Deutsche Bank

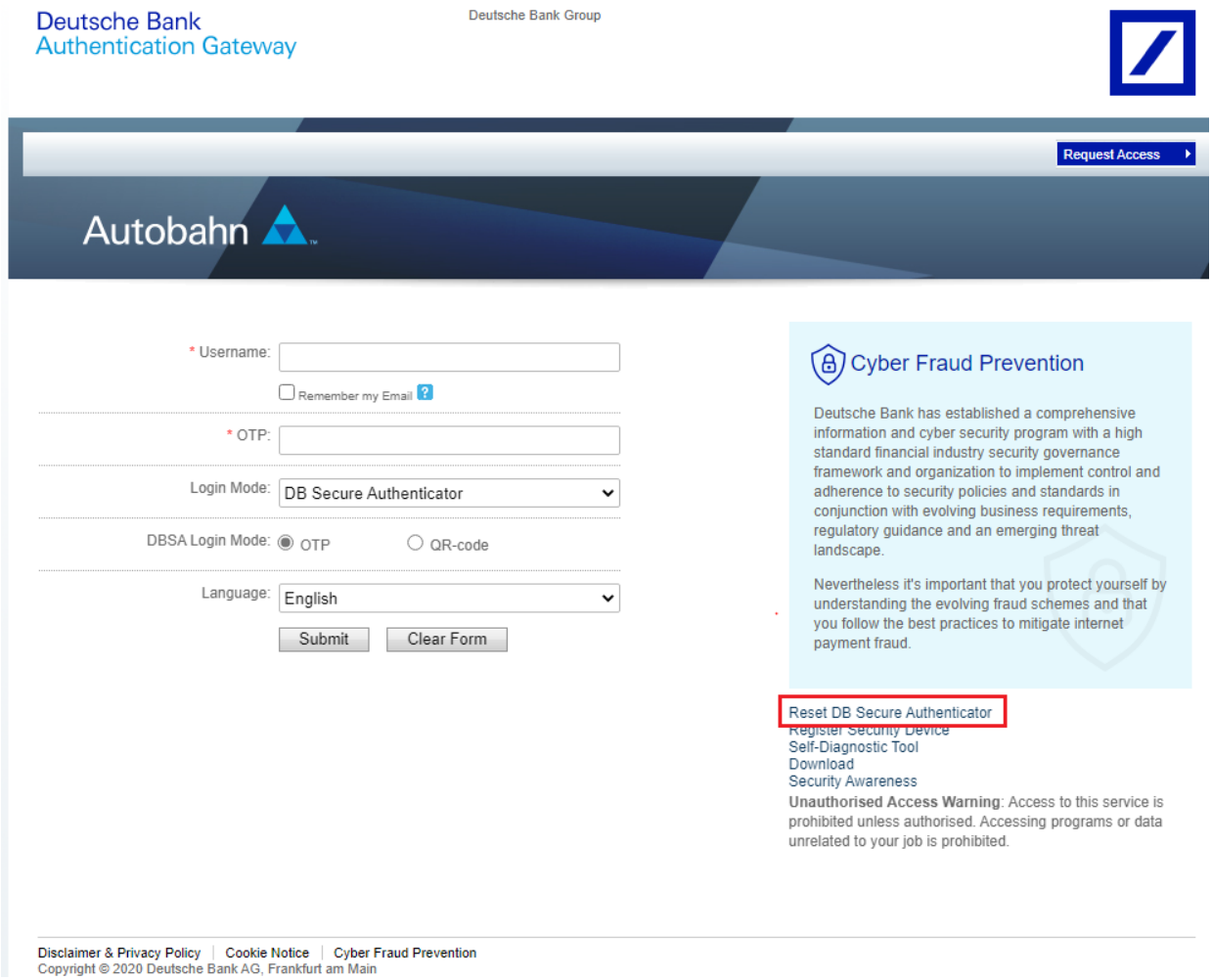
Deutsche Bank Secure Authenticator

Helpdesk User Guide – DBSA PIN Reset

Document Version: 1.0

1. Soft token PIN Reset

Step 1: Go on WebSSO/Autobahn/Toolbar and click on "Reset DB Secure Authenticator"



Step 2: Insert the Username and click on "Submit"

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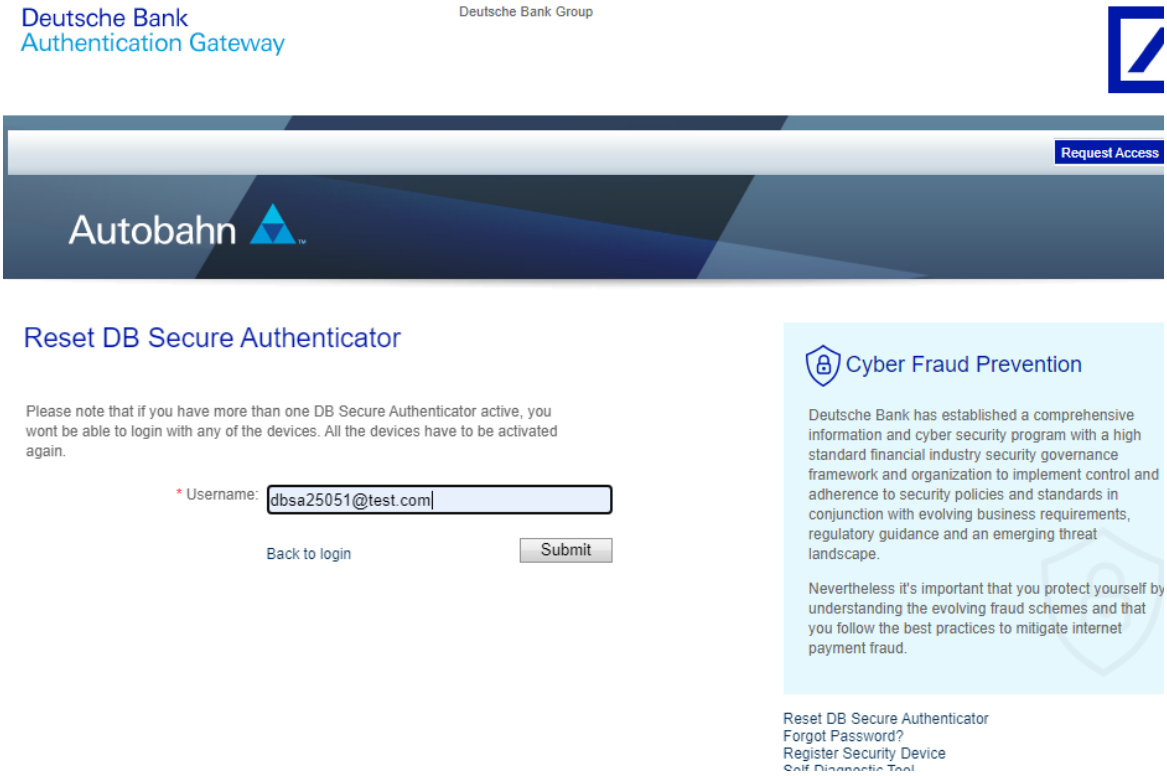
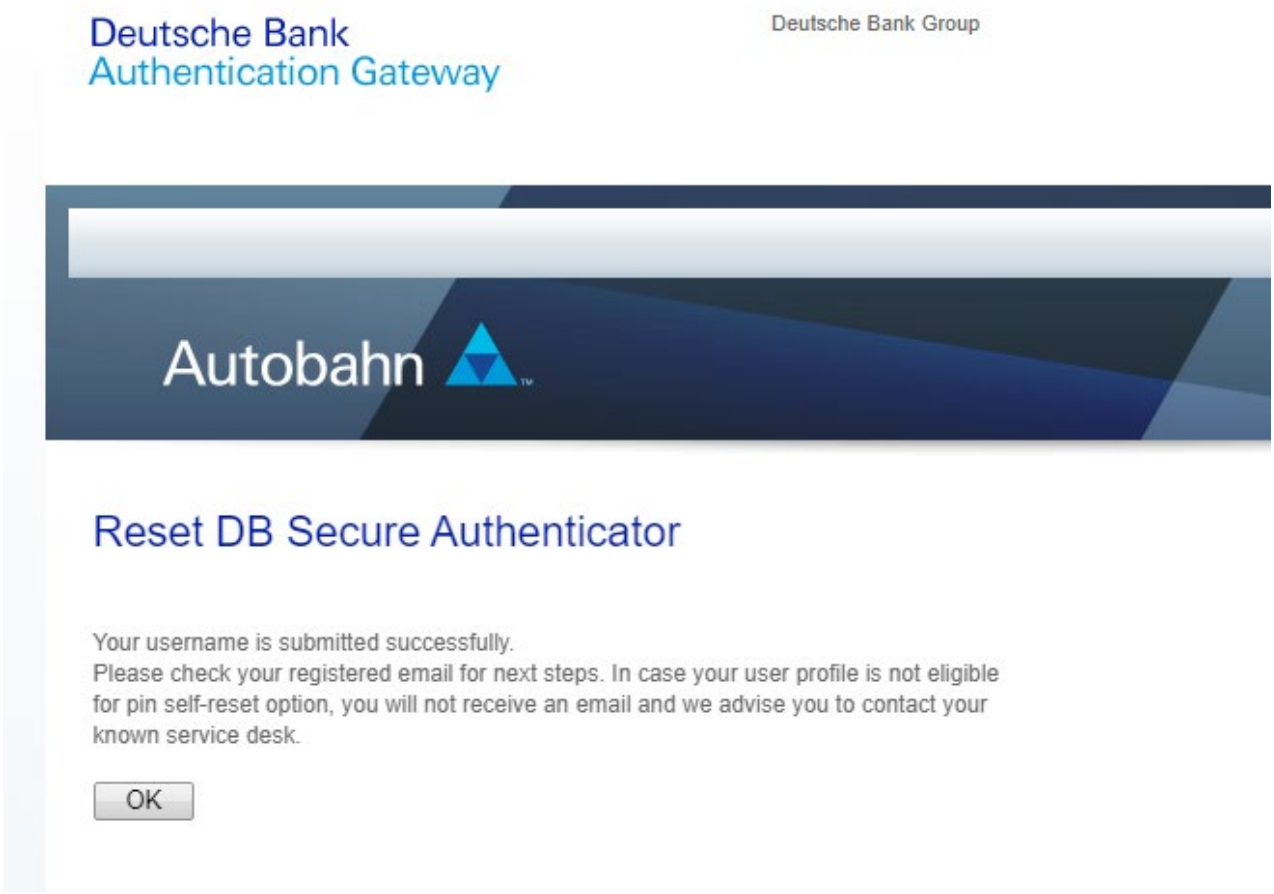


Step 3: Press "OK" and you will now receive an email



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Step 4: Open the email and press “Yes, I confirm”

Dear dbsa 12051,

We have received a request to reset your DB Secure Authenticator which was being used for username dbsa12051@test.com. Was this request sent by you? If so please confirm by clicking the button below so that we can proceed further.

Please note that if you have more than one DB Secure Authenticator active; you won't be able to login with any of the devices. All the devices have to be activated again.

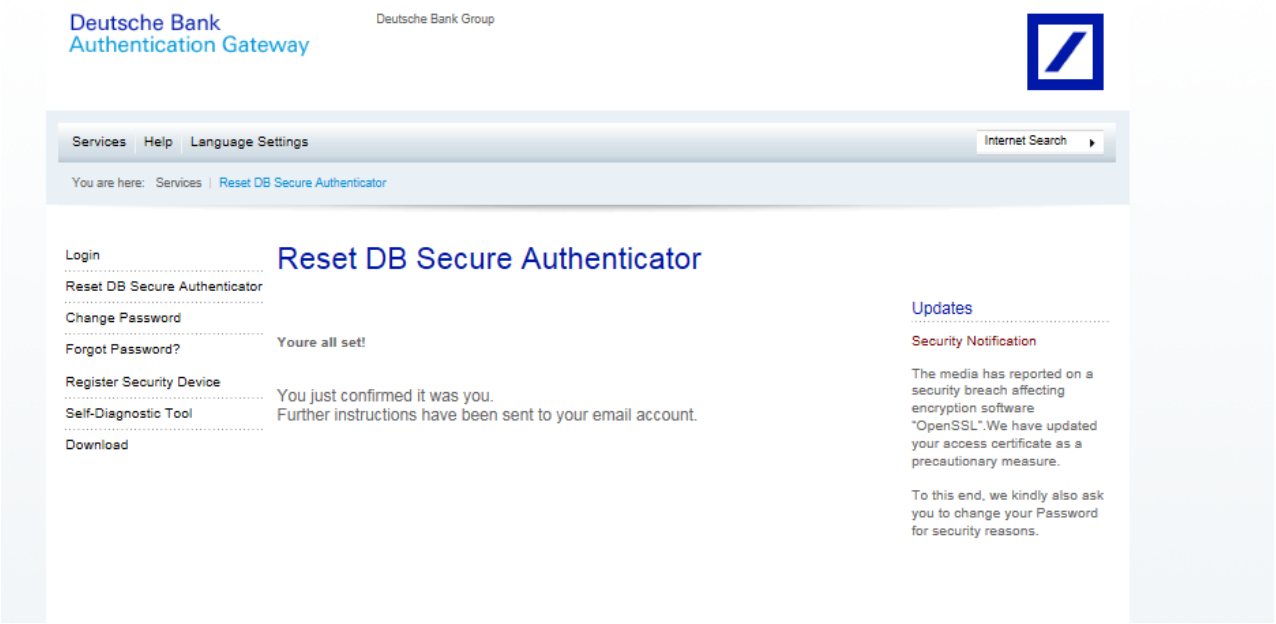
Yes, I confirm

Please contact service desk if you did not request for pin reset.

Kind Regards,

Autobahn App Market Support

Step 5: WebSSO will open automatically and you will receive a new email again



Step 6: Open the email and follow the steps in the email

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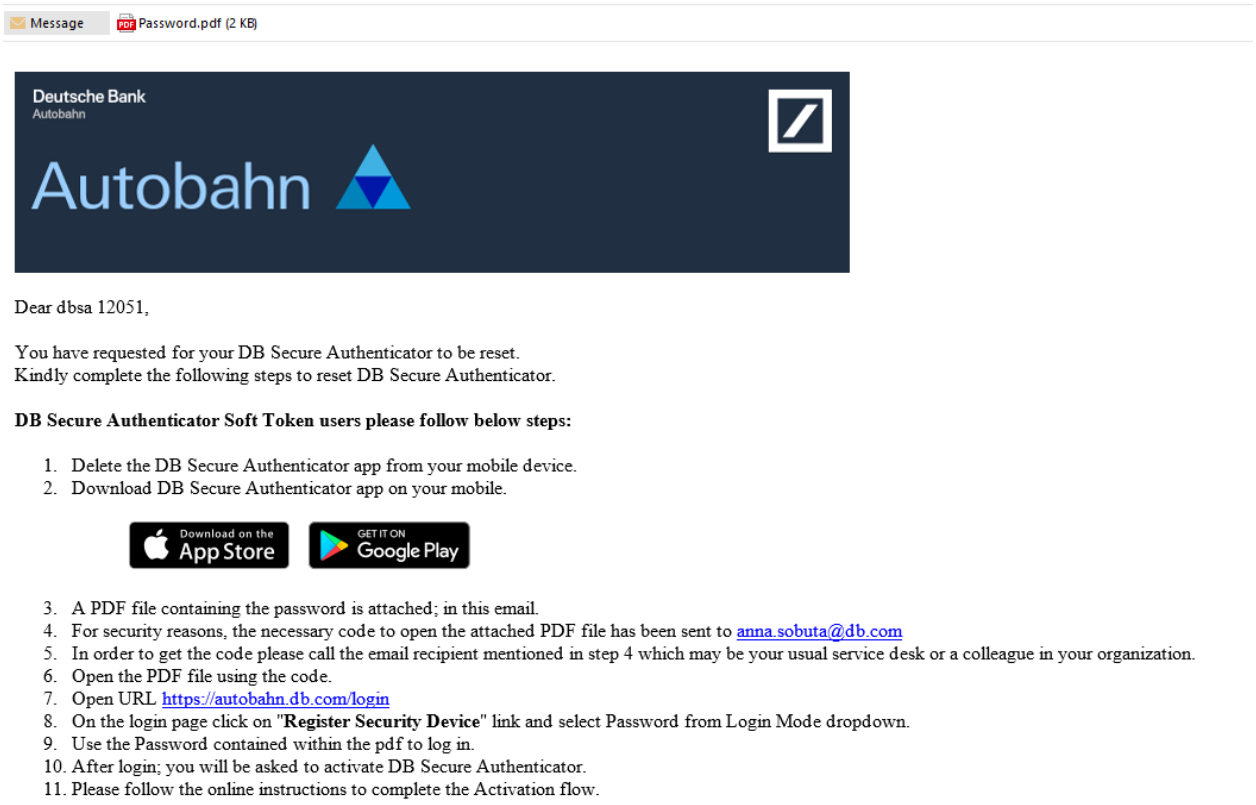

Message Password.pdf (2 KB)

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Dear dbsa 12051,

You have requested for your DB Secure Authenticator to be reset.
Kindly complete the following steps to reset DB Secure Authenticator.

DB Secure Authenticator Soft Token users please follow below steps:

1. Delete the DB Secure Authenticator app from your mobile device.
2. Download DB Secure Authenticator app on your mobile.

Download on the App Store GET IT ON Google Play

3. A PDF file containing the password is attached; in this email.
4. For security reasons, the necessary code to open the attached PDF file has been sent to anna.sobuta@db.com
5. In order to get the code please call the email recipient mentioned in step 4 which may be your usual service desk or a colleague in your organization.
6. Open the PDF file using the code.
7. Open URL https://autobahn.db.com/login
8. On the login page click on "**Register Security Device**" link and select Password from Login Mode dropdown.
9. Use the Password contained within the pdf to log in.
10. After login; you will be asked to activate DB Secure Authenticator.
11. Please follow the online instructions to complete the Activation flow.

The passphrase to open PDF must be provided to the customer in a secure manner and this secure manner must exclude sending to the customers email account. **Why**: this is to ensure two distinct channels are employed to fulfil the 2factor security standard limiting the risk of identity theft.

Step 7: To activate account follow standard procedure, which can be found in link below:

https://autobahn.db.com/autobahn/guides/index.html

Login Experience –> DB Secure Authenticator -> Mobile App Activation (starting from Step 5)

2. Hard token PIN Reset -Not ready to be offered by DB China

Step 1: In order to reset Password for Hard token Device please follow steps 1-6 from section above Soft Token PIN Reset.

Step 2: Before the account can be activated Hard Token device need to be reset by entering incorrect PIN 3 times

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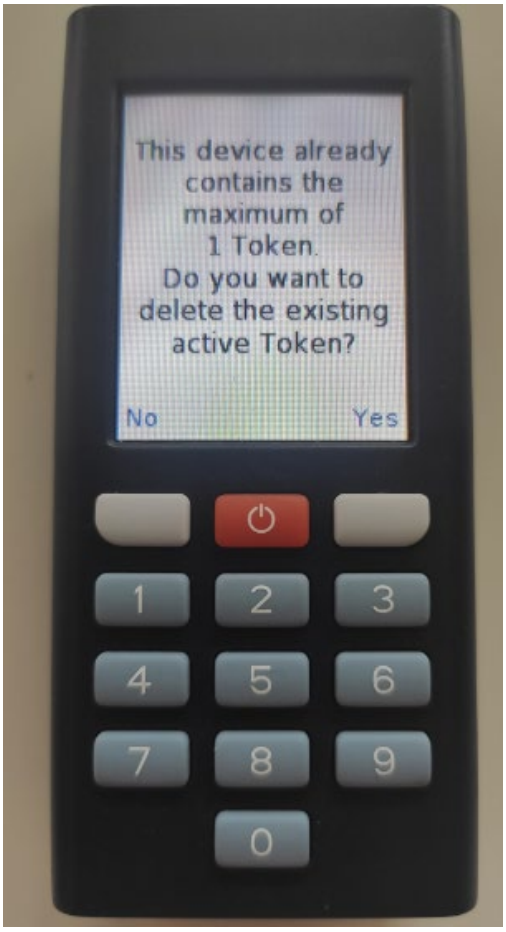

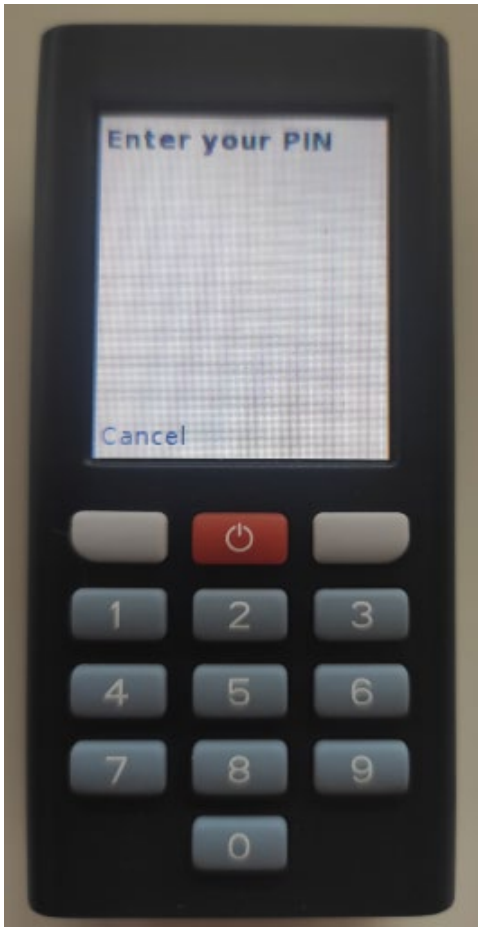

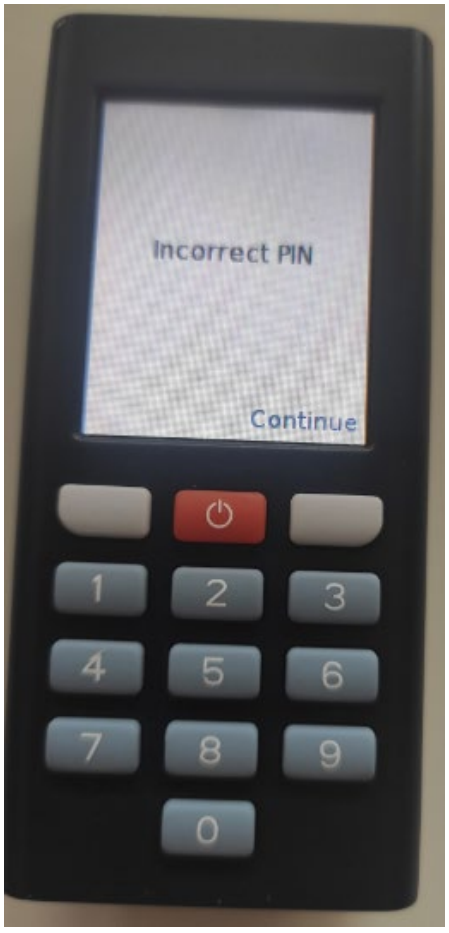

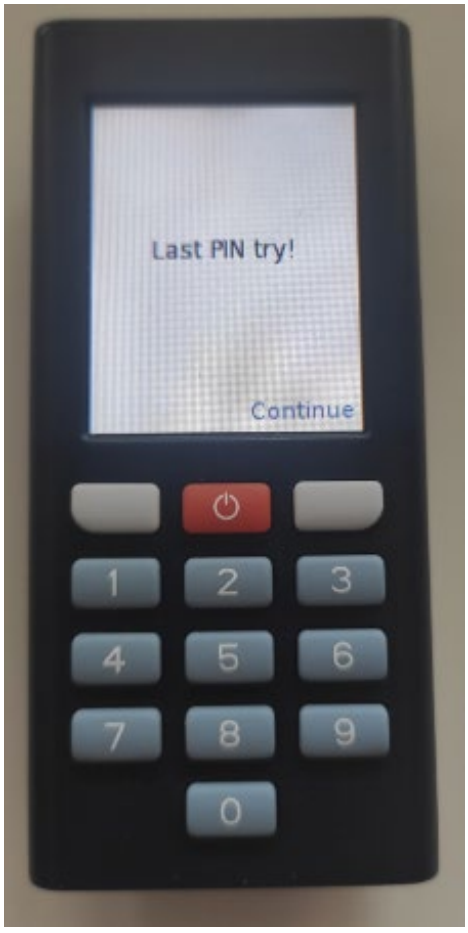

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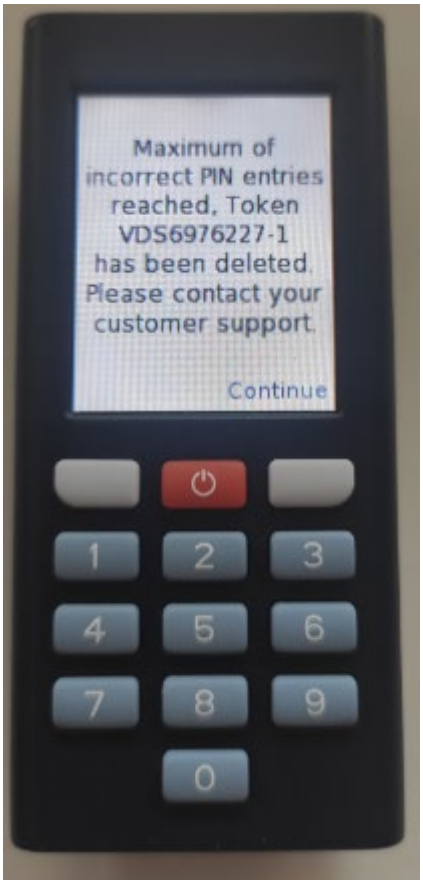

Step 3: After the old token is deleted, new PIN can be setup.

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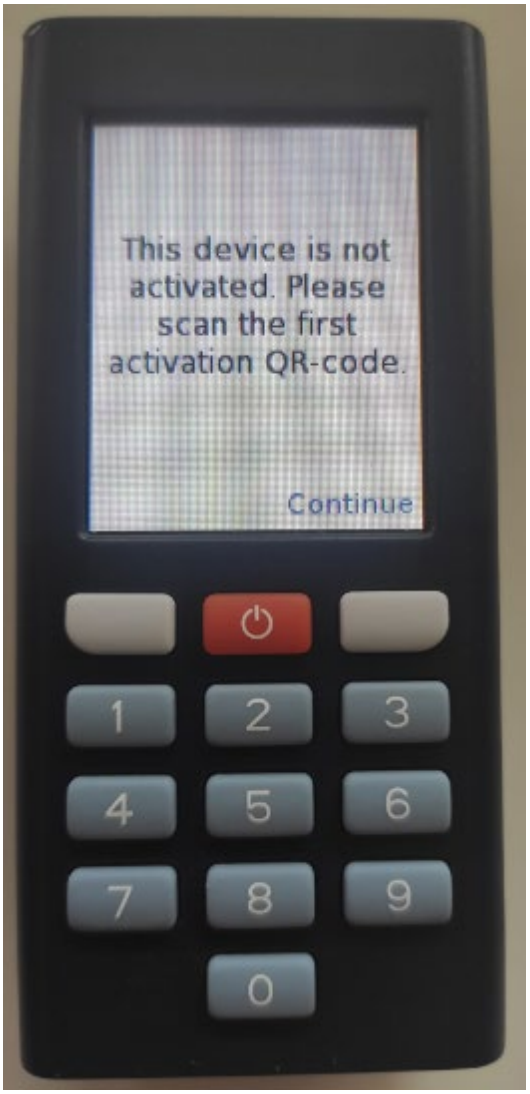

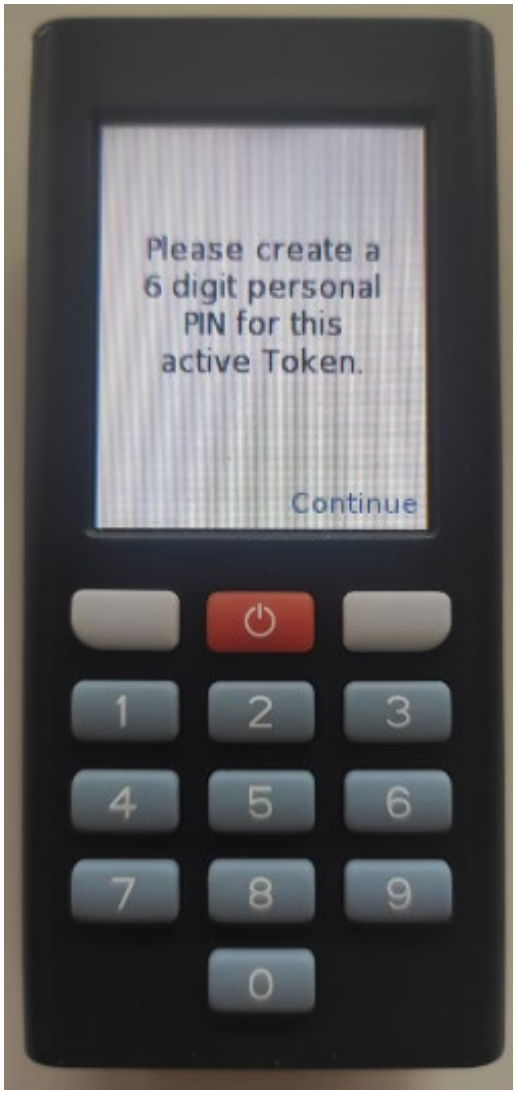

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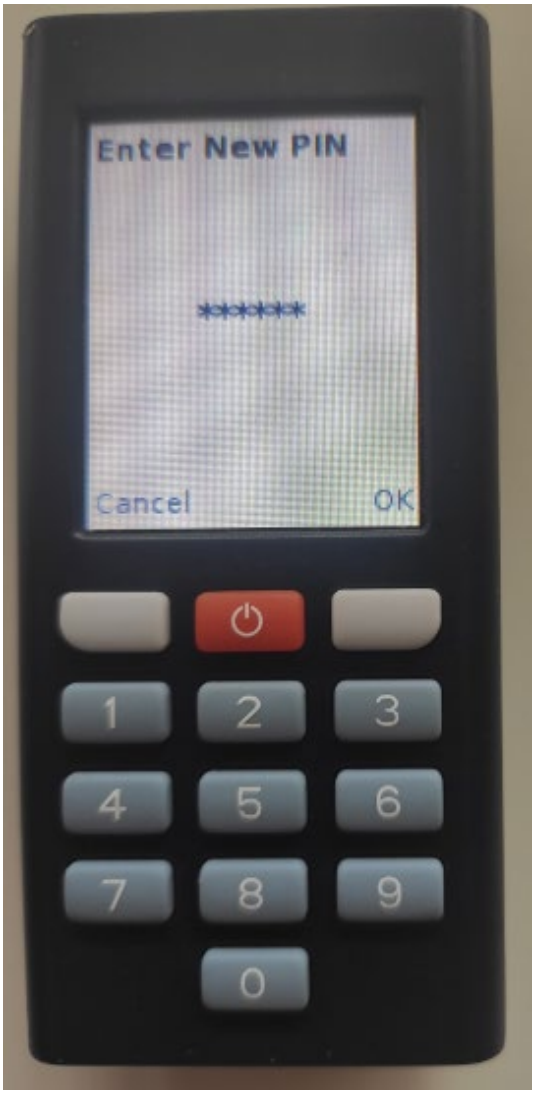

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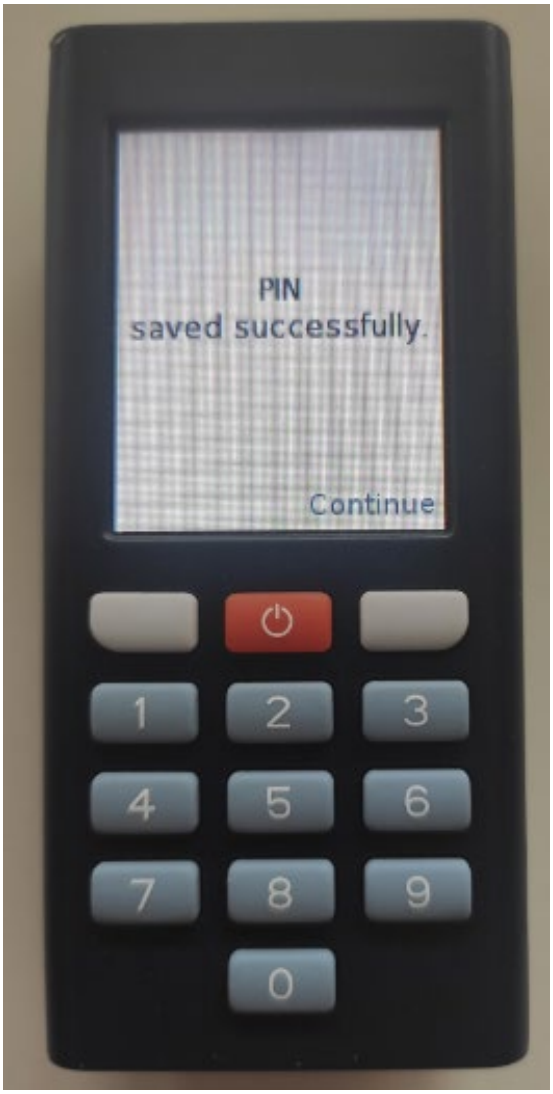

Step 4. Once new PIN is setup activation process can be completed following steps from procedure available under link below:
https://autobahn.db.com/autobahn/guides/index.html

Login Experience –> DB Secure Authenticator -> Hardware Token Activation (starting from step 3).

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