

AxionTAN: how it works

1. The first access

By requesting e-banking access with the „AxionTAN“ method, you will receive a letter containing a mosaic, which has to be scanned after having downloaded the „AxionTAN“ application from Apple Store / Google Play for free.

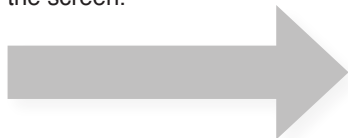



The other two letters that will be sent/delivered by hand to you will contain your user number and password respectively, which have to be entered in the e-banking login page **e-banking**

Once both are entered, the system will ask you for a code.

You should then scan the mosaic shown on the activation letter using the „AxionTAN“ application. The generated code has to be written into the appropriate field shown on the computer screen.

You will receive further instructions to complete the registration process directly on the screen.





E-Banking support
Tel. +41 (0)91 / 910 95 99

E-Banking – AxionTAN activation code

Dear Customer,

we are sending you your activation code (the mosaic in this letter) for the access procedure through the "AxionTAN" application to the E-Banking service of Axion Swiss Bank.

The registration procedure requires that you enter your user number (already received) and your password that you will shortly receive. Once the password is at your disposal, we kindly ask you to register as soon as possible following the steps listed below:

- First of all you should download the application for mobile devices "AxionTAN" available free of charge on App Store and Google Play
- You should then enter your user number and password
- You will be asked for a code. At this point you should open the application "AxionTAN" on your mobile device and scan the mosaic shown in this letter; as you will see, the requested code will be generated. Please insert this code and follow the instructions displayed on the screen.

Our E-Banking support (tel. +41 (0)91 / 910 95 99) is available for any additional information you may need from Monday to Friday 08:00 - 18:00.

Our best regards,



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2. The following accesses

To access e-banking with “AxionTAN”, it is requested to enter your user number and your password. You will then be asked for a code: you have to scan the mosaic which appears on the screen by using the “AxionTAN” application and, once the code is generated, type it in the appropriate field.

3. For customers who have access via SMS or Matrix card

For those who want to switch from the access method via SMS / Matrix card to the one with „AxionTAN“, it is first necessary to access the e-banking as usual and, once entered, by clicking on „Settings“ on the top right of the main page, where the „Activate AxionTAN“ option is shown. You should then select it and the system will guide you through the necessary procedure for changing the authentication method.

Once entered, by clicking on „Settings“ on the top right of the main page, where the „Activate AxionTAN“ option is shown.

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Group manager Notifications Messages Payments Approval Settings Logout

Document Upload

Document Name *

Category *

Please select...

Attach file

Upload

Settings and profile

[Change password](#)
[Change address](#)

Language

☐ Deutsch
☒ English
☐ Italiano
☐ Français

[Show more settings](#)
[Activate AxionTAN](#)
[AxionTAN device management](#)

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