



LBBW Corporates Portal

Instructions for changing access LBBW Token

Status: July 2023

Switching from mobile device to mobile device

These instructions describe the LBBW token switch between two mobile devices, if the old device is still available.

1. Open the LBBW Token App on the new device to be registered.
2. On the welcome page, tap "Continue".
3. You will be taken to the "Create key" page, where you can tap on "Start".
4. Enter the password you want to set twice and tap "Next".
5. Select between "Continue with password entry" or "Use biometric recognition" and tap "Next".
6. Tap "Finish" in your old login method, open the LBBW Token Mobile app on the old device.
7. Enter your password.
8. Log in to the Corporates portal with your browser on the old device.
9. Tap on the icon with the gearwheel for "Settings". After the tab opens, you will find the LBBW token device list under Security Options, which you tap.
10. Tap the "Unlock" icon in the list for your new device and confirm this with "Yes".
11. On the old device, authorize the device change in the app using your password.
12. Tap "Finish" in your old login method to then log in to the Corporates portal with the new device.

If your old device is no longer available

Contact the payment helpline, they will reset your access.

Phone no.: +49 711 127-46565
eb-helpline@LBBW.de

Change from EBICS token to mobile token

These instructions describe the change from EBICS token to LBBW Mobile Token.

1. Open the LBBW Token App on the new device to be registered.
2. On the welcome page, tap "Continue".
3. You will be taken to the "Create key" page, where you can tap on "Start".
4. Enter the password you want to set twice and tap "Next".
5. Select between "Continue with password entry" or "Use biometric recognition" and tap "Next".
6. Enter the customer ID and user ID.
7. Select "Migrate to this new device" and then tap "Next".
8. Log in to the Corporates portal with the Keybag.dat using your browser.
9. Tap on the icon with the gear for "Settings". After the tab opens, you will find the LBBW token device list under Security Options, which you tap.
10. Tap the "Unlock" icon in the list for your new device and confirm this with "Yes".
11. On the old device, authorize the device change with your password.
12. Click on "Finish" in your old login method and then log in to the Corporates portal with the new device.

If your old device is no longer available

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Change from LBBW Desktop Token to LBBW Mobile Token

This guide describes how to switch from LBBW Desktop Token to LBBW Mobile Token.

1. Open the LBBW Token App on the new device to be registered.
2. On the welcome page, tap "Continue".
3. You will be taken to the "Create key" page, where you can tap on "Start".
4. Enter the password you want to set twice and tap "Next".
5. Select between "Continue with password entry" or "Use biometric recognition" and tap "Next".
6. Enter the customer ID and user ID.
7. Select "Migrate to this new device" and then tap "Next".
8. Go to <https://www.LBBW-Corporates.de> via your browser and click on the "LBBW Token" tab. Then click on "Call app".
Confirm the corresponding message window of your browser and enter your password.
9. Tap on the icon with the gearwheel for "Settings". After the tab opens, you will find the LBBW Token device list under Security Options, which you tap.
10. Tap the "Unlock" icon in the list for your new device and confirm with "Yes".
11. On the old device, authorize the device change with your password.
12. Click on "Finish" in your old login method and then log in to the Corporates portal with the new device.

If your old device is no longer available

Contact the payment helpline, they will reset your access.

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