OnlineBanking Hannoversche Volksbank

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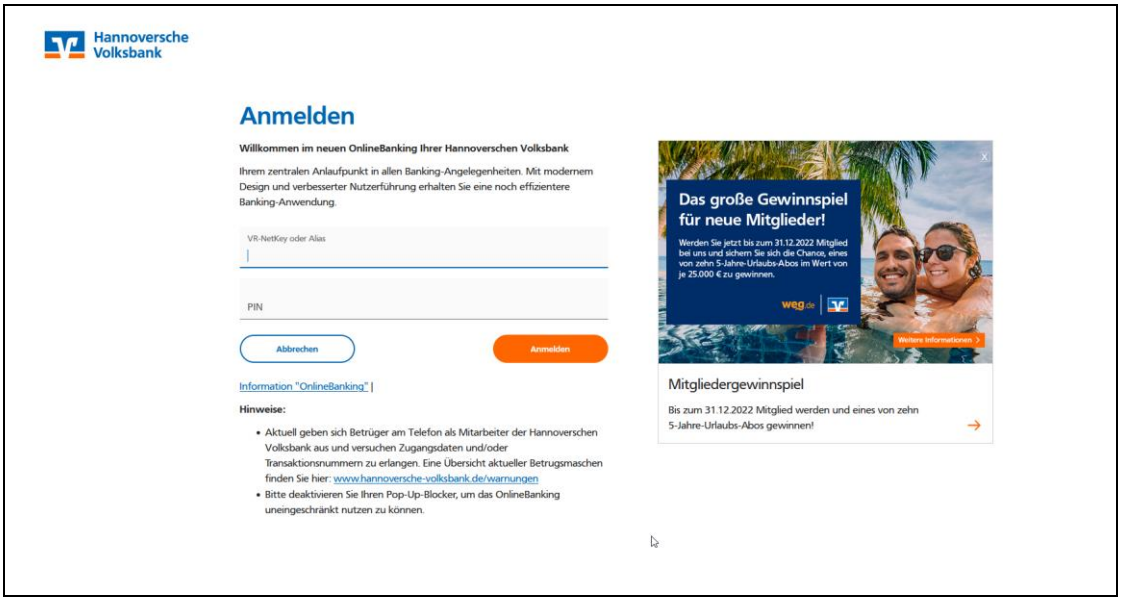
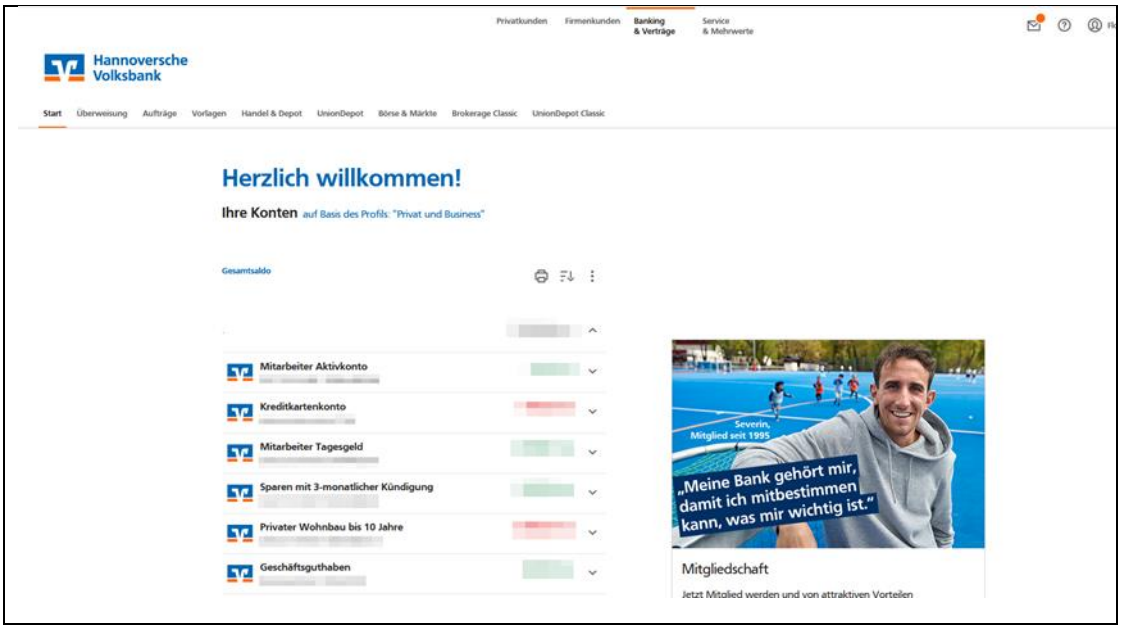
1. OnlineBanking Login

- Log in to OnlineBanking. Enter your login details and click on the "Anmelden" button.



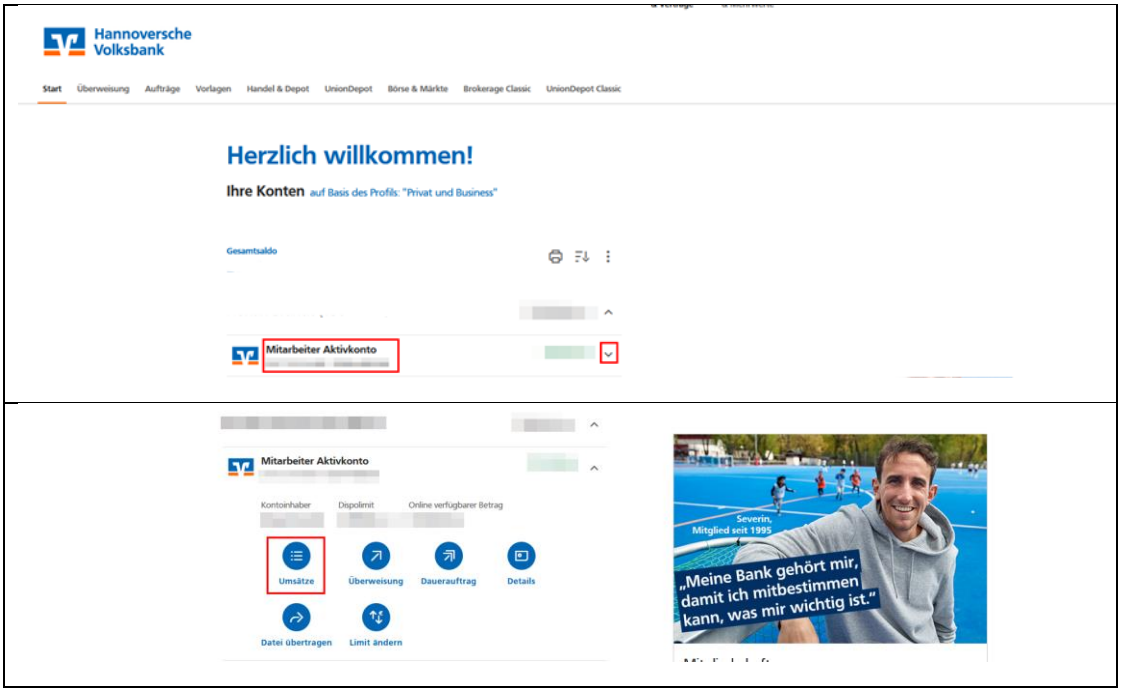
- You are now on the OnlineBanking mainpage.



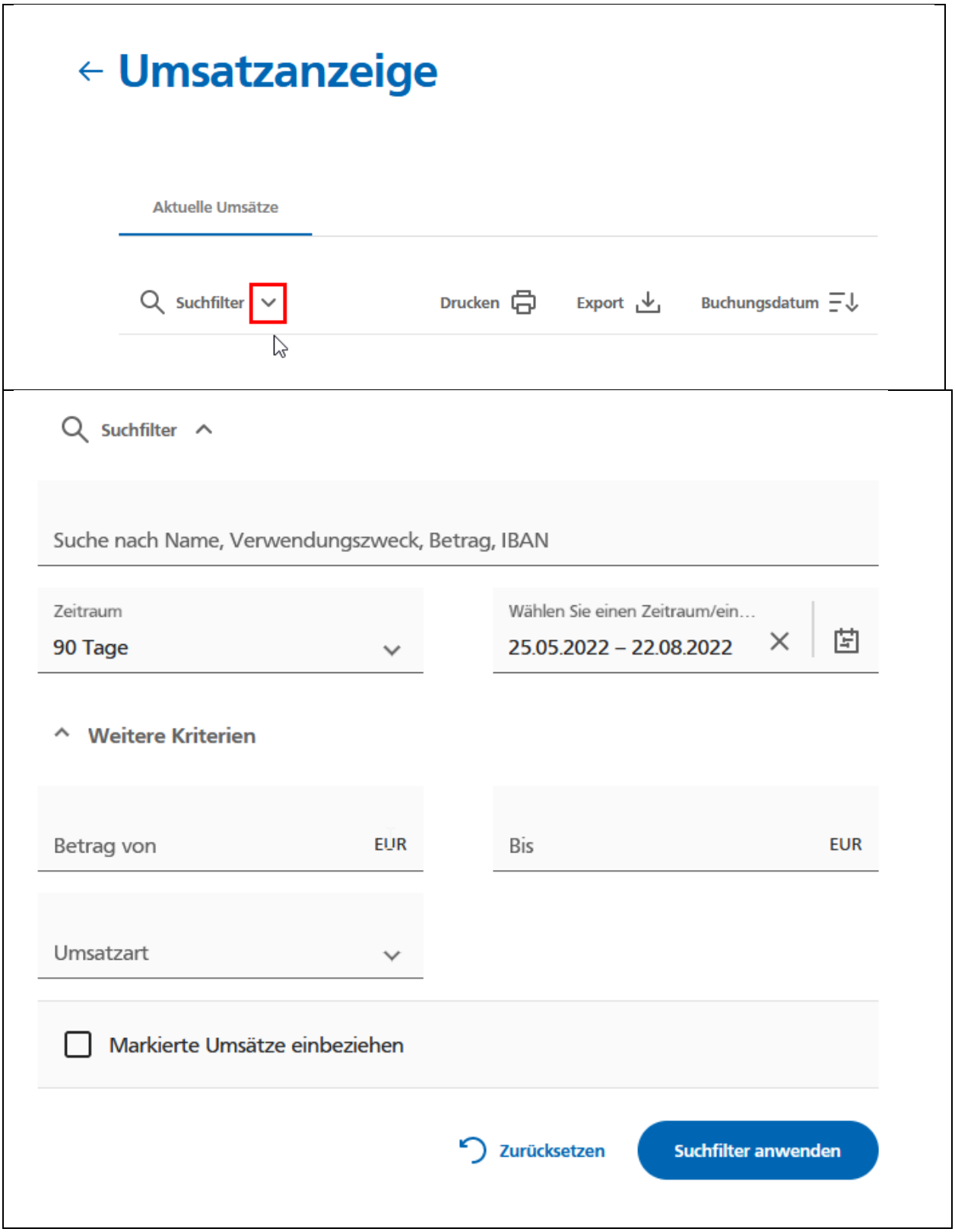
2. Transactions

You can view your current and past transactions in the Transaction overview.

- Either click on the preferred account or click on the arrow and then click on the "Umsätze" button.



- You can use the search filter (Suchfilter) to filter transactions according to various criteria.



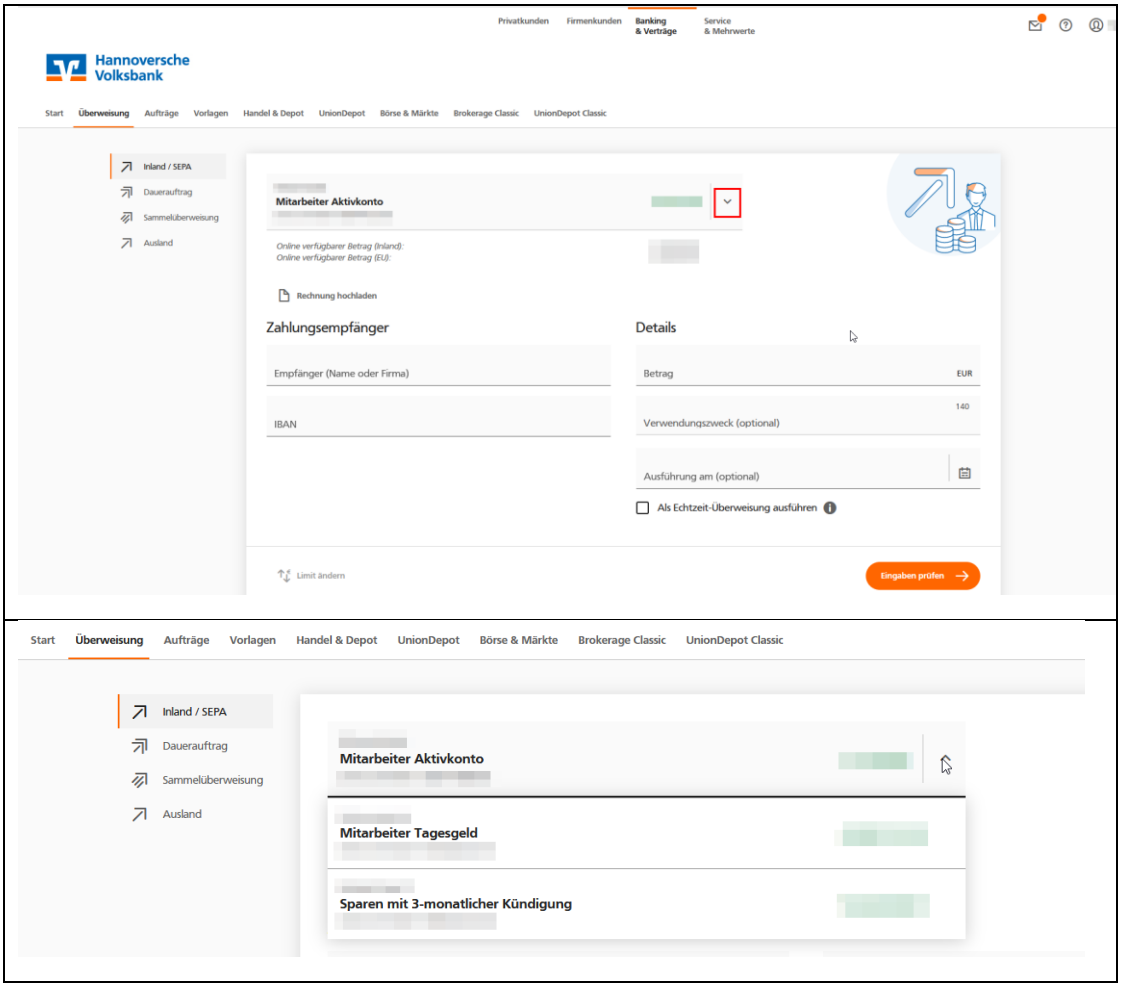
Enter the preferred search criteria (e.g. a specific time period) and click on the “Suchfilter anwenden” button.

3. Transfers

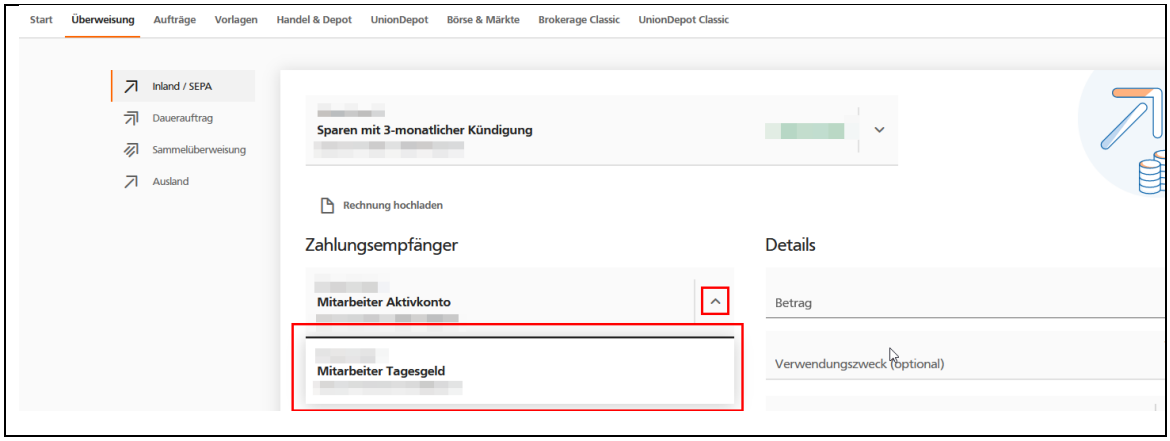
a) Execute transfers

- Click on the "Überweisung" tab.

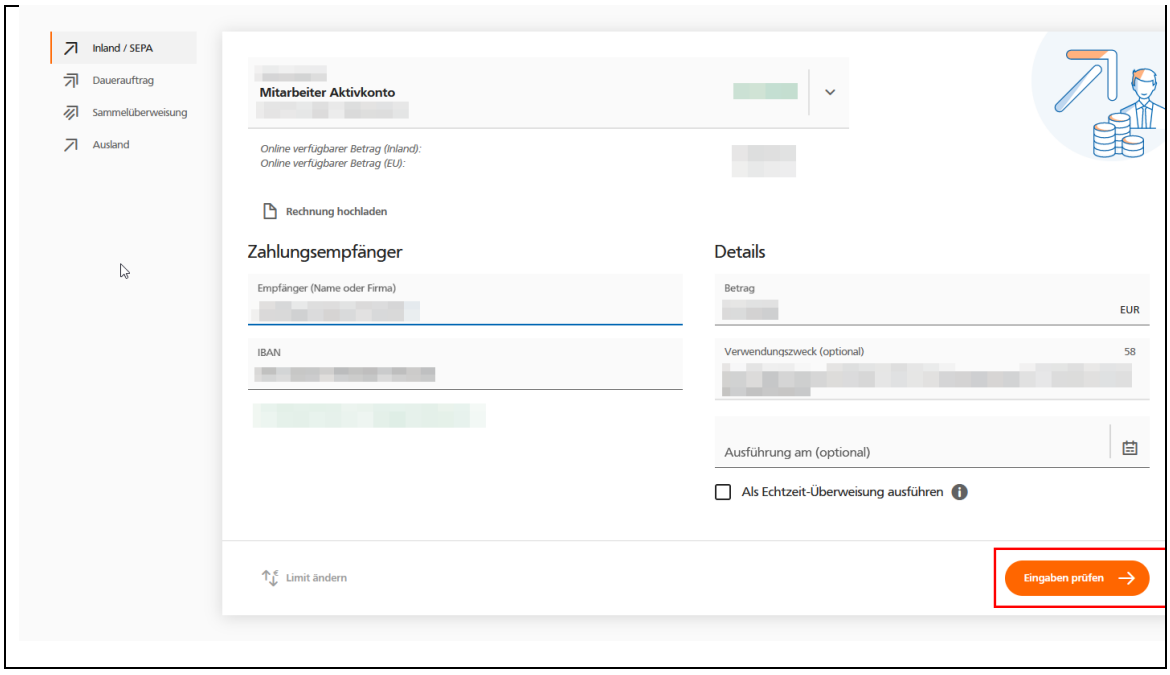
- Click on the arrow to select the preferred account from which you want to transfer.



- Note: If you would like to make a transfer from your daily money account or savings account, click on the arrow behind the "Zahlungsempfänger" field. The possible accounts for a transfer will then be displayed.

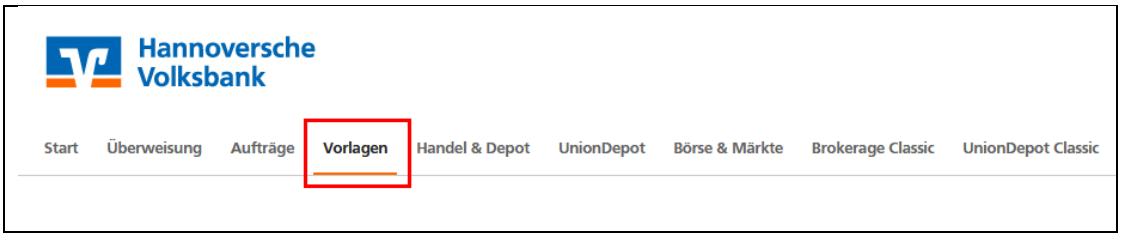


- Once you have filled in all the fields, click on the "Eingabe prüfen" button to carry out the transfer.

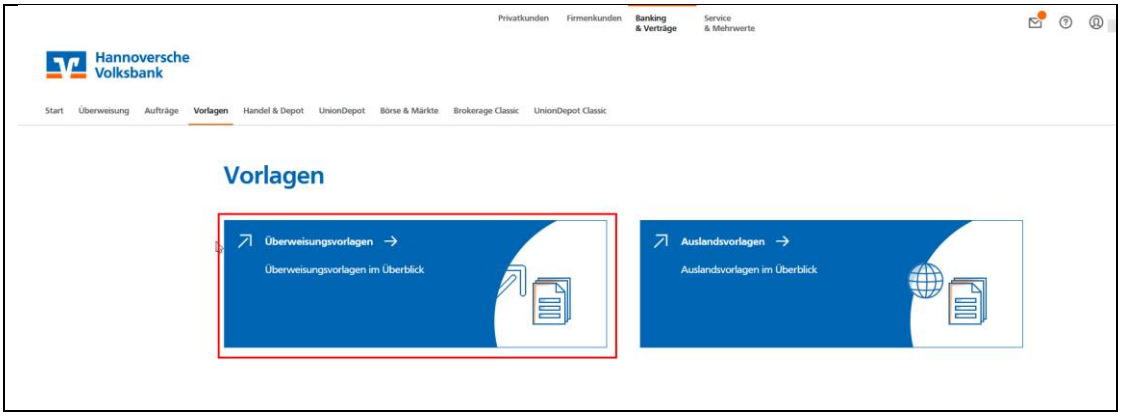


b) Transfer templates

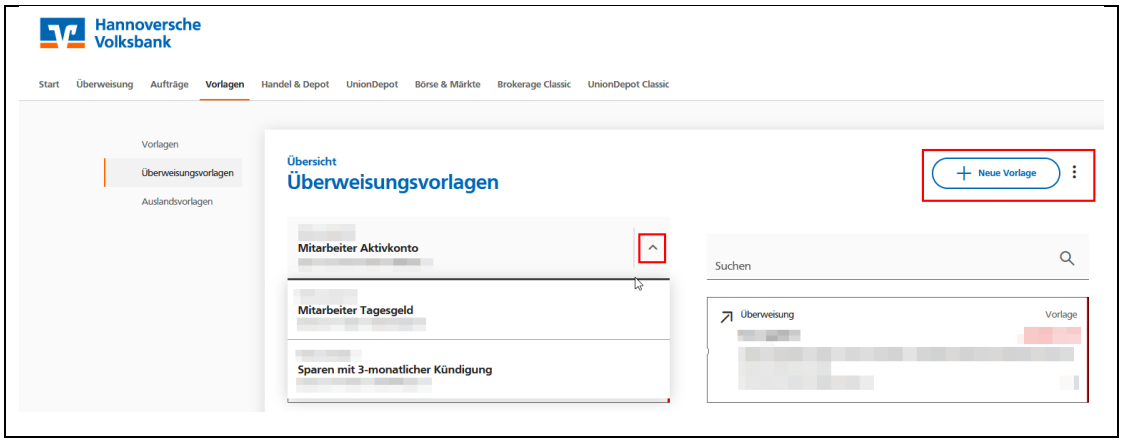
- If you would like to save a bank transfer as a template, click on the "Vorlagen" tab.



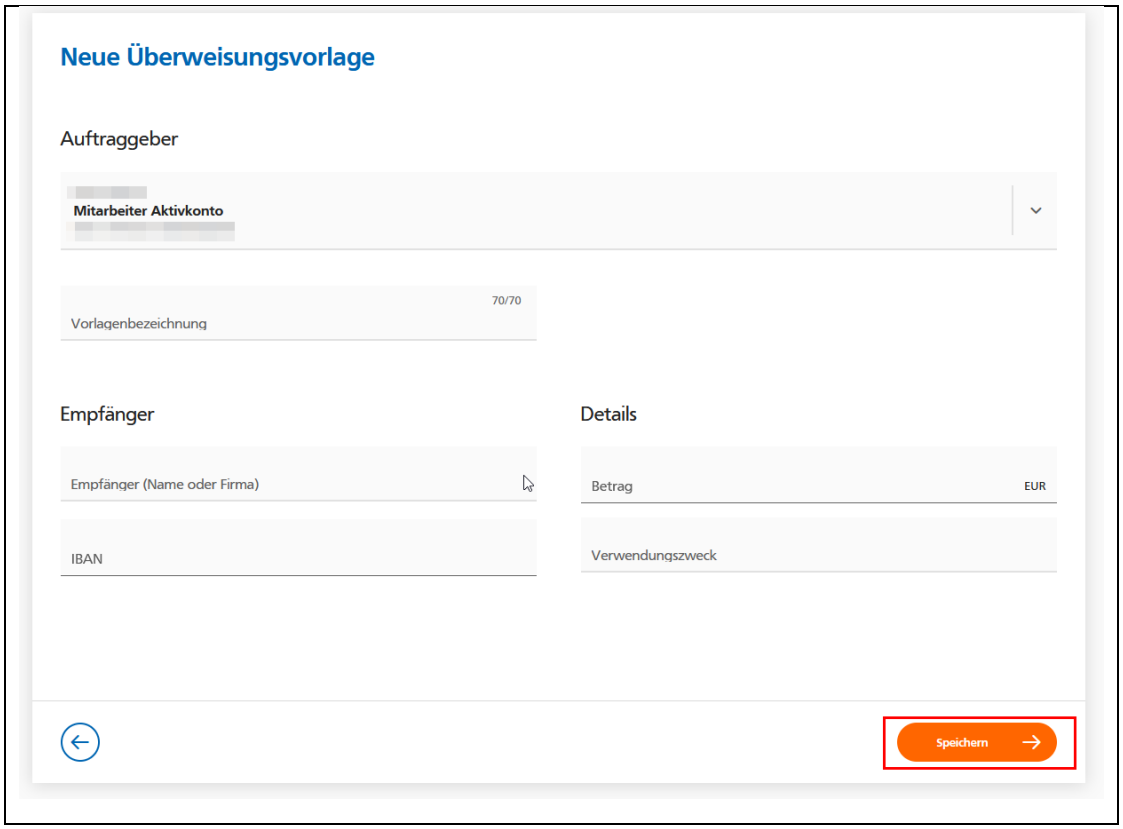
- Then select "Überweisungsvorlagen".



- Select the preferred account by clicking on the arrows and click on the "Neue Vorlage" button.



- Enter all the data and click on the "Speichern“.



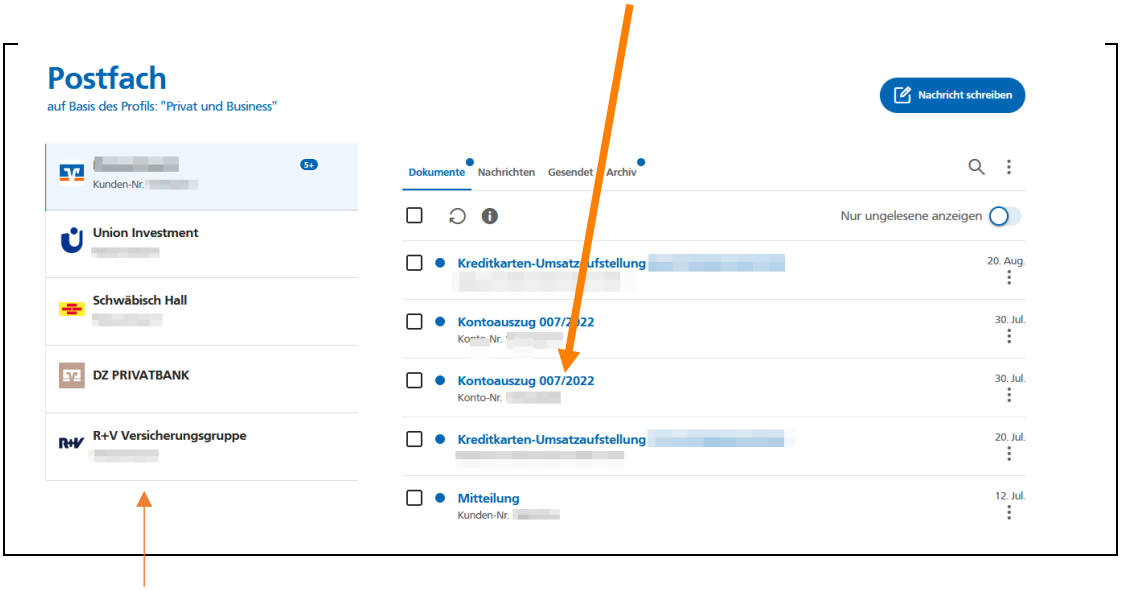
4. Mailbox

Here you will find your mailboxes at the bank and, if applicable, at the affiliated partners (Union Investment, Bausparkasse Schwäbisch Hall, DZ PRIVATBANK, R+V Insurance Group) in a central location.

A round dot on the right above the envelope icon or on the right above the submenu items means that there are new, unread messages or documents for you in the mailboxes.

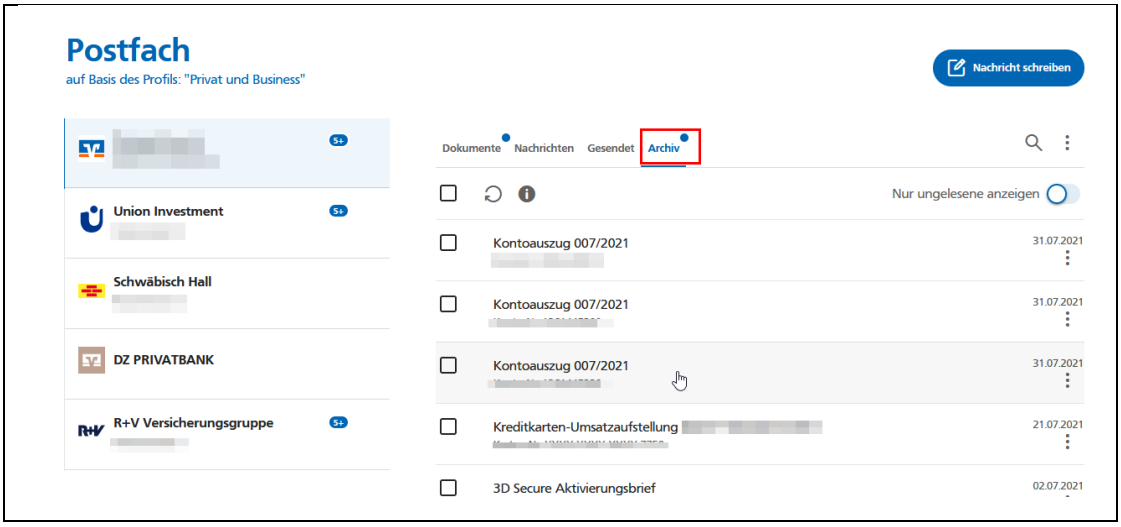
- Click on the envelope icon.

- You will receive an overview of the documents in your mailbox. You can open a document by clicking on it.



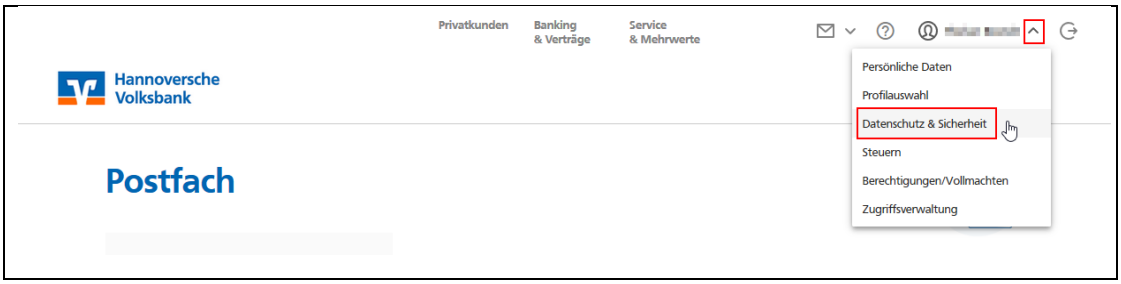
- The available mailboxes are displayed on the left-hand side so that you can open them quickly and easily with just one mouse click.

- In the archive (Archiv) you will find account statements from previous years. These are stored for 10 years.

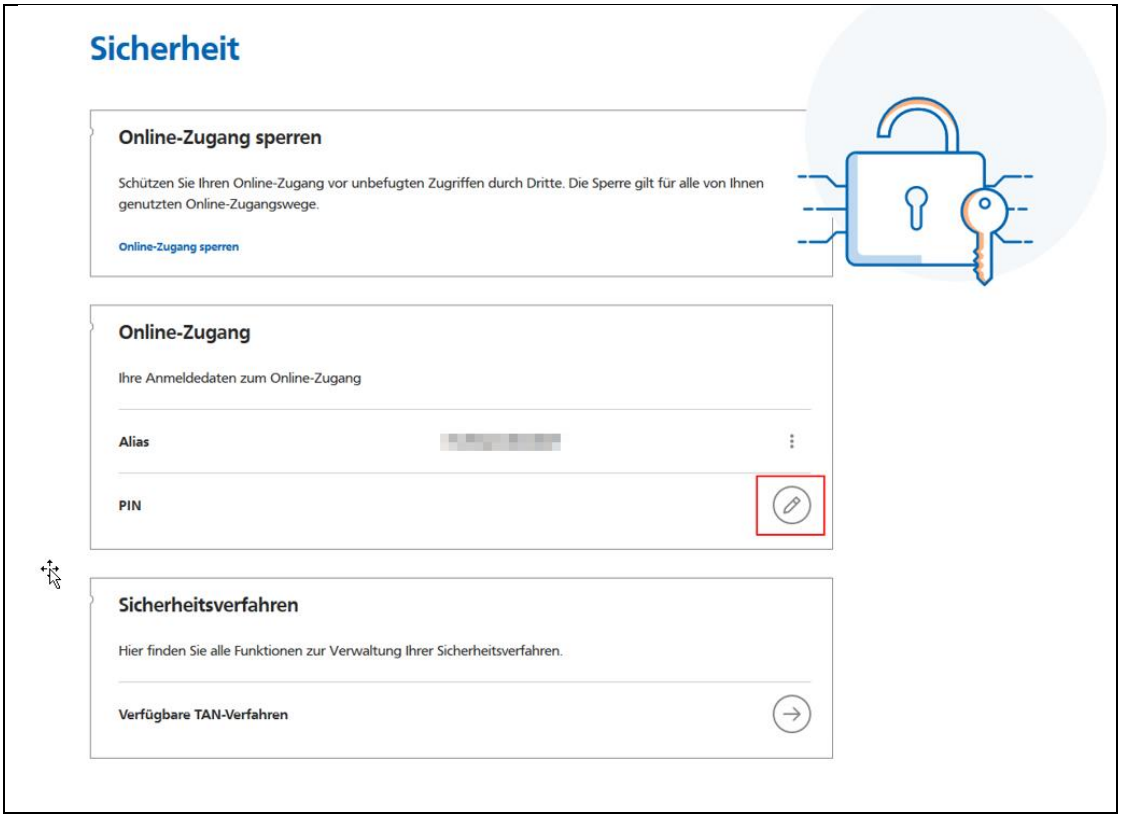


5. PIN-Change

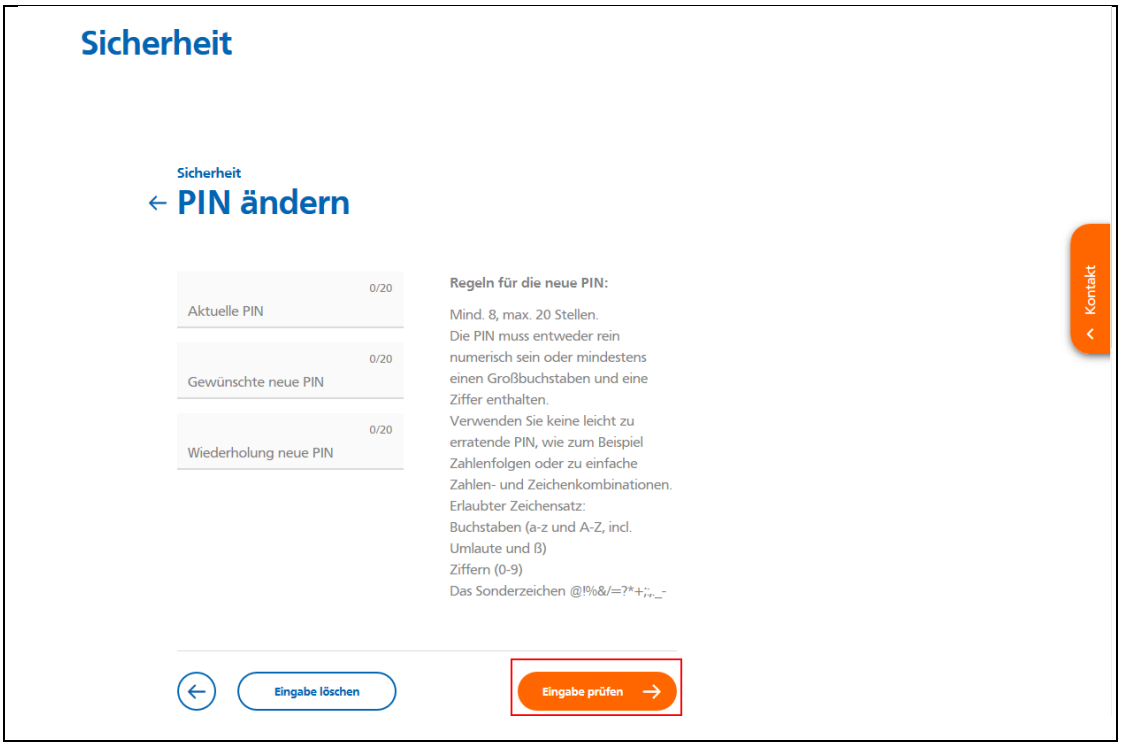
- Click on the arrow next to your name. Select " Datenschutz & Sicherheit ".



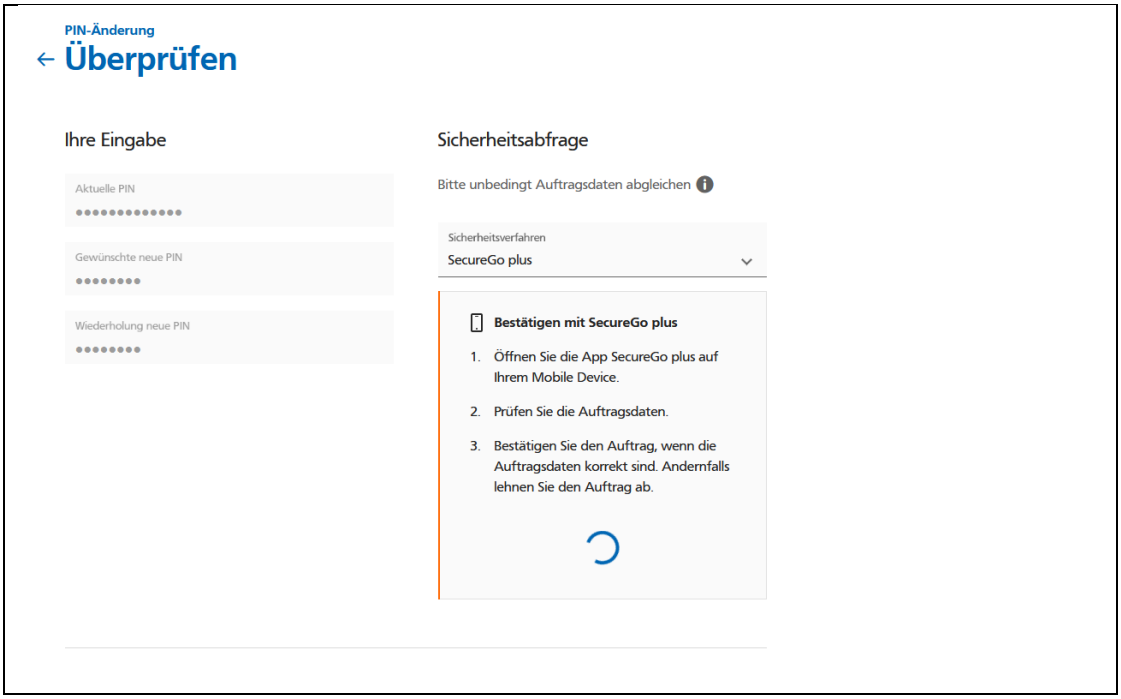
- Click on the pen icon to change your PIN.



- Enter your old and new PIN and click on the "Eingabe prüfen" button.

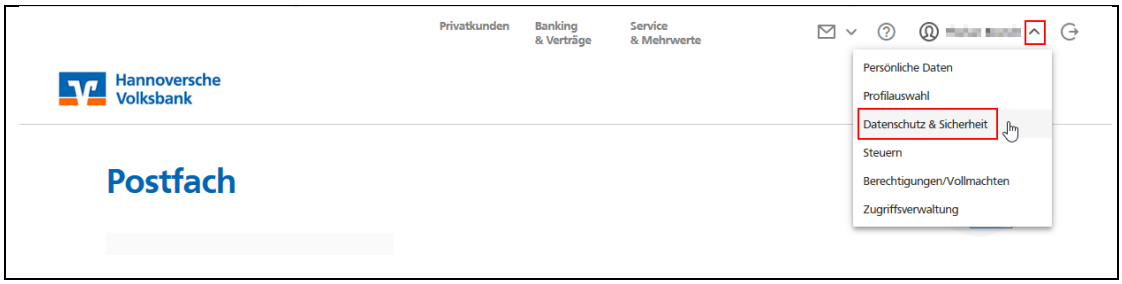


- The PIN change is confirmed with the security authorisation method you are using (SmartTAN plus or SecureGo plus).

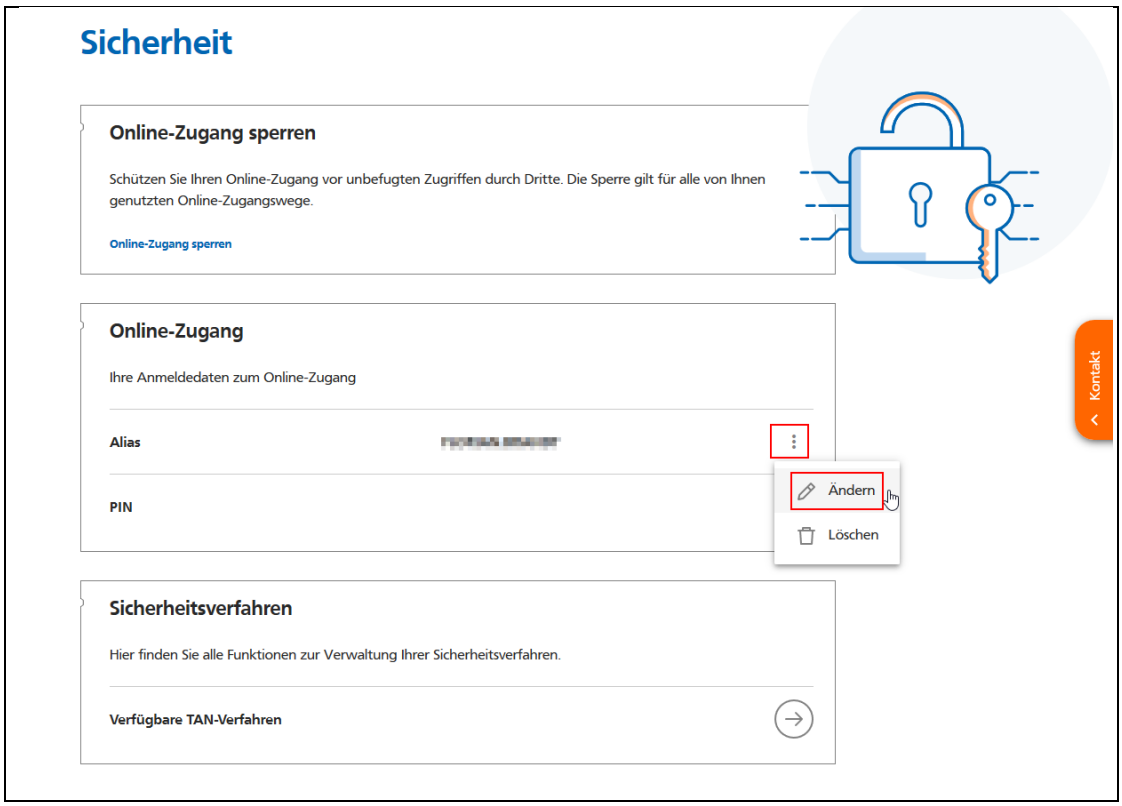
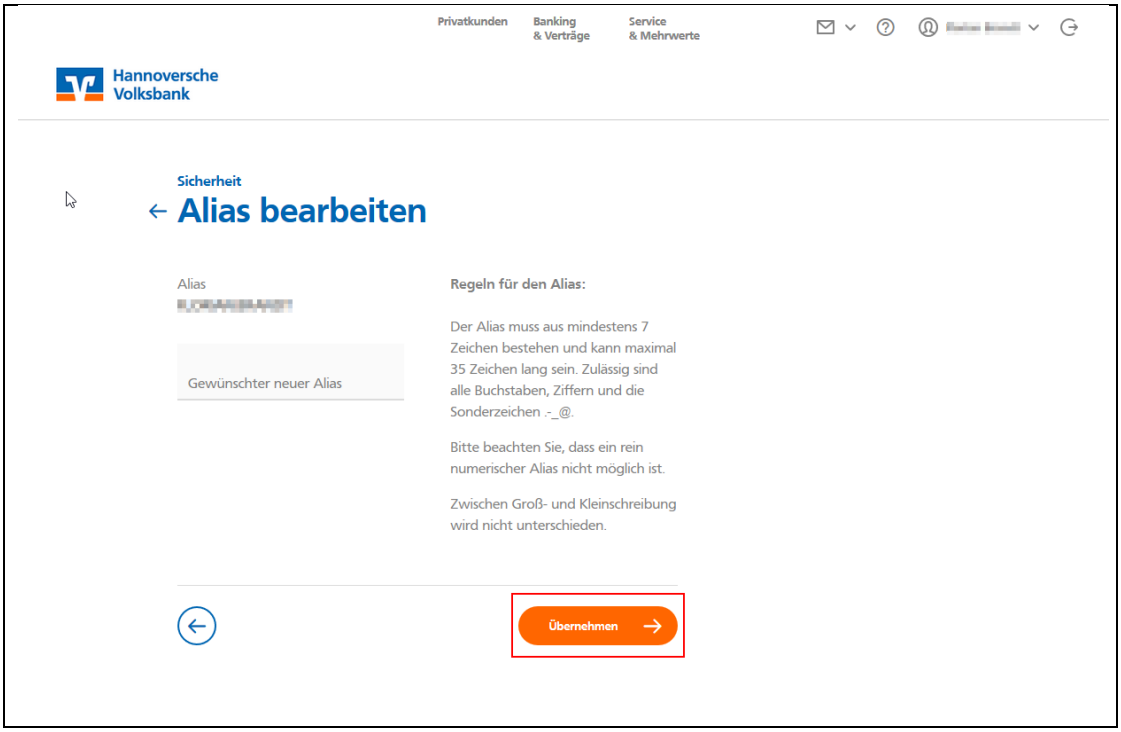


6. Assignment/Change of your Alias

- Click on the arrow next to your name. Select " Datenschutz & Sicherheit ".



- Click on the three dots and select "Ändern".



- Enter your chosen new alias and then click on the "Übernehmen" button.