



Kaiser Partner E-Banking

Initial registration

Please carry out the initial registration via Kaiser Partner E-Banking at <https://ebanking.kaiserpartner.bank>. Initial registrations via the Kaiser Partner Mobile Banking App are not supported.

Important note: We recommend protecting your mobile device or the Kaiser Partner MobileTAN app against unauthorised access, e.g. by means of a PIN query or biometric access protection.

Requirements: For the initial registration you need:

- The letter „**Contract number - Password**“ with your contract number and your initial password
- The „**MobileTAN activation code**“ letter with your MobileTAN activation cryptogram
- A mobile device (smartphone or camera-enabled tablet)
- A computer or second tablet with internet access

1 Download the free Kaiser Partner MobileTAN app from the official Apple App Store or Google Play Store to your mobile camera-enabled device (smartphone or tablet). You can find it in the corresponding store under the term „**Kaiser Partner MobileTAN**“.

2 Now log on to your computer via <https://ebanking.kaiserpartner.bank> with your contract number and personal password, which you received by letter.

The screenshot shows a login page titled "E-banking access". It features two input fields: "Contract number" and "Password". Below the password field is a blue "Login" button.

3 Now open the Kaiser Partner MobileTAN app and scan the activation cryptogram that we sent you in the separate „**MobileTAN activation code**“ letter.

Important note: Please note that the MobileTAN App must not be closed until step 7 is completed.

4 The app will now show you an activation code, which you can enter in the corresponding field and confirm with „**Login**“. Within the app, click on „**Next**“ at the bottom of the screen.

The screenshot shows a page titled "Cronto Activation Step 1". It contains the text: "To activate a Cronto device or app, please scan the cryptogram on your Cronto activation letter. Then enter the code displayed on your device in the response field below." Below this text is a field labeled "Code" with a horizontal line underneath it. At the bottom of the page is a blue "Login" button.

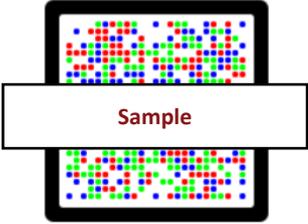
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- 5 A new cryptogram is now displayed in the browser. Scan this cryptogram with the app and enter the code that is displayed in the corresponding field.



Code

Device name (optional)

Register

Optionally, you can give the device you have just registered a personal device name. This is used as a display name in E-Banking and is not functionally relevant.

- 6 Your initial registration is completed with a click on „Register“.

Confirmation – Activation Successful

Congratulations, you have successfully activated a new Crono device.

Continue

- 7 You will now be asked to change the initial password. The password you set must contain at least one capital letter, one special character and one number. Set your new password and click on „Change password“. After clicking on „Next“ you will be redirected to set up the two-factor authentication.

Now you can use our Kaiser Partner Mobile Banking App on the device you have just registered.

Important note: For security reasons, the Kaiser Partner Mobile Banking App only works on mobile devices that have a registered Kaiser Partner MobileTAN App.

Support Intermediaries

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Support Private Banking

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