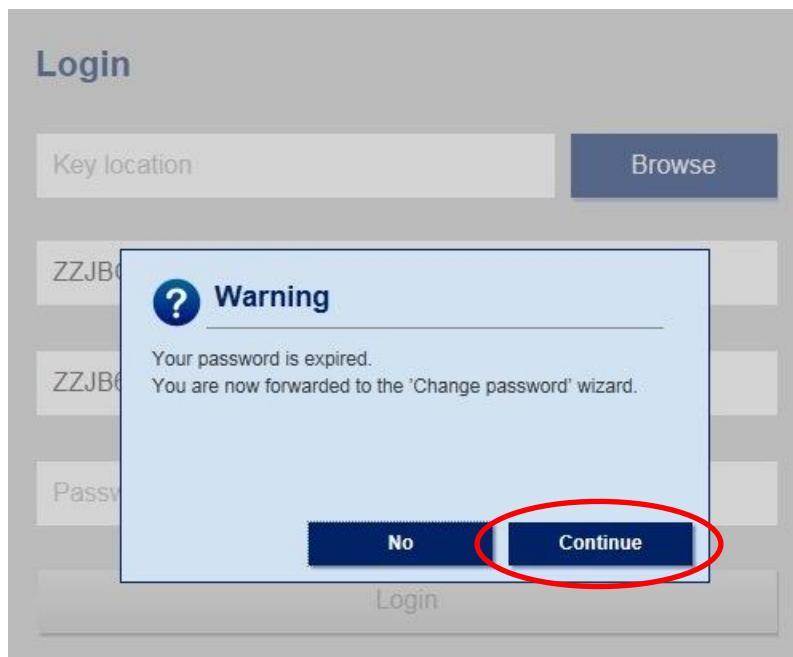


Login

# LBBW Business Portal - Password expired

Please perform the following steps:

1. After entering your login datas and clicking on "Login" the following message will be displayed. Click on "Continue".



2. Enter your previous password once and your new password twice. Please note the security restrictions. Then click on "Change password and download credentials".

Change credentials / Password

Password

\*\*\*\*\*

Please enter your personal password.

New password

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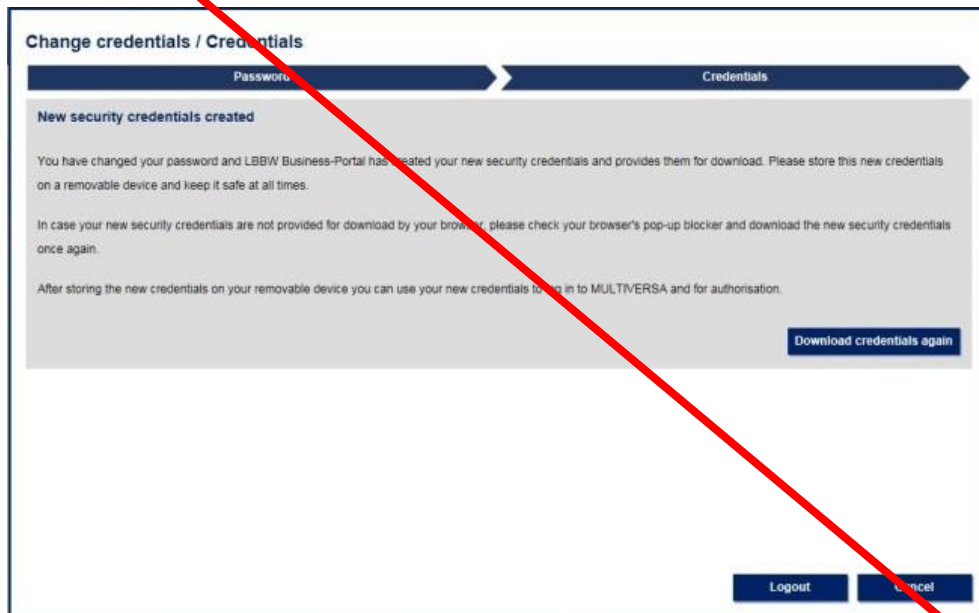
Please create your new password. The password has to meet at least the following security criteria:

- 1 upper-case character(s)
- 1 lower-case character(s)
- 1 numeric character(s)
- 8 to 20 character(s)

Please keep the security key and your personal password safe and do not share it with anyone.

Change password and download credentials Cancel

**3. Now you must store your new key file. To do this, select "Save as ...".**



#### **PLEASE NOTE**

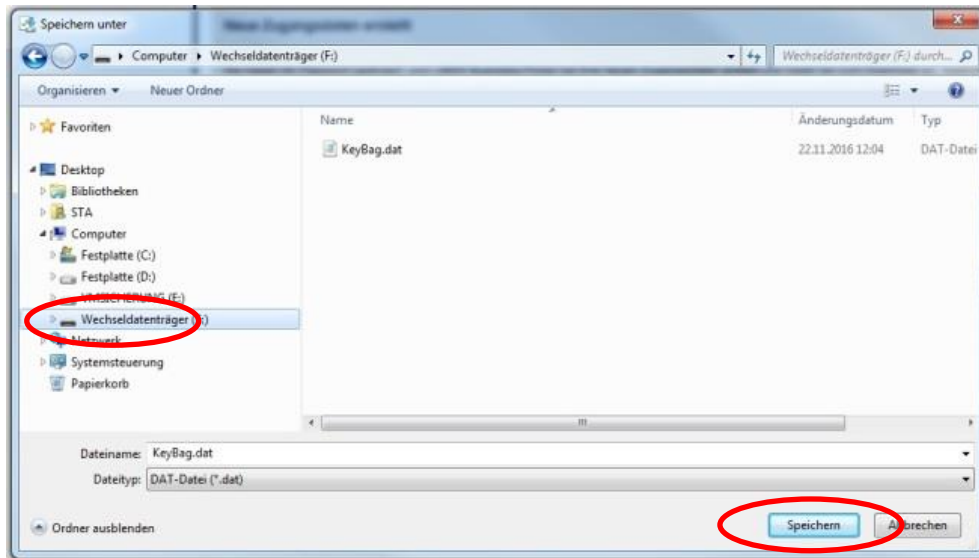
If the "Save as" option is not displayed, the new key file will be saved in the Downloads directory.

With the Internet Explorer browser, you will find this in the Windows Explorer under "Users", sub-folder "Downloads".

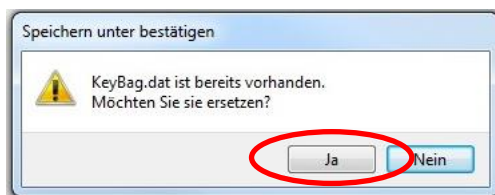
If this occurs, copy the key file "KeyBag.dat" into your previously chosen key place of storage (e.g. removable disk).

If you are not familiar with your Downloads directory, please contact your system administrator.

**4. Store your new key file on your key file location (e.g. removable disk) again.**



**5. As the old key file must be overwritten, confirm the ensuing warning by clicking on "Yes".**



#### **PLEASE NOTE**

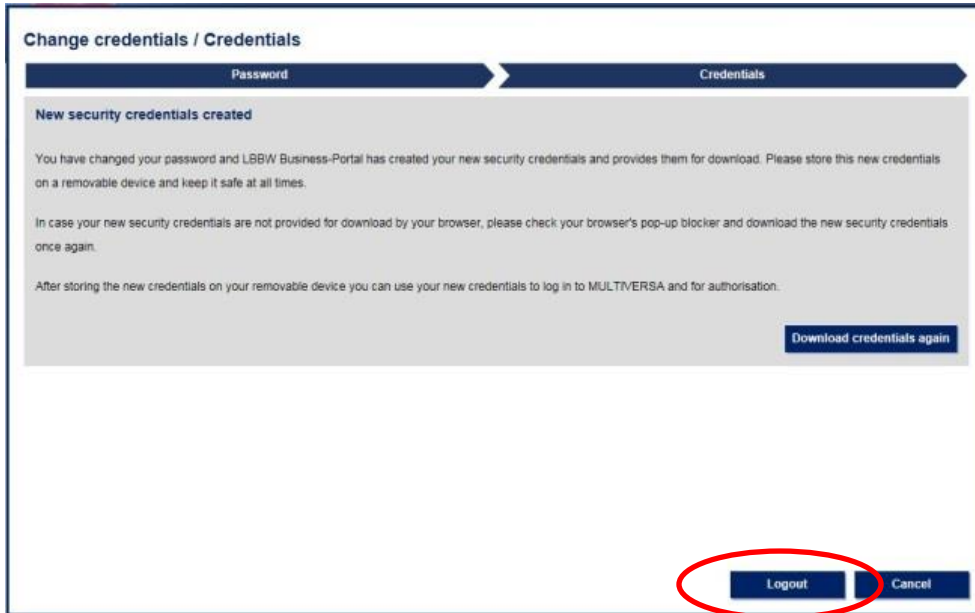
If the new key file is not filed in the directory you have selected, please check the standard Downloads directory of your browser.

With the Firefox and Chrome browsers, the key file is possibly saved in the central Downloads file, depending on the settings.

If this occurs, copy the key file "KeyBag.dat" into your previously chosen key place of storage (e.g. removable disk).

If you are not familiar with your Downloads directory, please contact your system administrator.

**6. After the new key file has been stored, click on "Logout". If you have any problems, you can store the key file again by clicking on "Download credentials again".**



**7. Now you can log in the Business-Portal again.**