

Stand: August 2019

Payments App in Corporates-Portal - Initialisation with LBBW Token Mobile

Please perform the following steps:

Are you a new customer? Then you can go straight to step 3.

- 1) Inform LBBW so that your key can be reset (Mail: eb-helpline@lbbw.de).
- 2) If your key has been reset, you have to reset the LBBW Token before the next user initialisation in the settings of your smartphone. Choose the app "LBBW Token" and then "Clear data".
(Android: choose Settings / Apps / LBBW Token / Storage / Clear data,
iOS: choose Settings / LBBW Token / Reset)
- 3) Open the LBBW Token and tap Next.



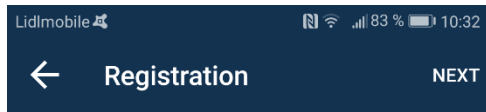
Welcome to the LBBW Token App.

You can use the app as a mobile token to log in at LBBW Corporates-Portal via your web browser and for the authorisation.

What is a mobile token?



4) Enter the password you want to set twice (at least 8 digits)...



You will now be guided through the registration process.

Please choose your password. You will need it later on to log in to the app.

Password rules

Two input fields for password creation. The first field is labeled 'Password' and the second is labeled 'Confirm password'. Both fields are circled in red in the original image.



... and tap Next.



You will now be guided through the registration process.

Please choose your password. You will need it later on to log in to the app.

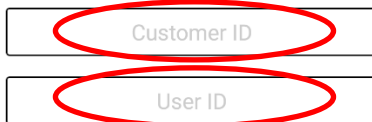
Password rules



5) Enter your Customer ID and User ID in **CAPITAL LETTERS**...



Please enter your customer ID and your user ID and press 'Next'.

Two input fields are shown, one above the other. The top field is labeled 'Customer ID' and the bottom field is labeled 'User ID'. Both labels are circled in red. The fields are currently empty.

... and tap Next.



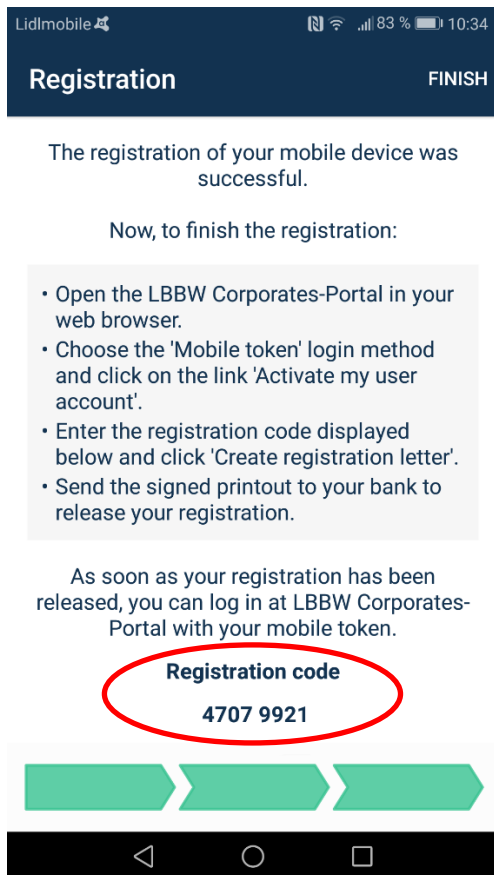
Please enter your customer ID and your user ID and press 'Next'.

TESTKUND

TESTUSER



6) The registration code will now be displayed.




7) Now open the Corporates-Portal in your browser, select the tab "LBBW Token" and click on "My user account is not active yet".

Corporates Portal


EBICS-Token

Mobile Token

Mobile
Please scan the graphic with your mobile device.



Desktop
Click to log in via LBBW Token.



LBBW Token

or

Access Code
Alternatively you can enter the access code on your device.

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- [🔗 My user account is not active yet.](#)
- [🔗 LBBW Token information and download](#)
- [🔗 Go to the demo mode.](#)
- [🔗 System Info](#)

8) On the next page, enter the registration code that is displayed in the LBBW Token.

User Registration

Introduction

With the registration code which is displayed in your mobile app you can create your registration letter now.

If you do not have a registration code yet please click here for more details.

Registration code and registration letter

Please enter the registration code provided by your mobile app and press 'Create registration letter' to create and display your registration letter.

Please print this registration letter, sign it and send it to your bank or your administrator. Subsequently your user account will be released and you will be able to log in to LBBW Corporates-Portal.

You can reprint the registration letter anytime via the login page.

Create registration letter

Cancel

9) Then click on "Create registration letter".

User Registration

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10) Click on Open...

User Registration

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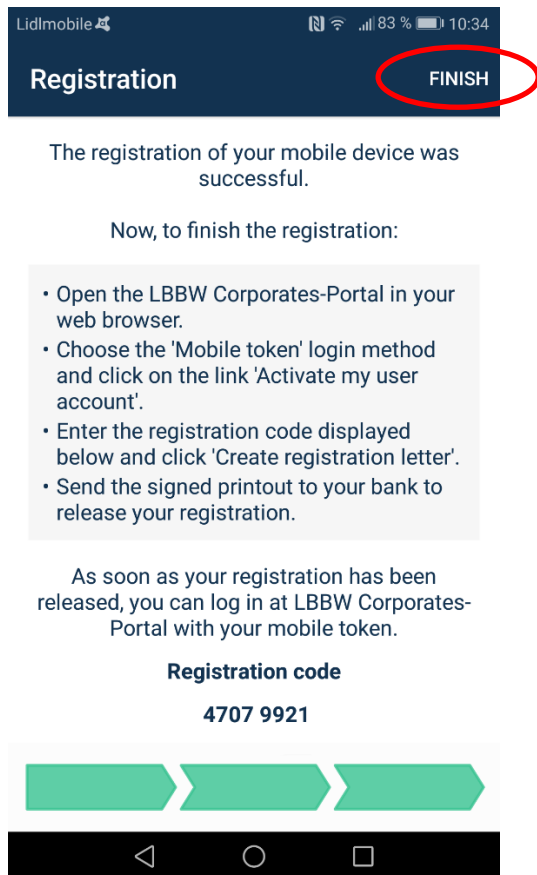
You can reprint the registration letter anytime via the login page.

[Reprint registration letter](#)

[Close](#)

Möchten Sie „Testuser_A1_per-Token_For-Mobile_INI_Letter_20190718.pdf“ von „test.lbbw-business.de“ öffnen oder speichern?

11) Finally, click Finish in the LBBW Token.



12) Sign the INI letter and send it to the LBBW
 (Mail: Electronic-Banking@LBBW.de, Fax: 0711 127-6696763).

13) After activation by the Landesbank Baden-Württemberg, you can log in the Corporates Portal.

If you encounter any problems during the process described, please check the following points:

- Is the browser up-to-date? Internet Explorer, Edge, Firefox or Google Chrome in the latest version is required
- Is the LBBW-Corporates.de page blocked? The page must be released in Browser/Firewall/Proxy-Server if necessary
- Is the INI letter not displayed? Please add the address LBBW-Corporates.de as exception to the popup settings and choose "Reprint INI letter".