



Step-by-step guide on how to log into Autobahn to access dbWelcome

Deutsche Bank

Welcome to our guide on how to log into Autobahn to access dbWelcome. This guide will provide you with a detailed, step-by-step process to ensure a smooth and secure login experience. Whether you are a new user or need a refresher, this guide will help you navigate through the necessary steps to access dbWelcome efficiently.

Two-factor authentication (2FA)

To access Autobahn, Deutsche Bank utilizes two-factor authentication (2FA) for enhanced security. Two-factor authentication is a crucial security measure that adds an extra layer of protection to your online accounts. By requiring two forms of verification typically something you know (like a password) and something you have (like a mobile device or hardware token) - 2FA significantly reduces the risk of unauthorized access. Implementing 2FA helps safeguard sensitive information, prevents identity theft, and enhances overall security, making it an essential practice for online activities.

How to utilise Two-Factor Authentication

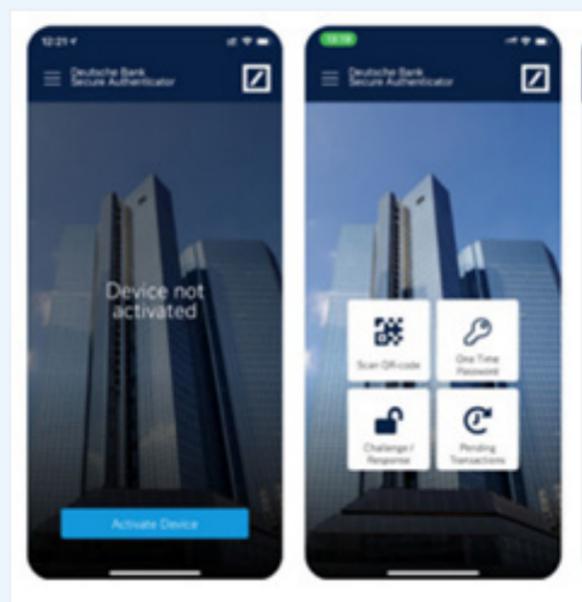
To access Autobahn, you need to utilize two-factor authentication (2FA) for enhanced security. This involves downloading the DB Secure Authenticator app

How to download the DB Secure Authenticator app

Step 1 - To download the DB Secure Authenticator app, you will need to do this from either the Apple Appstore or Google Playstore. This app is essential for verifying your identity and ensuring secure access to the platform.



This is what the app looks like on your mobile device when you are downloading is from Apple Appstore or Google Playstore.



Once you have downloaded the app, this is what it will look like on your mobile device.

Terms and Conditions

Step 2 - After downloading the app, please read the terms and conditions carefully. You will then need to scroll down and accept the terms and conditions by clicking the “accept” button.

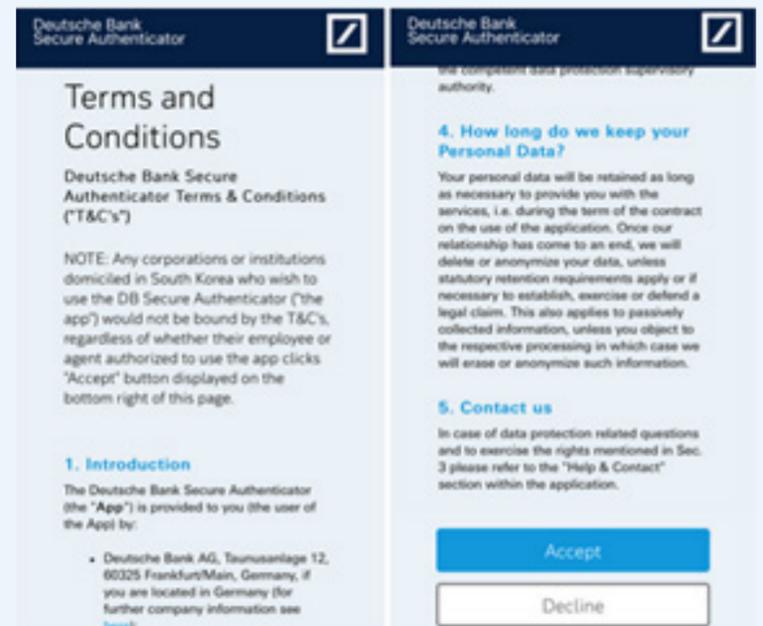
Step 3 - You will then be prompted to create a six-digit PIN, which is essential for verifying your identity and ensuring secure access to the platform.

You will need to create and confirm your six-digit PIN. After entering your six-digit PIN, you will need to re-enter it to confirm. This step ensures that you have correctly entered your desired PIN.

Top tip - Choose a PIN that you can easily remember but is not easily guessable.

If biometric authentication has been activated on your mobile phone, you will be asked whether you would like to activate it for the DB Secure Authenticator app.

If you confirm, you will be able to use your existing biometric authentication (such as face-ID, fingerprint) to access the app in the future.



Register your mobile device

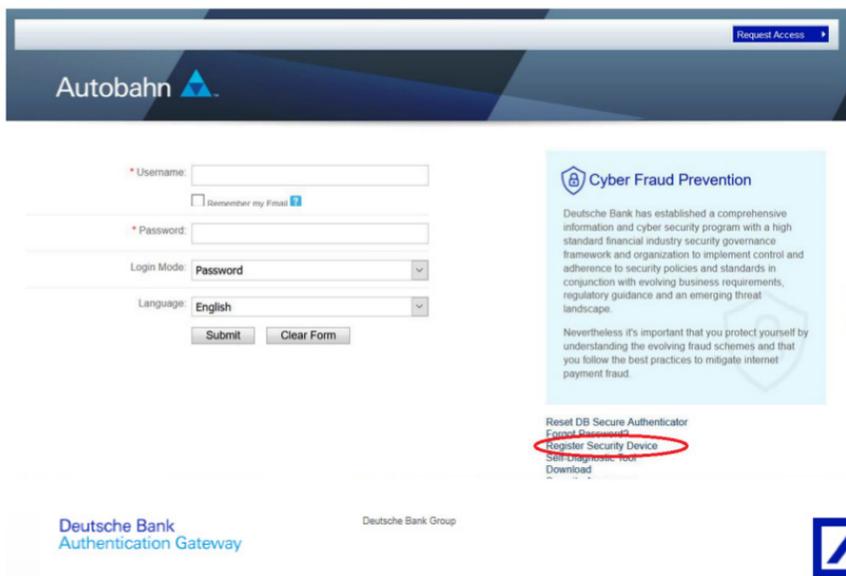
After downloading the app, you will need to register your mobile device.

Step 1 - Using a computer, navigate to the Autobahn login page

Open your web browser and go to <https://autobahn.db.com/login>

Step 2 - Click on “Register Security Device”

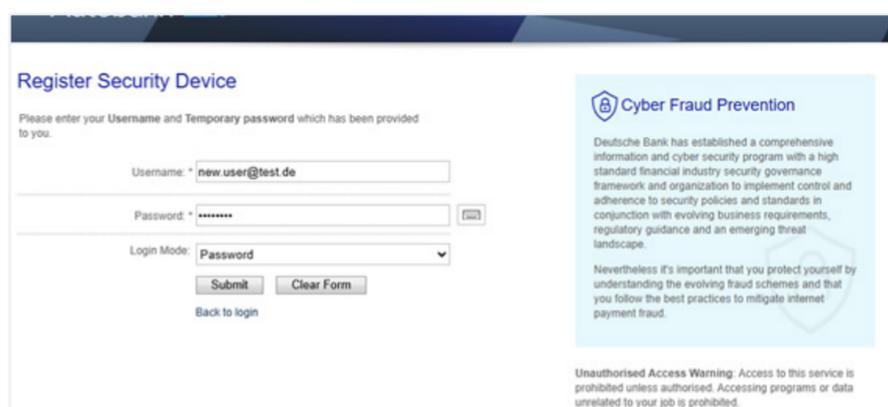
On the login page, locate and click on the “Register Security Device” (you can find this on the right-hand side of the page – circled in red)



Step 3 - Insert your username and password

Enter your username in the designated field which can be found in your dbWelcome letter.

Choose the “Password” option as your login mode.



How to access your password?

You will receive an e-mail containing an encrypted PDF file with your temporary password to access Autobahn. This password in the PDF is only valid for 30 days from the date of issue.

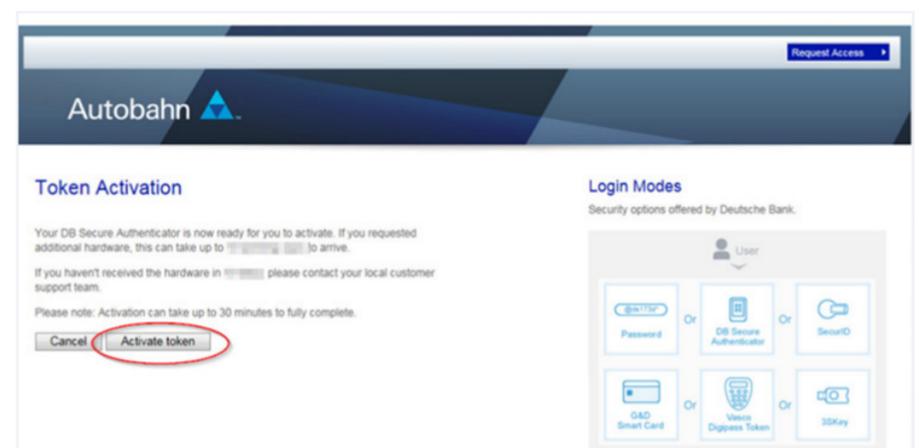
If you are unable to retrieve the password for the PDF and require new credentials, please contact the Electronic Banking Level 1 support team at Deutsche Bank.

You can find the details of your regional Electronic Banking Level 1 support team below:

Country	Email	Phone
Americas	l1.us@db.com	+1 212 250 1135
Germany	eb-support.de@db.com	0800 70 70 500, +49 (69) 910 45900
India	dbl1.sac@db.com	+91 22 7180 6680
Netherlands	ebservice.nl@db.com	+31 20 555 4950
Singapore	dbl1.sac@db.com	+65 6423 6118
United Kingdom	eb.london@db.com	+44 (20) 75454171

Step 4 - Press submit

Step 5 - You will then be redirected to a new page to activate your token



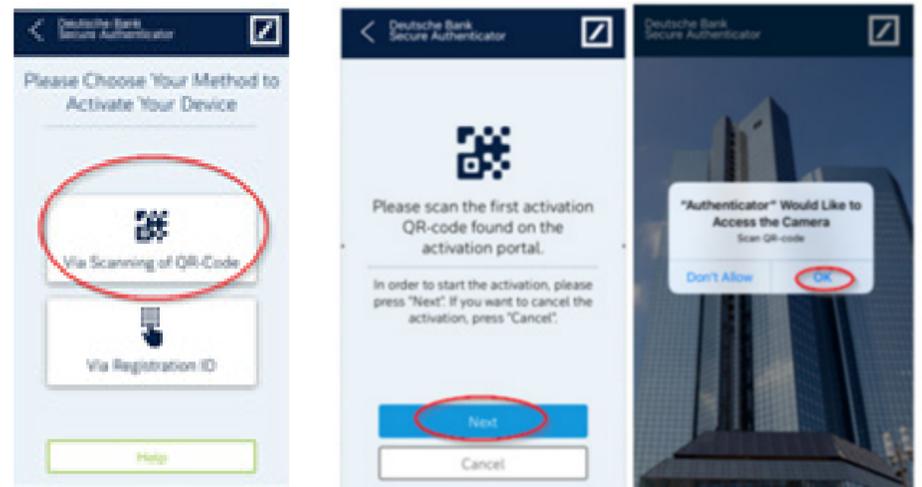
How to activate your device:

Step 1a - Please click on the blue button at the bottom of the app.

Step 1b - Click "Via Scanning of QR-Code"

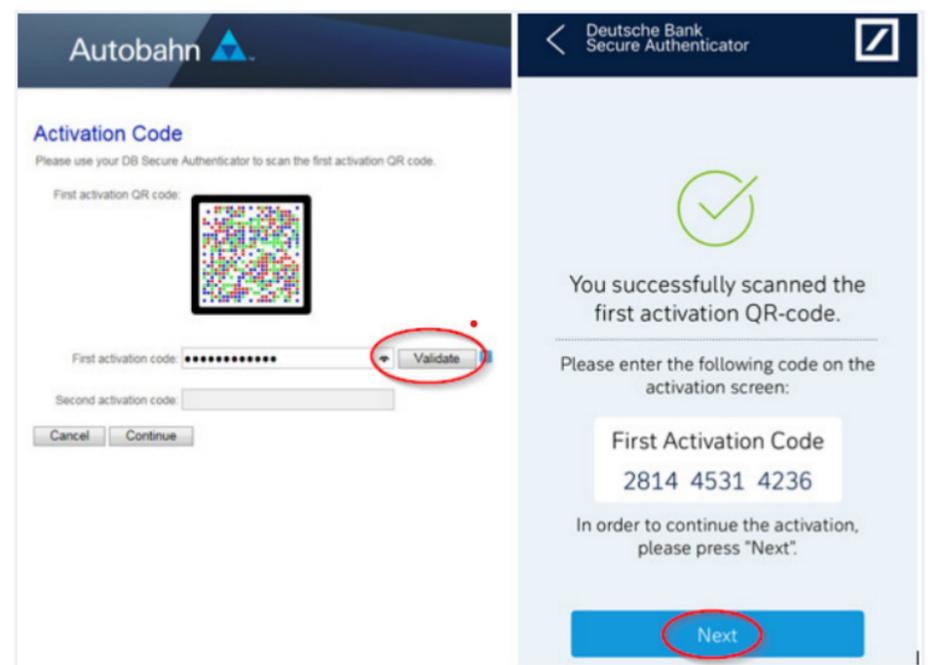
Step 1c - Click "Next" (blue button on your mobile device)

Step 1d - Click "OK" to activate camera



Step 2 - Scan First QR-Code

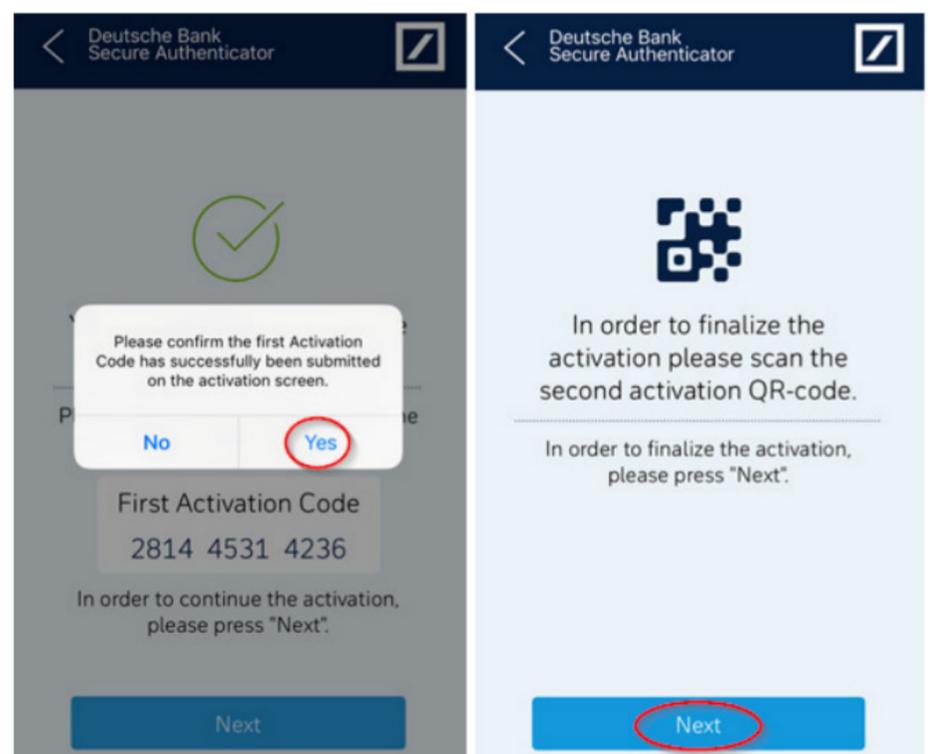
- Open the DB Secure Authenticator app on your mobile device. Use the app to scan the first QR-Code displayed on your computer screen.
- After scanning the QR-Code, the app will generate a unique activation code.
- Insert the first code into the first activation code field on your computer screen. Carefully enter this unique code into the designated field labelled "First Activation Code" on your computer screen.
- Once you have entered the activation code, click the "Validate" button. This step ensures that the code you entered is correct and verifies your device's authenticity. It then triggers the distribution of the second activation QR-code by e-mail. The e-mail will be sent by db-direct.alerts@db.com and it should arrive in your inbox within one or two minutes.
- After successfully validating the code, click the "Next" button to proceed to the next step



The image on the left is what you will see on your desktop
The image on the right is what you will see on your mobile device

Step 3 - Confirm the first QR code on your mobile device

- Click Yes to confirm
- Press Next to proceed



You will see this image on your mobile device.

Step 4 - Scan Second QR Code

Once the first activation code has been successfully validated you will receive an email from db-direct.alerts@db.com. Please note this may take a few minutes to arrive in your inbox.

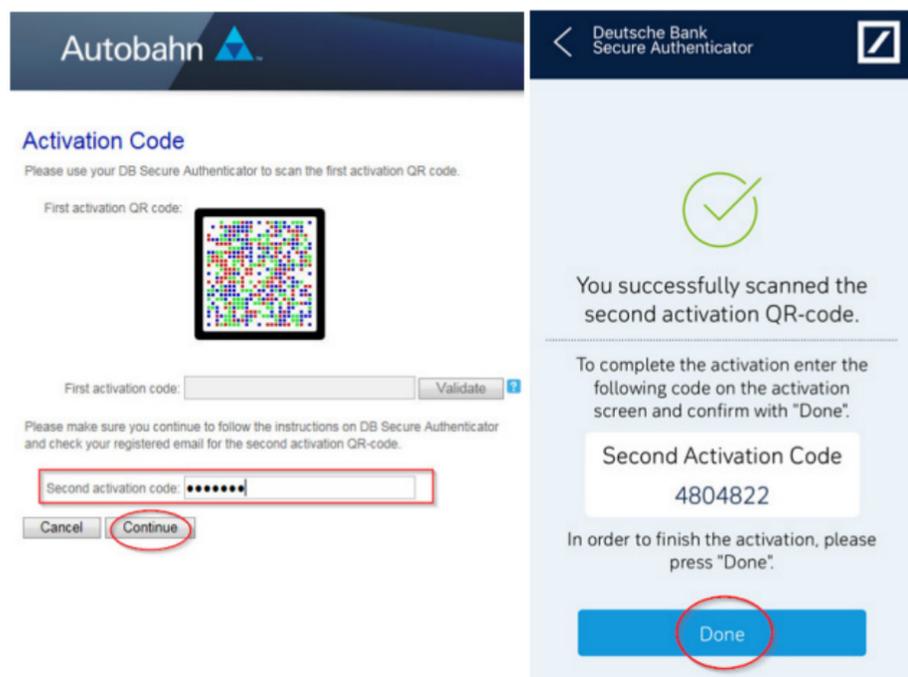
Step 4a - Open the email sent by db-direct.alerts@db.com. This email contains the second QR-Code required for the authentication process.

Step 4b - Scan the QR Code using the DB Secure Authenticator app on your mobile device.

Step 4c - Insert the second code into the second activation code field on your desktop browser

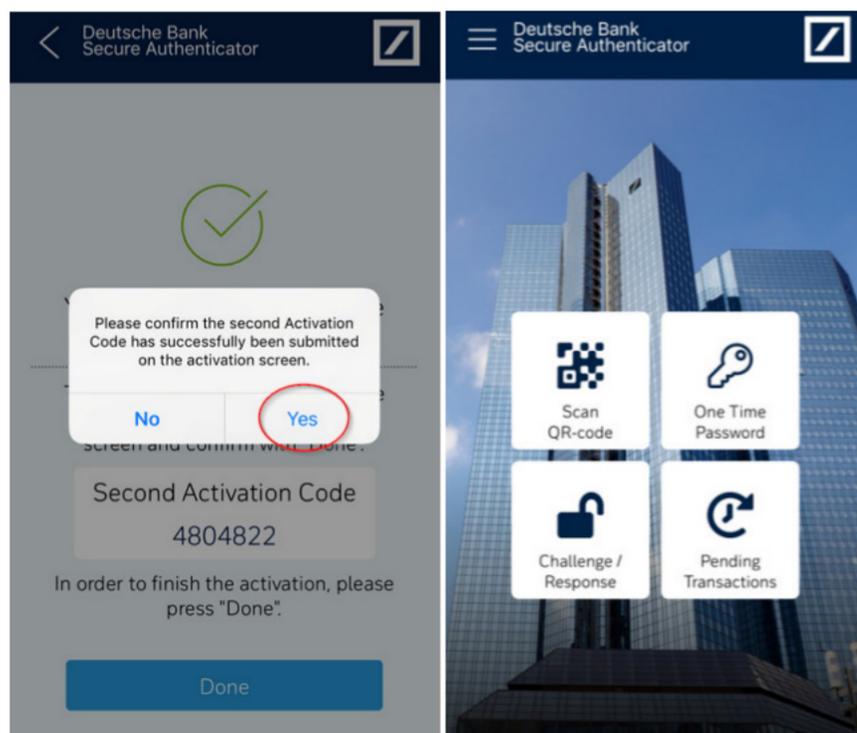
Step 4d - Click "Continue" on your desktop

Step 4e - Press "Done" on your mobile device



Step 5 - Confirm second QR Code on your mobile device

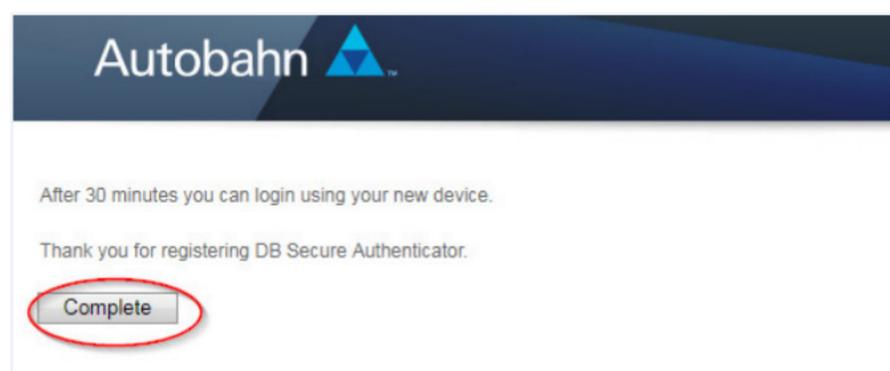
- Click "Yes" to confirm
- Deutsche Bank Secure Authenticator homepage will appear



Step 6 - Click "Complete" on your desktop

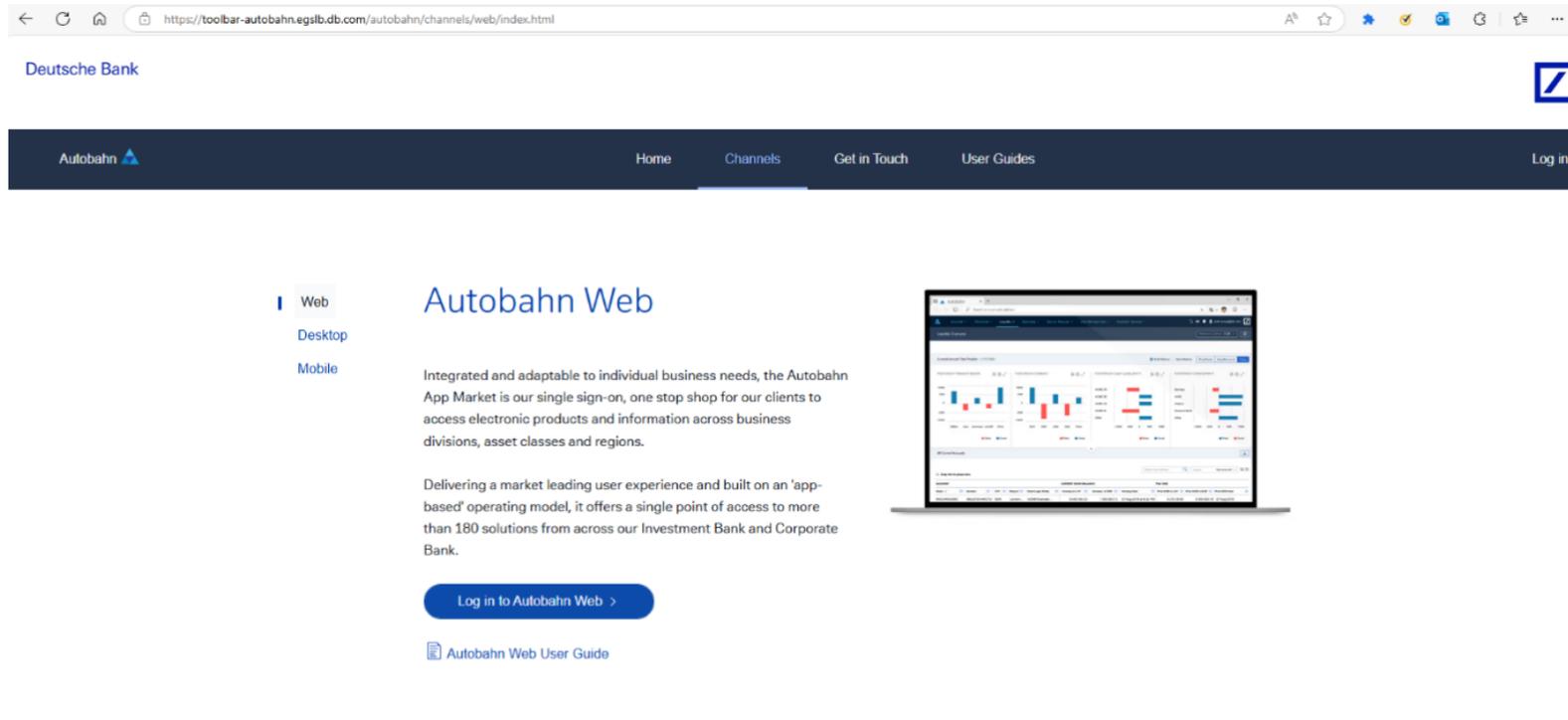
After completing the process, you will need to wait for approximately 30 minutes for your token to fully activated. During this time, the system will process your request and ensure that your token is properly configured and ready for use. Once the activation period is over, you will be able to use your token to access the platform securely.

If after 30 minutes, you are unable to log in to access the Autobahn platform please contact the Electronic Banking level 1 support team. Details of the support team can be found on page 2.



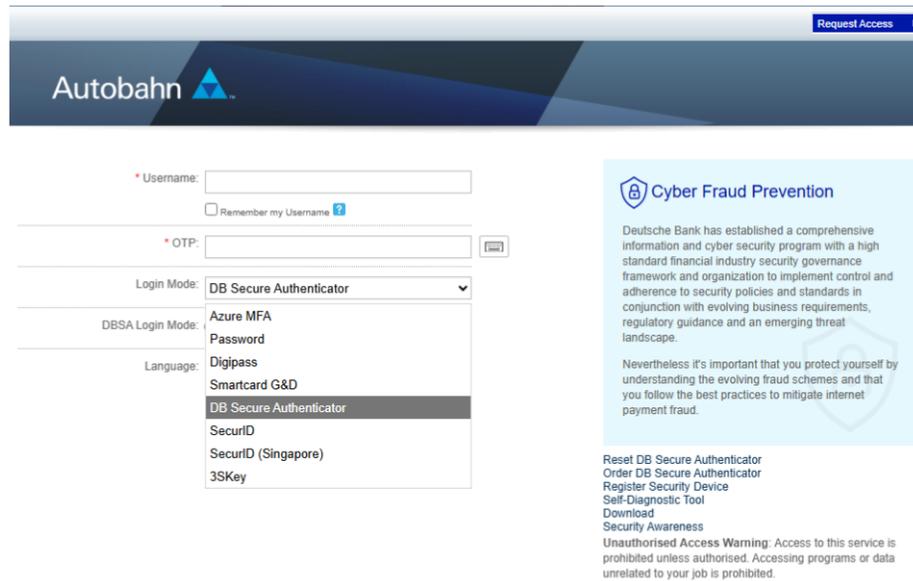
How to log into Autobahn

Step 1 - Using a computer, navigate to the Autobahn login page
Open your web browser and go to <https://autobahn.db.com/login>

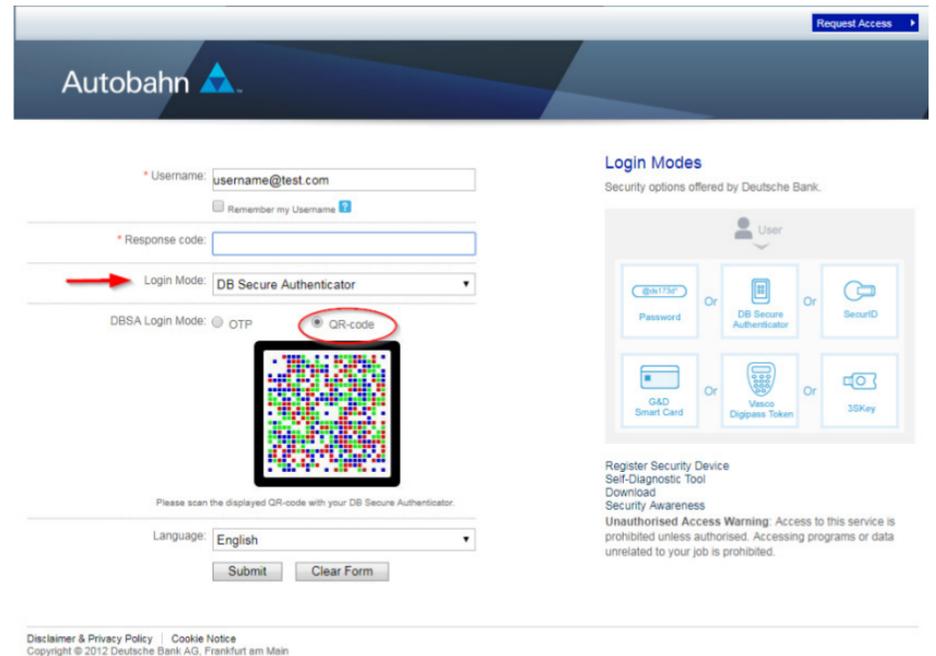


Step 2a - Insert your username.

Step 2b - Select the login mode as “DB Secure Authenticator.”



Step 2c - Under DBSA log in mode, select the “QR Code” option.



Step 3 - Launch the “Deutsche Bank Secure Authenticator app on your mobile device

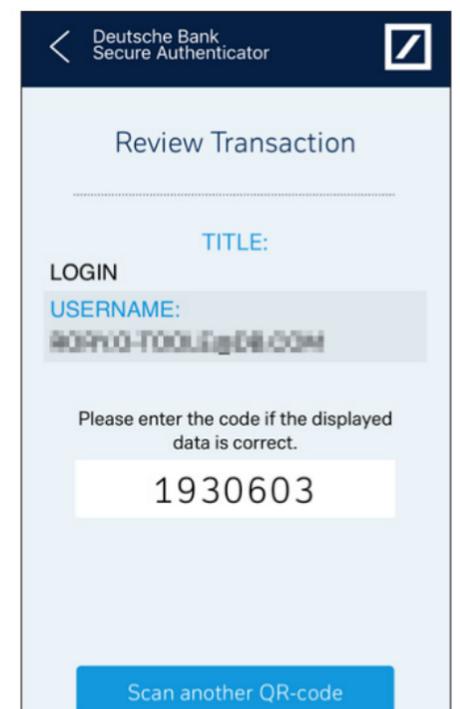
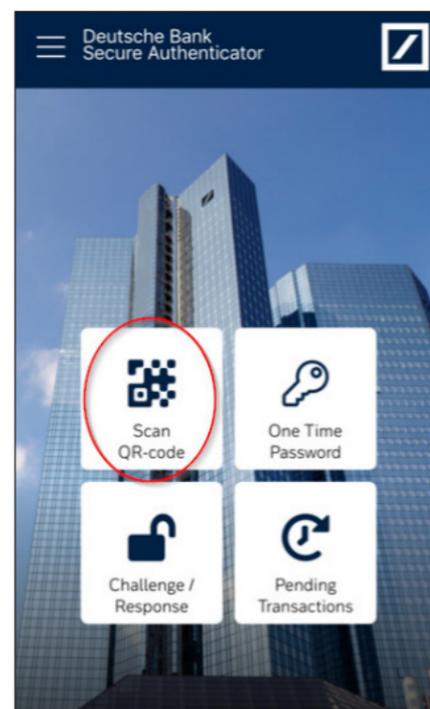
Step 3a - Insert your six digit PIN (or use your biometric authentication, if activated) to open the app

If biometric authentication has been activated on your mobile phone, you will be asked whether you would like to activate it for the DB Secure Authenticator app.

If you confirm, you will be able to use your existing biometric authentication (such as face-ID, fingerprint) to access the app in the future.

Step 3b - Select the Scan QR Code option

Step 3c - Scan the QR Code displayed on the computer screen



Step 3d - Insert the code generated by the app into Response Code field on your desktop

Step 3e - Press "Submit" on your desktop

Request Access

Autobahn

* Username: Remember my Username ?

* Response code:

Login Mode:

DBSA Login Mode: OTP QR-code

Please scan the displayed QR-code with your DB Secure Authenticator.

Language:

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Cyber Fraud Prevention

Deutsche Bank has established a comprehensive information and cyber security program with a high standard financial industry security governance framework and organization to implement control and adherence to security policies and standards in conjunction with evolving business requirements, regulatory guidance and an emerging threat landscape.

Nevertheless it's important that you protect yourself by understanding the evolving fraud schemes and that you follow the best practices to mitigate internet payment fraud.

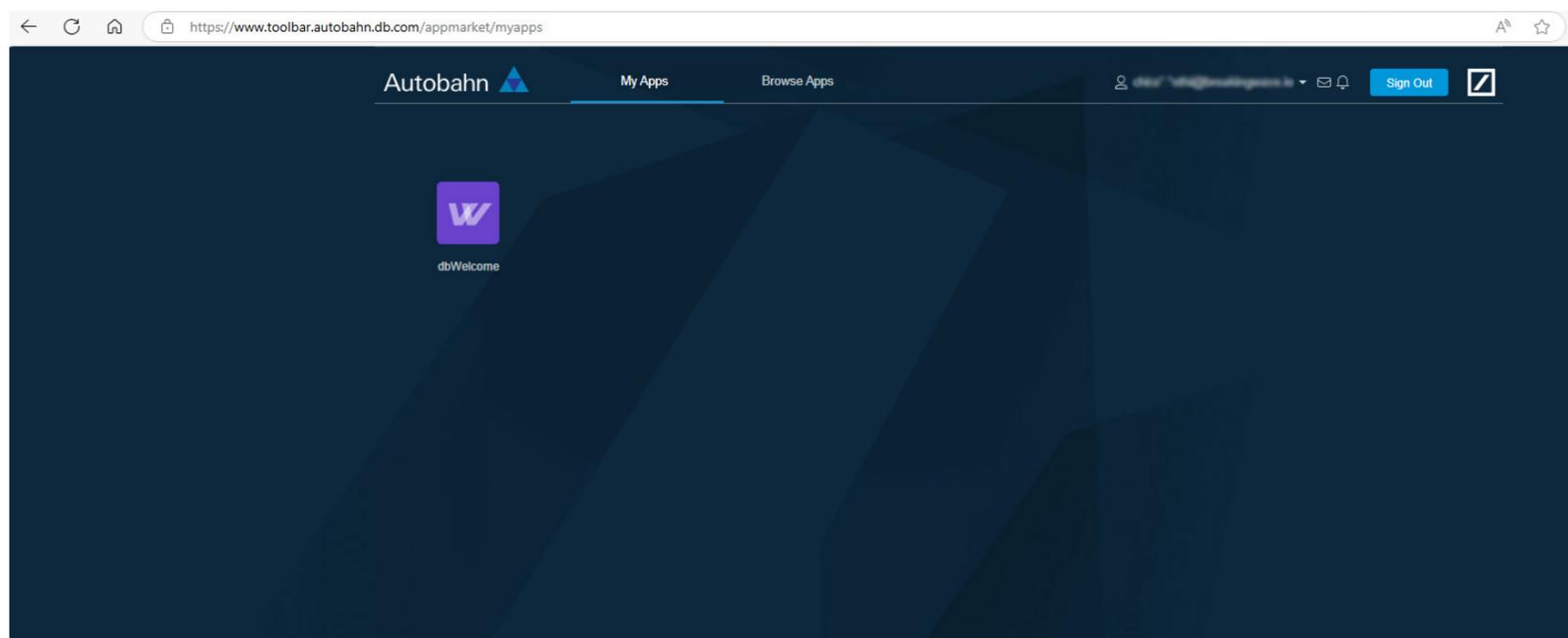
Reset DB Secure Authenticator
Order DB Secure Authenticator
Register Security Device
Self-Diagnostic Tool
Download
Security Awareness

Unauthorised Access Warning: Access to this service is prohibited unless authorised. Accessing programs or data unrelated to your job is prohibited.

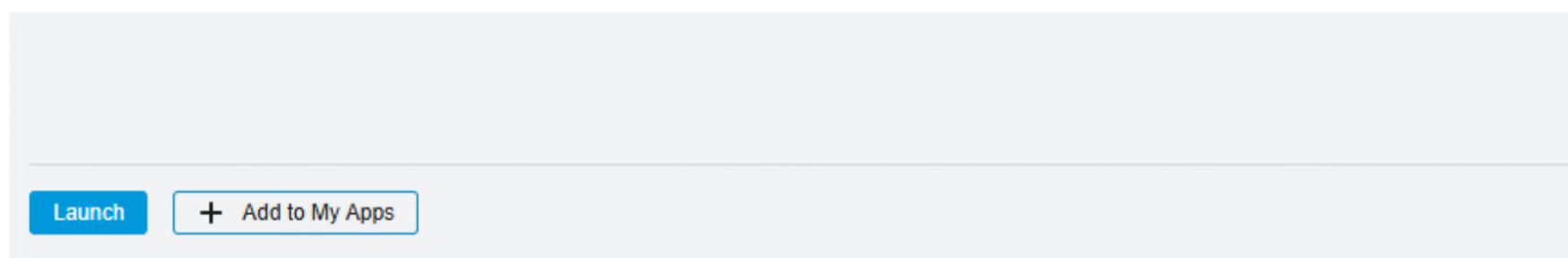
How to navigate to the dbWelcome app on Autobahn

Step 1 - Once you have successfully logged into Autobahn, you will automatically be redirected to the "My Apps" tab. This section houses all the applications that you have access to on Autobahn.

Step 2 - You will then need to go to the "Browse Apps" tab and select "dbWelcome."



Once you click on the icon, a pop up will appear and you will be able to click on "Add to my Apps"



You will then be redirected to the dbWelcome app homepage where you can start using its features.



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