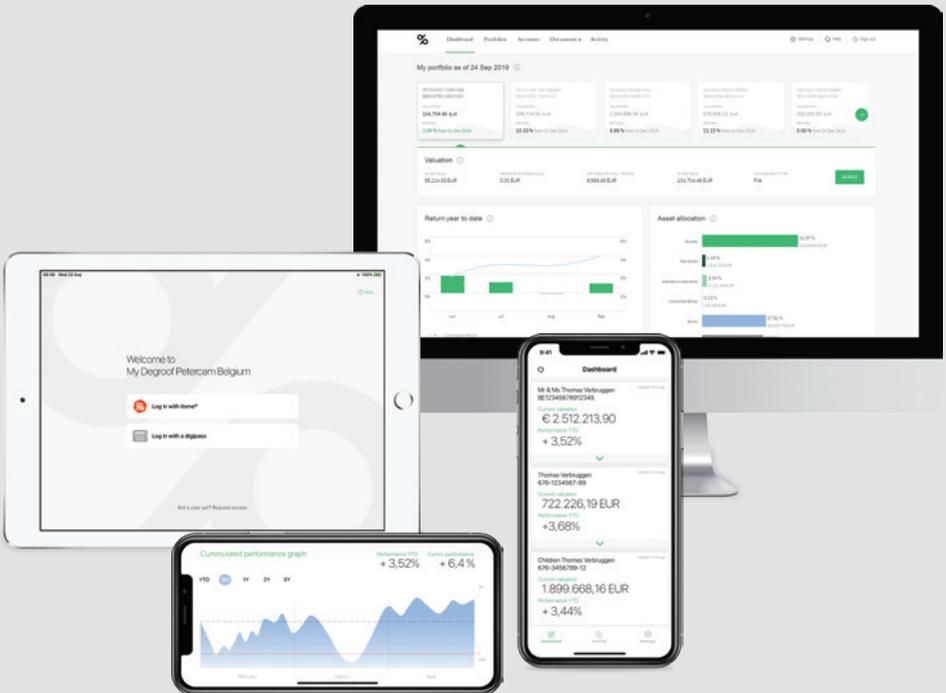


# Welcome to My Degroof Petercam



# Connecting to My Degroof Petercam for the first time using a mobile device

The My Degroof Petercam application is available for Apple (iPad or iPhone) and Android (smartphone).

This brochure is aimed at My Degroof Petercam users who log in with a digipass. It is, however, also possible to log in with itsme®. **On page 16 you can read how to get started with itsme®.**



Do you want to login with your computer? Go to page 8 for more information.

## 1 Your digipass and its serial number

### If you are using your digipass for the first time:

In order to ensure that your access is secured and that your data is effectively encrypted, My Degroof Petercam requires the use of a digipass.

This digipass allows you to generate a unique identification code or an electronic signature. These codes are referred to as “dicode” or “signature” in this manual and in all related applications.



You have received your digipass and serial number (10 digits: xx-xxxxxx-x) in the letter accompanying your digipass.

This number is associated with your identification as a client of Degroof Petercam. Please therefore check that this number is identical to the one that appears on the back of your digipass.



*If these serial numbers are not identical, please contact Digital Care.*

# 2 Initialise your digipass

## If you are using your digipass for the first time:

First, you will have to create a personal PIN code in order to be able to use your digipass. To do this:

- 1 Activate the digipass by pressing **OK** during a couple of seconds.
- 2 The screen of your digipass will light up and the message **WELCOME** will appear, followed by **1. LOGIN**.
- 3 Press the **OK** button. **NEW PIN ?** will appear on the screen.
- 4 Choose a personal PIN code (combination of 5 digits, avoiding combinations that are too easy to guess, e.g 11111 or 12345 and so on).

*Please note that you should not write your PIN code down, as it has to remain secret.*

*You have to memorize it, as it is essential to be able to use your digipass.*

- 5 Enter your PIN code using the digit keys on the digipass. An asterisk is displayed each time you enter a PIN code number. Validate the code by pressing **OK**.
- 6 **CONFIRM PIN** will appear on the screen. Re-enter the PIN code that you have chosen to confirm your choice. Press **OK** to validate it.

*If you do not enter the same PIN code as in the previous step, a **NOT EQUAL !** message will appear and the digipass will restart the process at the previous step.*

- 7 A **PIN OK** message will confirm that your PIN code has been accepted. Your digipass is now ready to use with the PIN code that you have created.

*Please note that you are the only person that is allowed to use it.*

# 3 Download the application



Download My Degroof Petercam from the App Store or Google Play. The My Degroof Petercam app is available for Apple (iPad and Iphone) and Android (smartphone).

Search for **My Degroof Petercam Mobile BE**. Download and install the app.

# 4 Enter your access codes



**If you are logging in for the first time, please enter your email address and your digicode as follows:**

- 1** Enter your email address: this is your personal email address.  
*Despite our efforts to update this address in our database, it is possible that the address you have just entered does not match the one in our system. In this case, please contact Digital Care.*
- 2** Click **NEXT**.
- 3** Enter a digicode: this is the identification code generated by your digipass.
- 4** Click **LOG IN**.

To generate this digicode, please proceed as follows:

- 1 Activate your digipass by pressing **OK** during a couple of seconds.
- 2 The screen of your digipass will light up and the message **WELCOME** will appear, followed by **1. LOGIN**.
- 3 Select the **LOGIN** mode by pressing **OK**.
- 4 Enter your **PIN CODE** and validate it by pressing **OK**.  
You successfully generated a digicode.

# 5 Activate your digipass

**Only if you have not activated your digipas yet:**

By clicking the **LOG IN** button, you will automatically receive an 8-digit activation code via SMS.

Enter the code received in the appropriate field.

*Please note that this activation code will expire after one hour. After this one-hour period, simply click **Resend SMS** to obtain a new code.*

If you do not receive an SMS within a few minutes, it is because we do not have your mobile number. In this case, please contact Digital Care.

# 6

## Choose a secret code

Choose a secret code composed of 6 digits and confirm it. You will no longer need your digipass to log in subsequently once you have confirmed your secret code.

### A few rules:

- Your code must be composed of 6 digits. Only digits are authorized. Other characters are not accepted.
- Your secret code cannot consist of six identical digits (for example 111111) or a list (567890 or 987654).



You can also activate Touch ID (fingerprint recognition) or Face ID (facial recognition) if your device supports this functionality. You can either activate this option now or later in the menu on top.

# 7

## Accept the terms and conditions

### Only if you have not accepted the terms and conditions yet:

This consultation service requires that you accept the terms and conditions.

To do this, check the appropriate box.

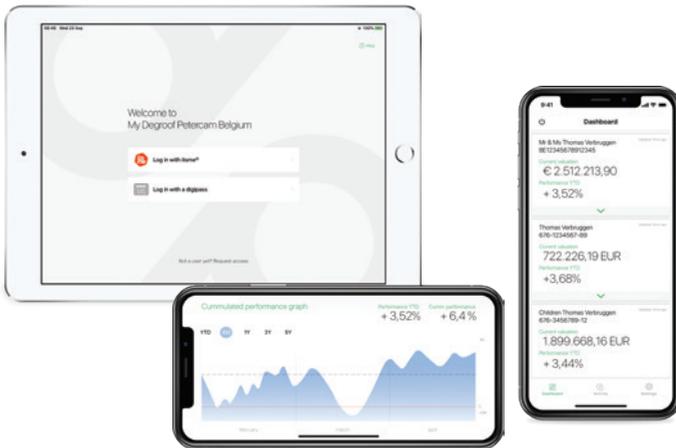
*If new features appear, you might be prompted to tick this box once again.*

# 8 Finalise your activation

To enter the platform, your electronic signature is required. To do this, use your digipass and follow the steps that are displayed on the screen.

# 9 Welcome to My Degroof Petercam

To log out securely: click **Log out** in the menu.



## WHAT HAPPENS DURING YOUR NEXT CONNECTION?

Upon your next connection using your mobile device, simply enter your secret code or enter by fingerprint or facial recognition!

# Connecting to My Degroof Petercam for the first time using a computer

This brochure is aimed at My Degroof Petercam users who log in with a digipass. However, you can also log in with itsme®. On page 16 you can read how to get started with itsme®.



You would like to access the app from your mobile device (iPhone, iPad or Android smartphone)? Go to page 2.

## 1 Your digipass and its serial number

### If you are using your digipass for the first time:

In order to ensure that your access is secured and that your data is effectively encrypted, My Degroof Petercam requires the use of a digipass.

This digipass allows you to generate a unique identification code or an electronic signature. These codes are referred to as “digicode” or “signature” in this manual and in all related applications.

You have received your digipass and serial number (10 digits: xx-xxxxxxx-x) in the letter accompanying your digipass.

This number is associated with your identification as a client of Degroof Petercam. Please therefore check that this number is identical to the one that appears on the back of your digipass.



*If these serial numbers are not identical, please contact Digital Care.*

# 2 Initialise your digipass

## If you are using your digipass for the first time:

First, you will have to create a personal PIN code in order to be able to use your digipass. To do this:

- 1 Activate the digipass by pressing **OK** during a couple of seconds.
- 2 The screen of your digipass will light up and the message **WELCOME** will appear, followed by **1. LOGIN**.
- 3 Press the **OK** button. **NEW PIN ?** will appear on the screen.
- 4 Choose a personal PIN code (combination of 5 digits, avoiding combinations that are too easy to guess, e.g 11111 or 12345 and so on).

*Please note that you should not write your PIN code down, as it has to remain secret.*

*You have to memorize it, as it is essential to be able to use your digipass.*

- 5 Enter your PIN code using the digit keys on the digipass. An asterisk is displayed each time you enter a PIN code number. Validate the code by pressing **OK**.
- 6 **CONFIRM PIN** will appear on the screen. Re-enter the PIN code that you have chosen to confirm your choice. Press **OK** to validate it.

*If you do not enter the same PIN code as in the previous step, a **NOT EQUAL !** message will appear and the digipass will restart the process at the previous step.*

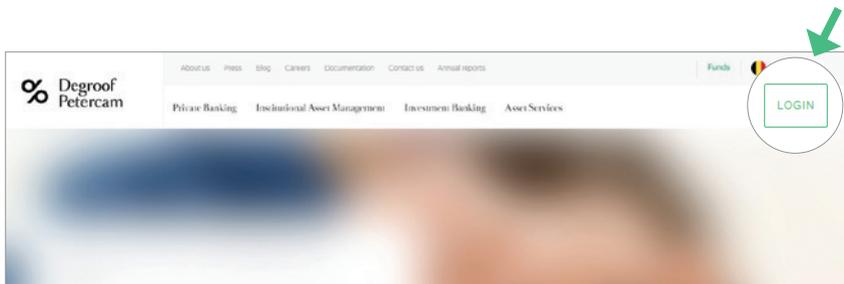
- 7 A **PIN OK** message will confirm that your PIN code has been accepted. Your digipass is now ready to use with the PIN code that you have created.

*Please note that you are the only person that is allowed to use it.*

# 3 Go to My Degroof Petercam

Access this page by going to [www.degroofpetercam.be](http://www.degroofpetercam.be).

Click **LOG IN** in the upper right corner.



*You are able to change the language at any time by clicking the language button in the upper right corner.*

# 4 Enter your access codes



- 1 Fill in your email address: this is your personal email address.

*Despite our efforts to update this address in our database, it is possible that the address you have just entered does not match the one in our system. In this case, please contact Digital Care.*

- 2 Fill in a Digicode: the 8-digit identification code generated by your digipass.
- 3 Click **LOG IN**.

## To generate this digicode, please proceed as follows:

- 1 Activate your digipass by pressing **OK** during a couple of seconds.
- 2 The screen of your digipass will light up and the message **WELCOME** will appear, followed by **1. LOGIN**.
- 3 Select the **LOGIN** mode by pressing **OK**.
- 4 Enter your **CODE PIN** and validate it by pressing **OK**. You successfully generated a digicode.

# 5 Activate your digipass

**Only if you have not activated your digipass yet:**

By clicking the **LOG IN** button, you will automatically receive an 8-digit activation code via SMS.

Enter the code received in the appropriate field.

*Please note that this activation code will expire after one hour. After this one-hour period, simply click **Resend SMS** to obtain a new code.*

If you do not receive an SMS within a few minutes, it is because we do not have your mobile number. In this case, please contact Digital Care.



# 6 Accept the terms and conditions

**Only if you have not accepted the terms and conditions yet:**

This consultation service requires that you accept the terms and conditions.

Tick the appropriate box to accept the terms and conditions.

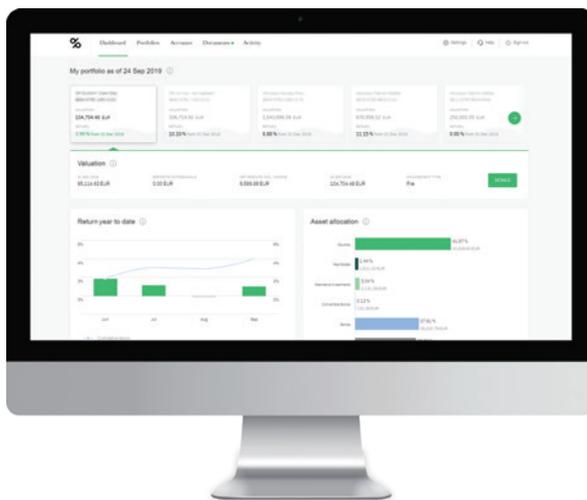
*If new features are developed, you might be prompted to tick this box again.*

# 7 Finalise your activation

To enter the platform, you will need an electronic signature. To do so, use your digipass and follow the steps that are displayed on the screen.

# 8 Welcome to My Degroof Petercam!

To log out securely: click **Log out** in the upper right corner of the screen.



## WHAT HAPPENS DURING YOUR NEXT CONNECTION?

Upon your next connection, all you need to do is navigate to the My Degroof Petercam access page, and enter the following:

- your email address in the **Email address** field
- the newly generated identification code generated using your digipass in the **Digicode** field

# Login to My Degroof Petercam without digipass? Yes, with itsme®!



My Degroof Petercam supports itsme®. As this login method may also be of interest to you, we will briefly explain how to get started with itsme®.

## No itsme® profile yet?

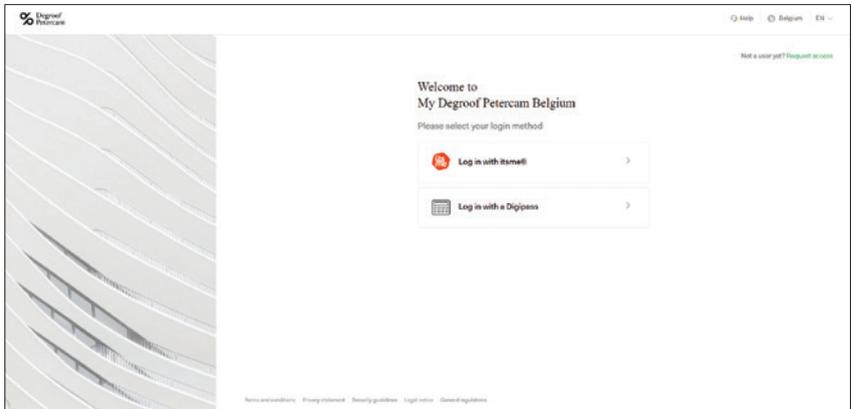
- 1 **Install itsme® on your smartphone.** Download itsme® from the App Store for iOS or Google Play for Android. Or scan the QR code at the bottom of this page.
- 2 **Open itsme®** on your smartphone and enter your mobile phone number.
- 3 **Link your Belgian eID** to your itsme® profile. If you are a client at one of the participating main banks, you can identify yourself directly in itsme®. Otherwise, upload your electronic identity card first from a computer equipped with a smartcard reader. You only have to perform this procedure once: simply follow the easy steps appearing on the screen.
- 4 **Choose a PIN code** to open itsme®. The application also supports fingerprint and facial recognition as login method.
- 5 **Log in to My Degroof Petercam** with itsme®. When the application asks your permission to link your itsme® profile to My Degroof Petercam, click Approve.

**Again, you only have to do this once!**

## Already an itsme® profile?

Perfect. You are now ready to connect to My Degroof Petercam.

To do so, go to [www.degroofpetercam.com](http://www.degroofpetercam.com), click on **LOGIN** in the top right corner and choose **LOGIN WITH ITSME®**. Then simply follow the instructions that appear on the screen to establish your secure connection. And you're ready!



Scan the QR code with your smartphone to download the app.



App-store



Google Play

# Digital Care is at your disposal

Digital Care will answer all of your questions and will assist you in resolving any technical problem that you may encounter, such as getting connected, issues with your digipass, forgetting your PIN code, loss or theft of your digipass, and so on.

## **By phone:**

0800 20 216 (or +32 2 662 85 55 if you are outside Belgium)

## **By email:**

[digitalcare@degroofpetercam.com](mailto:digitalcare@degroofpetercam.com)

From Monday to Friday: 8am – 6pm

## **For issues related to itsme®:**

Itsme® Helpdesk: 02 657 32 13

Contact form available on their website

<https://www.itsme.be>

*Please contact your relationship manager with any questions that relate to your portfolios or accounts.*