

# myRaiffeisen Digital Services

eGateway, eKYC, GeAO, eFinance

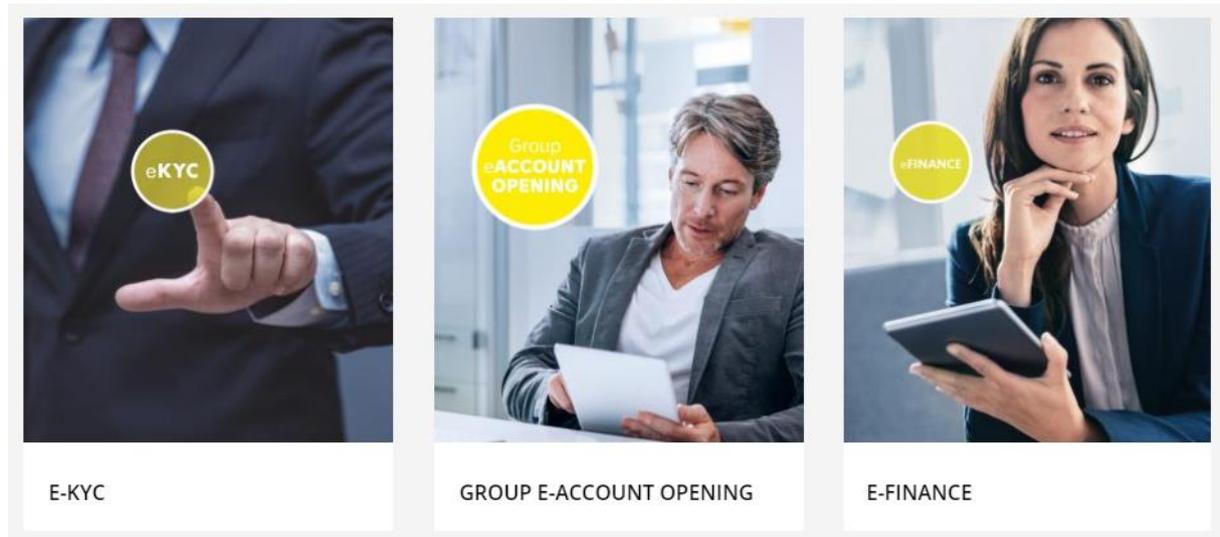
*Registration and login guide*

## Tartalom

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## 1. Introduction

With our myRaiffeisen.com electronic applications, the authorized representatives of our corporate customers<sup>1</sup> can manage securely and online their banking administration related to the account opening process and the submission of loan applications.



Our customers can apply for the service through our corporate bank contacts. After setting the authorization, our users can access the applications from anywhere, on a computer or even through their smart devices. Our manual helps users to successfully register and log in, as well as contains useful advice on the rules of safe banking.

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<sup>1</sup> Small, medium and large corporates, municipalities, nonprofit institutions and condominiums

## 2. Types of users

In our myRaiffeisen.com applications, we distinguish two user groups:

1. Our users who have Digital channel authorization provided by Raiffeisen Bank Zrt. (electronic channel access can be, for example, Electra or DirektNet authorization) (hereinafter '**Users with electronic channel access**')
2. myRaiffeisen.com users who do not have access to the Digital channel provided by Raiffeisen Bank Zrt. (hereinafter '**Sigle channel myRaiffeisen.com users**'),

The login process of the two user groups, as well as the username and identification device used for login, are different.

## 3. Login points

Our myRaiffeisen.com functions (eGateway, eKYC, GeAO, eFinance) can be accessed via several access points:

- a. directly via the myRaiffeisen.com interface. The login interface is available in English: [Sign In \(myraiffeisen.com\)](#) and
- b. via the website of Raiffeisen Bank Zrt.: open <https://www.raiffeisen.hu/nagyvallalatok/elektronikus-szolgalatas>, then navigate to the myRaiffeisen.com login interface
  - [Online account opening - Raiffeisen BANK](#)
  - [eFinance - Raiffeisen BANK](#)

The b login process is the same as the direct login, after navigation to the myRaiffeisen.com site.

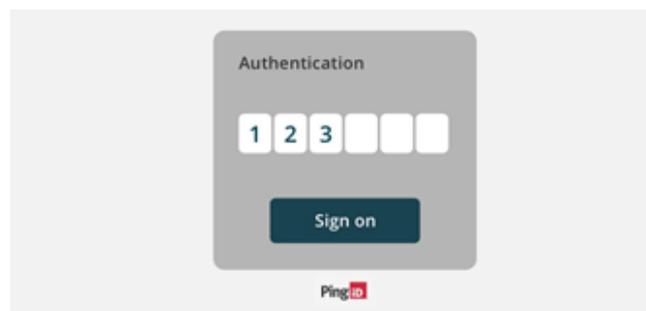
## 4. Registration on the myRaiffeisen.com interface

Access to myRaiffeisen Digital Services is set by the bank. The user receives a registration notification to the specified e-mail address. The email contains the link to activate access.

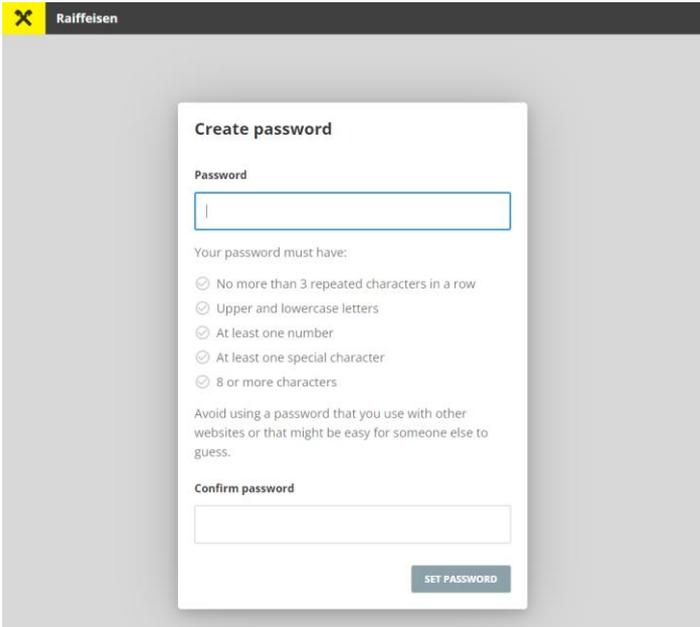


Clicking on the activation button, the authentication screen opens. The user will receive a 6-digit registration code to the phone number he/she provided via SMS or by phone call. (Since our authentication provider is located in the US, the call/SMS will be made with the caller ID "Colorado, USA")

The 6-digit code must be entered on the authentication screen:

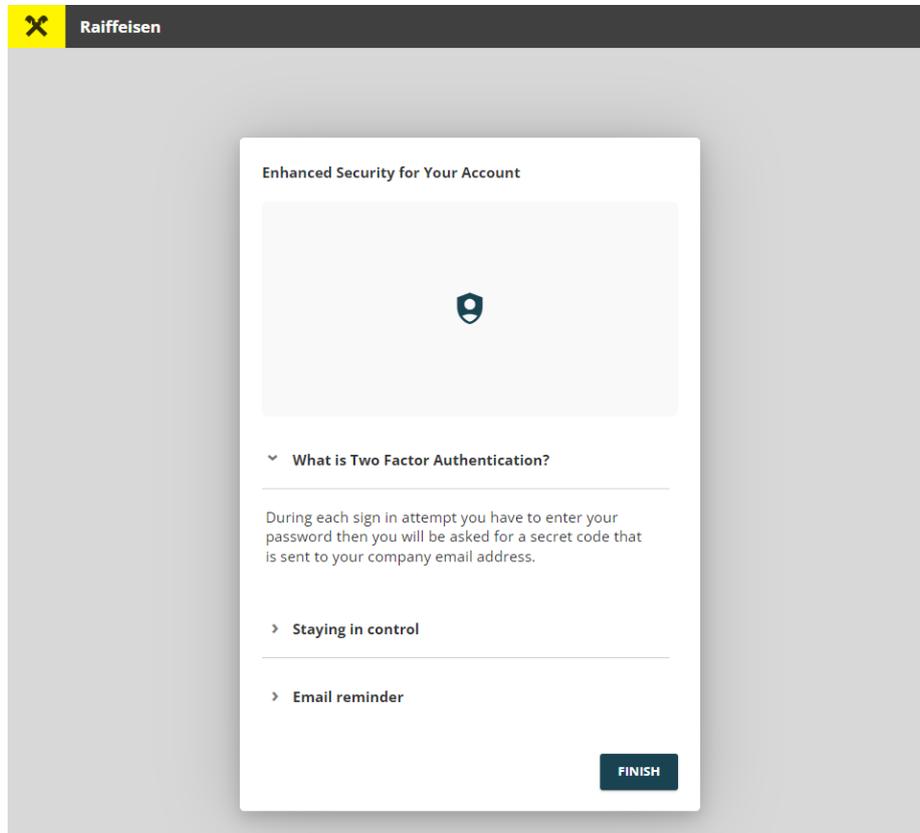


After entering the password, the interface for setting the password appears:



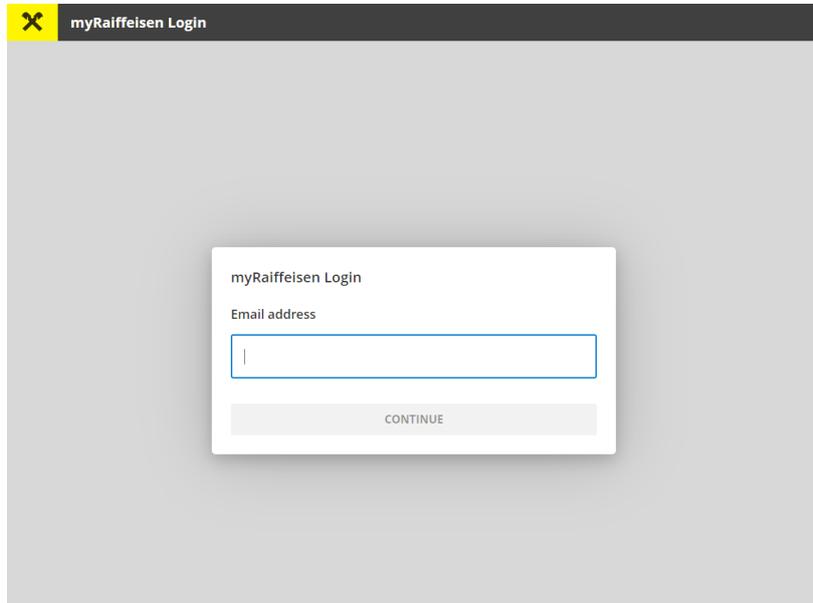
After successfully saving the password and accepting the terms of use, the login can be started immediately.

During registration, we inform our users about the 2-factor identification, which is set by default for all our users.



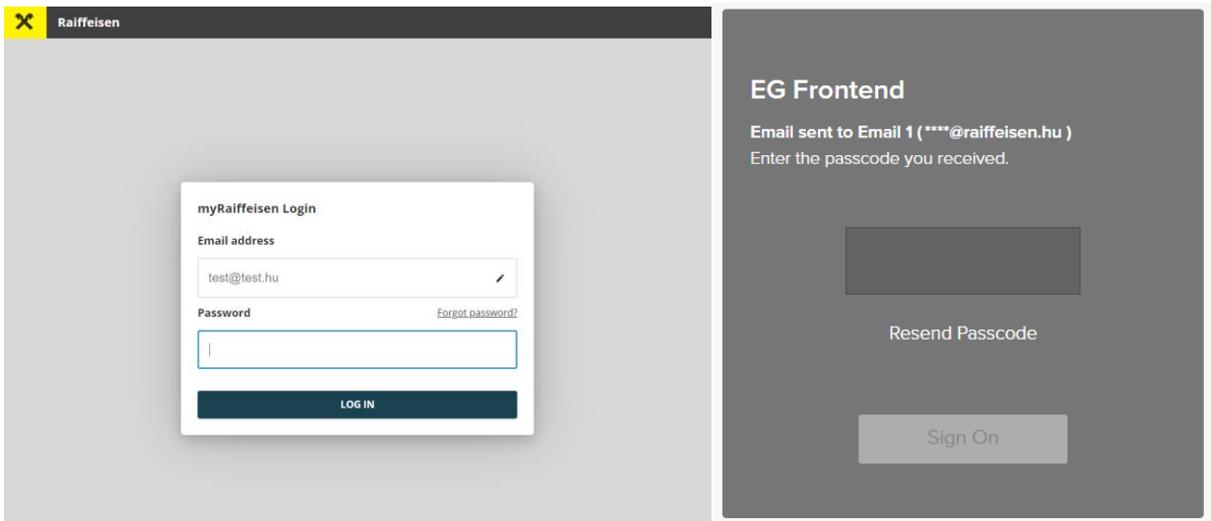
## 5. Login via the myRaiffeisen.com interface as an 'Single channel myRaiffeisen.com user'

When navigating to the login interface, the e-mail address entered by the user during registration must be entered to log in:



The screenshot shows the 'myRaiffeisen Login' interface. At the top left, there is a yellow square with a black 'X' icon and the text 'myRaiffeisen Login'. The main content area is a light gray rectangle containing a white login form. The form has the title 'myRaiffeisen Login' and a label 'Email address' above a text input field. The input field is empty with a vertical cursor. Below the input field is a gray button with the text 'CONTINUE'.

By clicking on the 'Continue' button and then entering the password what she/he already saved during registration, the user is navigated to the next step of the two-factor identification process, the interface for entering the onetime password. The user receives the one-time password via e-mail.

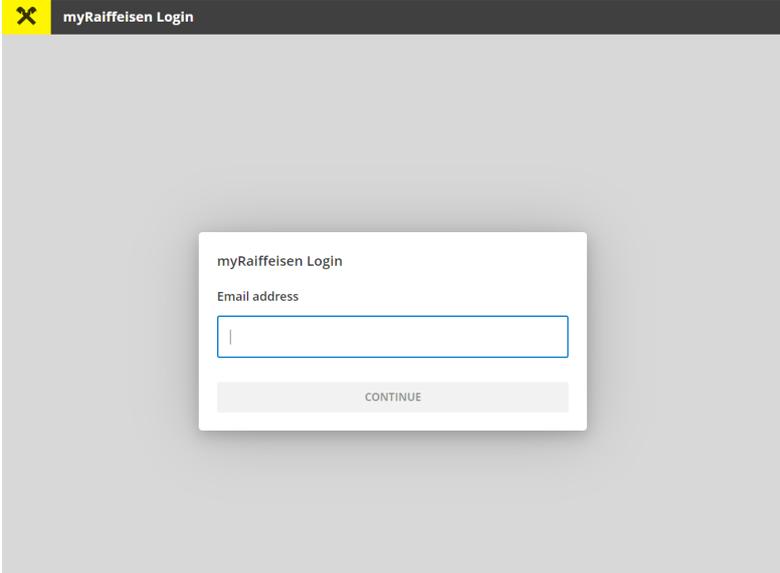


The first screenshot shows the 'myRaiffeisen Login' form with the 'Email address' field containing 'test@test.hu' and a 'Password' field below it. A 'Forgot password?' link is visible next to the password field. A dark blue 'LOG IN' button is at the bottom of the form. The second screenshot shows the 'EG Frontend' screen. It has a dark gray background with white text. At the top, it says 'EG Frontend'. Below that, it says 'Email sent to Email 1 (\*\*\*\*@raiffeisen.hu)' and 'Enter the passcode you received.'. There is a dark gray rectangular area representing the passcode input field. Below it is a 'Resend Passcode' button. At the bottom, there is a 'Sign On' button.

**Note:** If the two-factor authentication is turned off by the user, after entering the password they will log in directly to the myRaiffeisen.com applications.

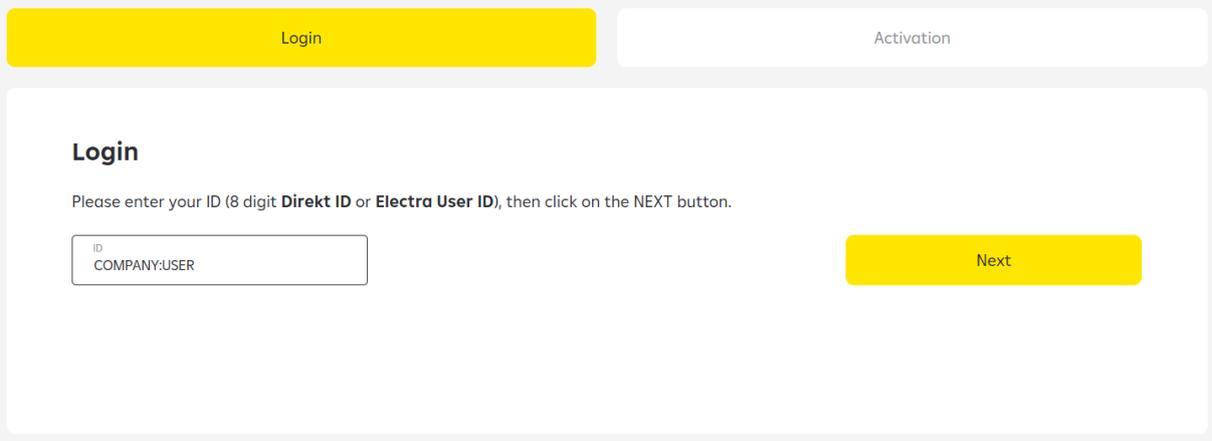
## 6. Log in via the myRaiffeisen.com interface as a 'User with Electronic Channel Access'

When navigating to the myRaiffeisen.com login interface, you must enter the e-mail address provided by the user during registration:



The screenshot shows a web browser window with a dark header bar containing the myRaiffeisen logo and the text "myRaiffeisen Login". The main content area is a light gray background with a white login form centered. The form has a title "myRaiffeisen Login", a label "Email address", a text input field with a cursor, and a "CONTINUE" button below it.

By clicking on the 'Continue' button, the user is redirected to the Raiffeisen login interface, where she/he can log in using her/his Electra or DirektNet user ID and authentication tool.



The screenshot shows a web browser window with a yellow header bar containing two tabs: "Login" (selected) and "Activation". Below the header is a white login form. The form has a title "Login", a sub-header "Please enter your ID (8 digit Direkt ID or Electra User ID), then click on the NEXT button.", a text input field with the placeholder "ID COMPANY:USER", and a yellow "Next" button.

You can find information about the login process in the user manuals on the following subpages:

For Electra users:

[Raiffeisen Electra - Raiffeisen ENGLISH](#)

For DirektNet users:

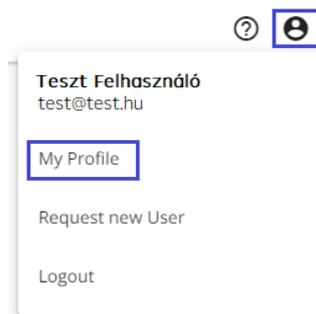
[DirektNet Internet Banking - Raiffeisen ENGLISH](#)

After successful identification, the user is redirected back to the myRaiffeisen.com interface.

## 7. Change setting – Two-factor authentication

For the safety of our users, it is recommended to use the two-factor authentication functionality. When entering the user's e-mail address and password, a unique identifier is also sent to the user, which must be entered during the login.

It is possible to turn two-factor authentication on and off after logging in to the user profile, under the 'Security' menu item:



### PERSONAL INFORMATION

#### Edit restriction

As you own a corporate customer profile you're not eligible to edit any personal details related to it. Use one of the options below to request any further changes:

myRaiffeisen Support

tel: [+43 \(0\)1 33701 - 4810](tel:+43(0)133701-4810)

email: [myraiffeisensupport@rbinternational.com](mailto:myraiffeisensupport@rbinternational.com)

First name	Teszt
Last name	Felhasználó
Email address	test@test.hu
Phone number	+36201234567

### SECURITY

2-Step Verification



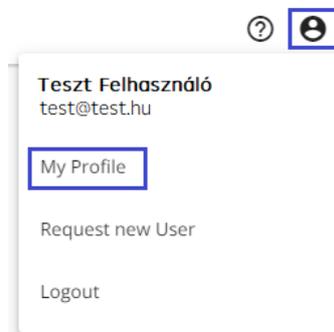
Password

[CHANGE PASSWORD](#)

**Note:** please turn on two-factor authentication for secure internet usage.

## 8. Password change

The logged-in user can initiate the change of their login password by opening their user profile:



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**myRaiffeisen Support**

tel: [+43\(0\)1 33701 - 4810](tel:+43(0)1337014810)

email: [myraiffeisensupport@rbinternational.com](mailto:myraiffeisensupport@rbinternational.com)

First name	Teszt
Last name	Felhasználó
Email address	test@test.hu
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### SECURITY

2-Step Verification



Password

**CHANGE PASSWORD**