

Digipass guide

How to use your digipass



Activating your digipass

When you receive your digipass you will get a temporary PIN from us. Start by changing this code.

1. Press the arrow key

The word PIN will appear in the window together with a field for the code. (If the word FAIL appears, press the arrow key once again.)

2. Enter the PIN you have received from us

The words NEW PIN will appear in the window together with a field for four digits.

3. Enter your new four-digit PIN

PIN CONF will now appear in the window together with a field for four digits. (You can erase an incorrect digit by using the arrow key.)

4. Re-enter your new PIN

NEW PIN CONF will now appear in the window. After a few seconds you will see the word APPLI.

You can now start to use your digipass.

Logging in to C&I Online

Each time you log in you will need a random, once-only code produced by your digipass. This is a unique, secret encryption that ensures only you, with both the digipass and PIN, can log in.

1. Fill in your personal ID

Enter all six characters, without spaces or hyphens.

2. Identify with your digipass

Use your digipass to create a six-digit signature. Instructions will appear on the screen.

Logging out of C&I Online

When you have completed your banking transactions, click on 'Logga ut'. As an extra safety precaution, you will automatically be logged out of C&I Online if it has been idle for 59 minutes.

How to change your PIN

1. Press the arrow key

The word PIN will appear in the window together with a field for four digits. (If the word FAIL appears, press the arrow key once again.)

2. Enter your PIN

The word APPLI will appear in the window.

3. Keep the arrow key pressed for more than two seconds

The words NEW PIN will appear together with a field for four digits.

4. Enter your new PIN

PIN CONF will now appear in the window together with a field for four digits. (You can erase an incorrect digit by using the arrow key.)

5. Re-enter your new PIN

NEW PIN CONF will now appear in the window. After a few seconds you will see the word APPLI.

Tips

If the digipass becomes locked

Your digipass may become locked for different reasons; for example, if you have entered the incorrect code three times consecutively (in this case the words LOCK PIN will appear in the window.)

Changing your digipass

Hand in your old digipass to SEB. We will see to it that it is disposed of in an environmentally friendly manner.

The battery may not be replaced

If the battery begins to run down, the text bAtt 5 will first appear in the window. The digit will then count down. When the digit has reached 0, it means the battery is dead. After this has happened DISABLE4 will appear in the window. Contact SEB as soon as you see "bAtt" in the window. By doing so, you can receive a new digipass before the old one ceases to work.

Block a Digipass

We will help you to block your Digipass if it has been stolen or in any other way is missing. If you have lost your Digipass or if you suspect that it is stolen, please contact your SEB contact person during office hours (08.00-18.00 CET). After office hours you can call +46 31 712 05 20. They will assist you in blocking your Digipass.

In order to receive a new Digipass, please call your SEB contact person.

Please contact SEB if you have any questions

Your SEB contact person will assist you during office hours (08.00-18.00). All other time you can call +46 31 712 05 20 and we will help you with your digipass questions.

Remember, your digipass acts as your identification on the internet. Treat it as a valuable document.

The SEB logo consists of the letters 'S', 'E', and 'B' in a bold, white, sans-serif font, each enclosed in a vertical rectangular box. The boxes are arranged horizontally and overlap slightly.