATTERY” appears on the display. Phone the helpdesk. You will receive a new Digipass.
- Your Digipass is lost or defective?  
Phone your L1 support team You will receive a new Digipass.
- You forgot your PIN code?  
Lock your Digipass by entering an incorrect PIN code three times in a row. “LOCK CODE” will appear on the display. Then follow the procedure described under “Unlocking your Digipass”.
- You want to change your PIN code?  
Turn on your Digipass and enter your PIN code. When “Autobahn” appears on the display, press and hold  for 2 seconds until “NEW PIN” appears. Enter a new PIN code and press  (Sign 1). When “PIN CONF” appears, repeat the new PIN code again.
- If I have a new user to be set-up, should I use an existing token already assigned to a user?  
In the case a new user is needed to be set-up a new token in the form of DP270/276 should be selected. In the event new tokens are required please do request one from Deutsche Bank.

*This document is for information purposes only and is designed to serve as a general overview regarding the services of Deutsche Bank AG, any of its branches and affiliates. The general description in this document relates to services offered by Global Transaction Banking of Deutsche Bank AG, any of its branches and affiliates to customers as of October 2017, which may be subject to change in the future. This presentation and the general description of the services are in their nature only illustrative, do neither explicitly nor implicitly make an offer and therefore do not contain or cannot result in any contractual or non-contractual obligation or liability of Deutsche Bank AG, any of its branches or affiliates.*

*Deutsche Bank AG is authorised under German Banking Law (competent authorities: European Central Bank and German Federal Financial Supervisory Authority (BaFin)) and, in the United Kingdom, by the Prudential Regulation Authority. It is subject to supervision by the European Central Bank and the BaFin, and to limited supervision in the United Kingdom by the Prudential Regulation Authority and the Financial Conduct Authority. Details about the extent of our authorisation and supervision by these authorities are available on request. Copyright© April 2016 Deutsche Bank AG. All rights reserved.*