

# e-Norvik Online Bank



## How to log into the e-Norvik system?

### To start working in the system:

- please get in the online bank site [www.e-norvik.eu](http://www.e-norvik.eu) or
- use a link on the corporate web-site at [www.norvik.eu](http://www.norvik.eu)

On the [www.e-norvik.eu](http://www.e-norvik.eu) page you may choose a communication language (Russian, Latvian, English) and check out the system's demo version. Should you have any questions, please use a "Help" feature or call the customer support service.

### Logging into the Online Bank for the First Time

1. Please find your **Customer Code** (CIF-customer code) in your application for getting remote services.
2. Please enter your **Customer Code** (CIF code) or the name of a group, as well as:
  - if you have a **code table** or **SMS-PIN**, please enter a *user's password\**
  - if you have a **DigiPass**, please enter a DigiPass code

Should you have **only one identification tool**, then:

- if it is a **code table**, please enter a sequence code from your table

- if it is a **Digipass GO-3**, please enter a *user's password\**

- if it is **another type of Digipass**, you will log into the system immediately
- if it is an **SMS-PIN**, please enter a special code which will be sent to your mobile phone number registered at the bank for getting this service

Should you have **several identification tools**, please enter the number of a tool:

- if it is a **code table**, please enter the table number and a sequence code from your table
- if it is a **Digipass GO-3**, please enter a DigiPass number and a *user's password\**
- if it is **another type of Digipass**, please enter a DigiPass number
- if it is an **SMS-PIN**, please enter a mobile phone number (including an international code) and a special code which will be sent to your mobile phone number registered at the bank for getting this service

\* **user's password** when logging into the system **for the first time** is your Customer Code (upper case Latin letter and 5 digits). Next, the system will offer you to replace this password (**old password**) with the one created by you and known to you only (**new password**). The new password should be entered twice. When creating a new password, we recommend you using digits (0-9) and letters of the Latin alphabet (a-z, A-Z).

### Blocking Your Account

Should your code table, DigiPass GO3 or SMS-PIN be blocked (you have entered an incorrect password 5 times running), please act as follows:

- turn to a Bank operator at one of the customer support centres
  - or call **+371 67041100** and a Bank operator will unblock your device if you give your voice password.
- When your account is unblocked, your Customer Code will automatically become your password

#### Learn more:

☎ (+371) 67041100  
@ welcome@norvik.eu