Points to remember when logging in

When logging into your e-banking facility, you have to enter sensitive and private details (for instance your password). This is how to do so in a secure manner.

The most important points to remember:

- Always enter the address for your financial institution's log-in page **manually** via the browser address line. Never use a link or search engine to log in.
- Make sure you are using a secure connection (a **lock symbol** and the correct **domain name**).
- **Immediately terminate** the connection in case of any system disruptions or if any unusual error messages appear.
- On the go, make sure that you conceal your log-in information when logging in, and that **no-one looks over your shoulder** while you do so.

Securely navigate to your financial institution website

To avoid falling victim to a phishing attempt (https://www.ebas.ch/en/phishing/) , you should make sure that you are actually connected to your financial institution before logging into your e-banking facility.

To do so, always enter the address for your financial institution's e-banking page manually via the browser address line. **Never use any links you were sent, e. g. via e-mail or SMS, and no search engines such as Google, Bing or similar either!**

We also recommend to only ever use your e-banking facility on a familiar and secure device ("5 steps for your digital security" (https://www.ebas.ch/en/5-steps-for-your-digital-security/)) (i.e. don't use any public devices in a hotel, etc.).

Check that the connection is secure

Since you have to enter sensitive and private details (for instance your password) to log in, you have to use a protected connection to your financial institution.

An TLS/SSL connection which has been correctly established with the proper website and which is based on an authentic and valid certificate - i.e. a secure connection - can be recognised by the two following unique broser characteristics:

1. **A secure connection (lock symbol, slider, menu option connection security)**
   This connection was encrypted using a valid TLS/SSL certificate.

   Attention: Safari is displaying neither a lock symbol nor a slider. Information on how secure your connection is can only be found under Menu option "Connection Security Details".

2. **The correct domain name in the address line**
   You are actually on the financial institution's website.

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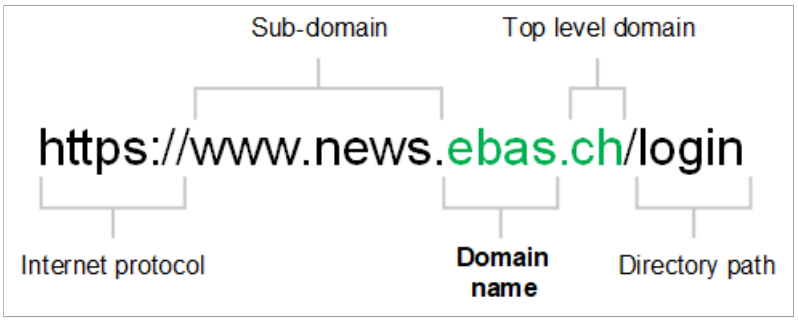
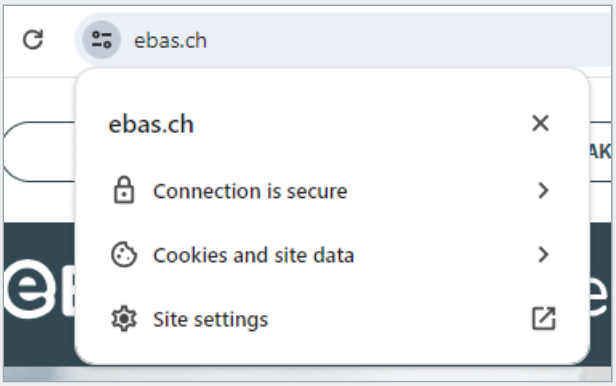
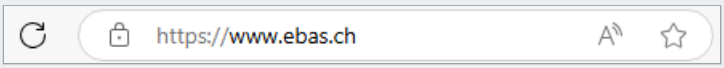
The **domain name** is the unique website name; e. g. for this website, it would be “ebas”. This, combined with the **top level domain** (the last section to the right of the last dot in a domain), is the most important part of a web address (https://www.ebas.ch/en/internet-address-structure-and-checking/) .



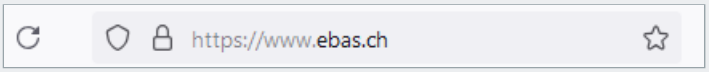
Google Chrome:



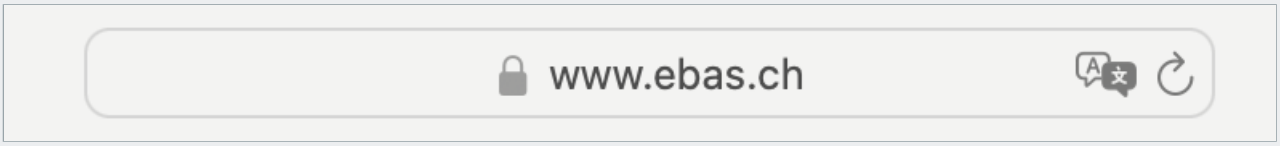
Microsoft Edge:



Mozilla Firefox:



Apple Safari:



You can read up here how to check the certificate. (https://www.ebas.ch/en/checking-certificates/)

Note: Some financial institutions offer a specific program (software, e. g. a hardened browser) for accessing their e-banking facility. This allows for some additional security checks (e. g. certificate checks) to be run. Depending on

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the software used, the above two actions “Securely navigate to your financial institution website” and “Check that the connection is secure” are then irrelevant, or you may not even be able to perform them.

Caution in case of system disruptions or unusual errors messages

If there is a system interruption while logging into your e-banking facility (for instance a white screen suddenly appears), or if there are any unusual error messages, (for instance “The system is currently overloaded. Please be patient and try again a bit later”), you should **immediately terminate the connection** and notify the support/help desk of your financial institution (https://www.ebas.ch/en/partners/) .

A detailed description of respective log-in procedures for your e-banking facility can also be found here:

Aargauische Kantonalbank
Go to log-in instructions (https://www.akb.ch/digitale-akb/banking/e-banking)

acrevis Bank
Go to log-in instructions (https://www.acrevis.ch/rund-ums-e-banking)

AEK BANK 1826
Go to log-in instructions (https://www.aekbank.ch/ib_faq_en)

Alpha RHEINTAL Bank
Go to log-in instructions (https://alpharheintalbank.ch/kontakt/hilfe/support/)

Alternative Bank Schweiz
Go to log-in instructions (https://www.abs.ch/de/online-schalter/hilfe/e-banking/)

Appenzeller Kantonalbank
Go to log-in instructions (https://www.appkb.ch/private/kundenservice/kundenservice-login-verfahren)

Baloise
Go to log-in instructions (https://www.baloise.ch/de/privatkunden/konten-karten-finanzierung/services/e-banking/faq.html)

Banca dello Stato del Cantone Ticino
Go to log-in instructions (https://www.bancastato.ch/DMS/prodottieservizi/utili/PUBLIC-ProspettoInLinea.pdf)

Banca Popolare di Sondrio (SUISSE)
Go to log-in instructions (https://www.gobanking.ch/service/login/tutorial_EN.html)

Bank Avera
Go to log-in instructions (https://bank-avera.ch/Bank_Avera_E-Banking_Standard_Login_de.pdf)

Bank BSU
Go to log-in instructions (https://www.bankbsu.ch/dam/jcr:96ab4765-8b6c-45ca-8f51-56d9ac8eee83/FAQ_E-Banking.pdf)

Bank CIC (Schweiz)
Go to log-in instructions (https://elounge.cic.ch/auth/login?Location=https%3A%2F%2Felounge%2Ecic%2Ech%2F)

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Bank Cler
Go to log-in instructions (https://www.cler.ch/de/services/e-banking/hilfe-und-kontakt/login-hilfe)

Bank EEK
Go to log-in instructions (https://www.eek.ch/weitere-leistungen/e-services/hilfe/)

Bank EKI
Go to log-in instructions (https://www.bankeki.ch/privatkunden/zahlen/digital-banking/e-banking/e-banking-hilfe)

Bank Gantrisch
Go to log-in instructions (https://www.bankgantrisch.ch/Privat/Zahlen/E-Banking)

Bank in Zuzwil
Go to log-in instructions (https://www.bankbiz.ch/login/)

Bank SLM
Go to log-in instructions (https://www.bankslm.ch/zahlen-sparen/services/e-banking/)

Bank Thalwil
Go to log-in instructions (https://www.bankthalwil.ch/de/Privatkunden/Zahlen/Zahlen/NetBanking/Antworten-auf-Ihre-Fragen)

bank zweiplus
Go to log-in instructions (https://www.cash.ch/services/ebanking)

Banque Cantonale de Fribourg
Go to log-in instructions (https://login.bcf.ch/authen/login)

Banque Cantonale du Jura
Go to log-in instructions (https://banking.bcj.ch/authen/login?lang=fr)

Banque Cantonale du Valais
Go to log-in instructions (https://www.bcvs.ch/de/private/e-service/sicherheit/e-service-hilfe)

Banque Cantonale Neuchâteloise
Go to log-in instructions (https://www.bcn.ch/e-services/bcn-netbanking)

Banque Cantonale Vaudoise
Go to log-in instructions (https://www.bcv.ch/static/bcvnet/demo/Particulier-BCV/index.html)

Basellandschaftliche Kantonalbank
Go to log-in instructions (https://www.blkb.ch/e-banking-schnell-erklaert)

Basler Kantonalbank
Go to log-in instructions (https://www.bkb.ch/en/Privatkunden/Zahlen/E-Banking/)

BBO Bank Brienz Oberhasli
Go to log-in instructions (https://bbobank.ch/de/Info/Zahlungsmittel/BBO_E-Banking)

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BEKB | BCBE
Go to log-in instructions (https://www.bekb.ch/de/services/ebanking/bekb-smartlogin)

Bernerland Bank
Go to log-in instructions (https://www.bernerlandbank.ch/Digital-Banking/Hilfe-Support)

Bezirks-Sparkasse Dielsdorf
Go to log-in instructions (https://www.sparkasse-dielsdorf.ch/e-banking/e-banking-faq/)

Clientis Bank Aareland
Go to log-in instructions (https://cba.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Bank im Thal
Go to log-in instructions (https://bankimthal.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Bank Oberuzwil
Go to log-in instructions (https://oberuzwil.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Bank Thur
Go to log-in instructions (https://bankthur.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Bank Toggenburg
Go to log-in instructions (https://cbt.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Biene Bank im Rheintal
Go to log-in instructions (https://bienebank.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis BS Bank Schaffhausen
Go to log-in instructions (https://bsb.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Caisse d'Epargne Courtelary
Go to log-in instructions (https://cec.clientis.ch/digital-banking/e-banking#clientissecure)

Clientis EB Entlebucher Bank
Go to log-in instructions (https://eb.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Oberaargau
Go to log-in instructions (https://bankoberaargau.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Spar- und Leihkasse Thayngen
Go to log-in instructions (https://thayngen.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Sparcassa 1816
Go to log-in instructions (https://spc.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Clientis Sparkasse Oftringen
Go to log-in instructions (https://sko.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

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Clientis Sparkasse Sense
Go to log-in instructions (https://sks.clientis.ch/de/privatkunden/e-banking-und-mobile-banking/clientis-secure)

Credit Suisse (Schweiz)
Go to log-in instructions (https://www.credit-suisse.com/ch/en/private-clients/account-cards/services/online-mobile-banking.html)

DC Bank
Go to log-in instructions (https://www.dcbank.ch/e-banking-uebersicht/)

Ersparniskasse Affoltern i.E.
Go to log-in instructions (https://www.ekaffoltern.ch/de/privatkunden/digital-banking/e-banking/)

Ersparniskasse Rüeggisberg
Go to log-in instructions (https://www.ekr.ch/hilfe-support.html)

Ersparniskasse Schaffhausen
Go to log-in instructions (https://www.ersparniskasse.ch/de/e-banking)

Glarner Kantonalbank
Go to log-in instructions (https://www.glkb.ch/e-services/glkb-online-zugang)

Graubündner Kantonalbank
Go to log-in instructions (https://www.gkb.ch/cronto)

GRB Glarner Regionalbank
Go to log-in instructions (https://glarner-regionalbank.ch/unsere-produkte/online-services#c565)

Leihkasse Stammheim
Go to log-in instructions (https://www.leihkasse-stammheim.ch/de/e-banking)

LGT Bank
Go to log-in instructions (https://www.lgt.com/sb-en)

Liechtensteinische Landesbank
Go to log-in instructions (https://www.llb.li/en/private/ebanking/solutions/online-banking)

Lienhardt & Partner Privatbank Zürich
Go to log-in instructions (https://www.lienhardt.ch/faq/en.pdf)

Luzerner Kantonalbank
Go to log-in instructions (https://www.lukb.ch/private/zahlen-sparen/digital-banking/e-banking/login)

Migros Bank
Go to log-in instructions (https://www.migrosbank.ch/ueber-uns/kontakt-support/e-banking-support/e-banking-zugriff.html)

Nidwaldner Kantonalbank
Go to log-in instructions (https://www.nkb.ch/node/625)

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Obwaldner Kantonalbank
Go to log-in instructions (https://www.okb.ch/documents/33995/40105/Bedienungsanleitung-Cronto-App.pdf/e1d65d6e-d664-5d4f-8ce0-bf1d2d4428f6?t=1579877467974)

PostFinance
Go to log-in instructions (https://www.postfinance.ch/en/support/login-security/login-via-app.html)

Regiobank Solothurn
Go to log-in instructions (https://www.regiobank.ch/startseite/e-banking/faq)

SB Saanen Bank
Go to log-in instructions (https://www.saanenbank.ch/en/media-center/download-center)

Schaffhauser Kantonalbank
Go to log-in instructions (https://www.shkb.ch/490-crontosign-swiss)

Schwyzer Kantonalbank
Go to log-in instructions (http://www.szkb.ch/secure)

Spar- und Leihkasse Bucheggberg
Go to log-in instructions (https://www.slb.ch/app/uploads/2020/10/8395_de.pdf)

Spar- und Leihkasse Frutigen
Go to log-in instructions (https://www.slfrutigen.ch/konto/digital-banking/e-banking)

Spar+Leihkasse Riggisberg
Go to log-in instructions (https://slr.ch/?site=meine_bank-netbanking_info)

Sparkasse Schwyz
Go to log-in instructions (https://www.sparkasse.ch/faq-en)

Thurgauer Kantonalbank
Go to log-in instructions (https://www.tkb.ch/hilfe-uebersicht/hilfe-und-anleitungen)

UBS
Go to log-in instructions (https://www.ubs.com/ch/en/help/e-banking/process.html)

Urner Kantonalbank
Go to log-in instructions (https://www.ukb.ch/private/digital-banking/cronto-sign-swiss)

Valiant Bank
Go to log-in instructions (https://www.valiant.ch/cronto)

Vorarlberger Landes- und Hypothekenbank
Go to log-in instructions (https://clientis.ch/documents/20154/3768636/CLI_e-Banking_Standard_Login_de.pdf)

VP Bank
Go to log-in instructions (https://www.vpbank.com/en-ch/private-clients/e-services/e-banking/security-e-banking)

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VZ Depotbank
Go to log-in instructions (https://www.vermoegenszentrum.ch/sites/default/files/documents/finanzportal-erste-anmeldung-chde_0.pdf)

WIR Bank Genossenschaft
Go to log-in instructions (https://www.wir.ch/privatkunden/zahlen/e-banking/)

Zuger Kantonalbank
Go to log-in instructions (https://www.zugerkb.ch/e-banking/funktionalitaeten/crontosign-swiss)

Zürcher Kantonalbank
Go to log-in instructions (https://www.zkb.ch/de/pr/pk/efinance/ebanking/login-verfahren.html)

Zürcher Landbank
Go to log-in instructions (https://www.zuercherlandbank.ch/privatkunden/zahlen-und-sparen/e-banking/)

When logging in, this means users start a session with their e-banking system.

Figuratively speaking, the financial institution is opening something like a door to users, which grants them access to their e-banking features.

*Find out here what to remember **when e-banking.** (https://www.ebas.ch/en/points-to-note-while-e-banking/)*

*Find out here what to remember when **logging out.** (https://www.ebas.ch/en/points-to-remember-when-logging-out/)*

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