

Welcome to RF Online – Your eBanking Portal

How To Activate Your Account



Before You Get Started

You will need your welcome email, your cellphone and another device (laptop, desktop, tablet).

Setup One-Time Password (OTP)

1. Locate the username and password that was emailed to you from ebanking@rfgroup.com.

*Your username will be an 8-digit number starting with '1'. **This is also your new account number.***

- 2.

Self Service

Login

Username*

This field is required.

Password*

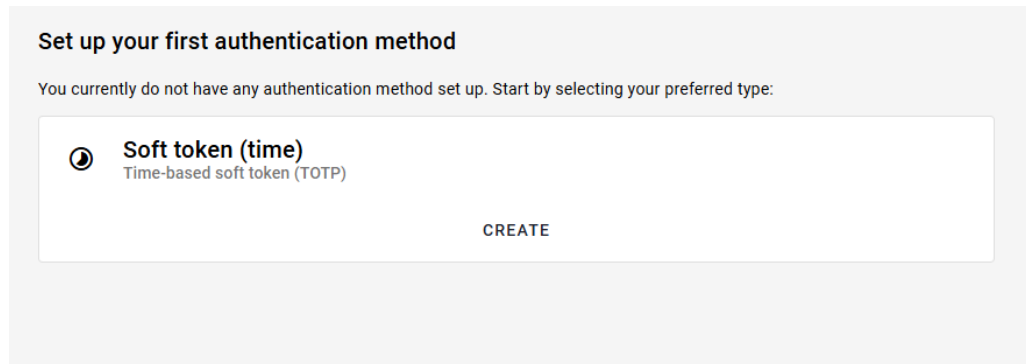
LOGIN

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Using your **desktop/laptop browser**, go to the RF Self Service:
<https://connect.rfgroup.com:5656>

Enter the username and password from the welcome email and **click 'Login'**.

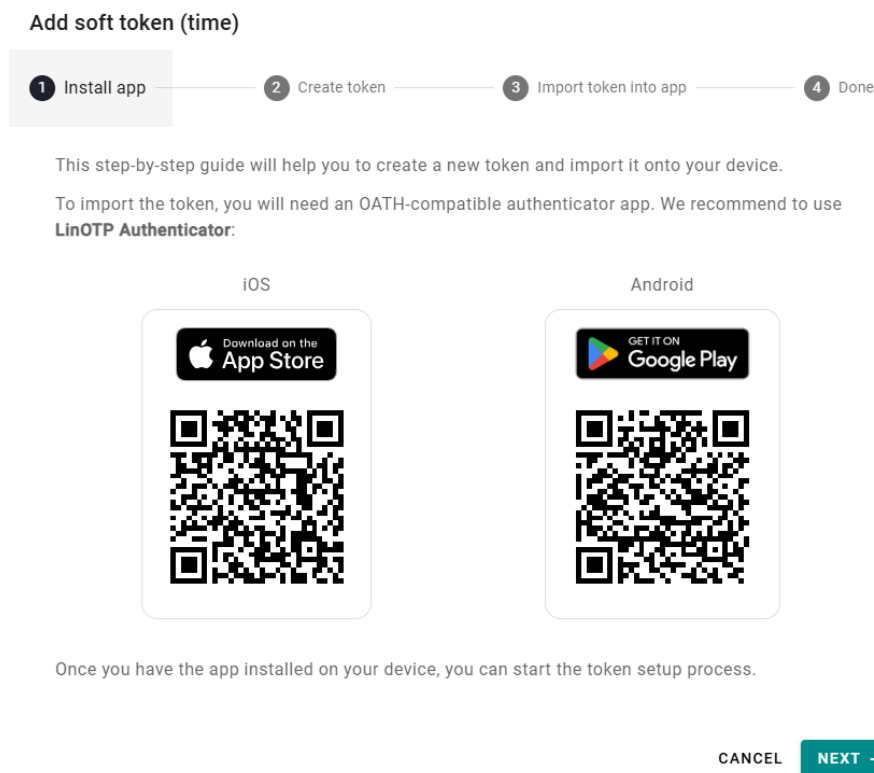
3.



Upon successfully logging in, you will receive another email from ebanking@rfgroup.com with a OTP. You will need this for step #6.

Create your token by **clicking 'CREATE'**.

4.



R Online User Manual

You will be prompted to open or install an authenticator app **on your mobile device**. Scanning the QR codes will take you directly to the 'LinOTP' authenticator app in your phone's app store for convenience. You don't have to use this app; you can use any authenticator.

Once you have the authenticator downloaded and open, **click 'Next'**.

5.

Add soft token (time)



Please set up a token according to your administrator's instructions.

You can enter a customized description to easily differentiate between multiple tokens:

Token description*
Created via SelfService

When you are ready, create the token to proceed to next step.

CANCEL

CREATE TOKEN →

Enter a name for your token so it's easily identifiable like 'RF Bank'. **Click 'Create Token'**.

6.

Add soft token (time)

✓ Install app — ✓ Create token — 3 Import token into app — 4 Done

A token with the serial number TOTP0006D764 has been created. Please add the token by scanning the QR code in the Authenticator app.



Enter your first OTP (one-time password) to verify the correct installation:

OTP value*

✓ VERIFY

Please enter the OTP value only. Do not include the OTP Pin.

👁 SHOW TOKEN DETAILS

! You need to verify the token to continue.

CANCEL NEXT →

Using your mobile device, scan the QR code using the camera in your authenticator app.

Enter the 6-digit OTP code from your app.

7.

Add soft token (time)

✓ Install app — ✓ Create token — ✓ Import token into app — 4 Done



You have successfully enrolled and verified your token.
You can now use it for authentication.

🕒 **Soft token (time)**
RF Bank
Serial: TOTP0006D764

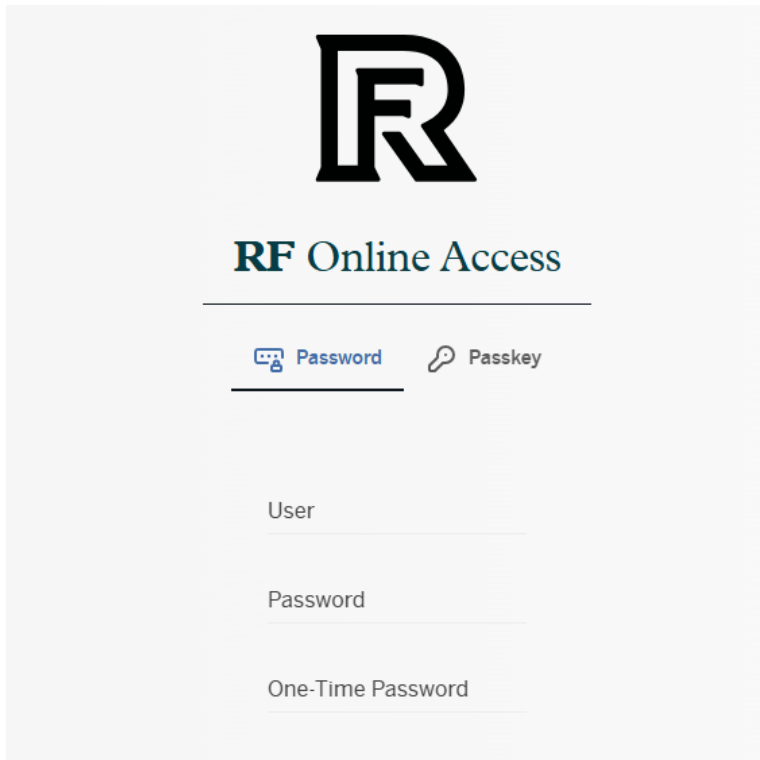
CLOSE

You should have successfully created your token and can now logout and close that window.

RF Online User Manual

Access the eBanking Portal

8.



Open the new eBanking portal on your mobile or desktop device by visiting the following url: <https://digibank.rfgroup.com>

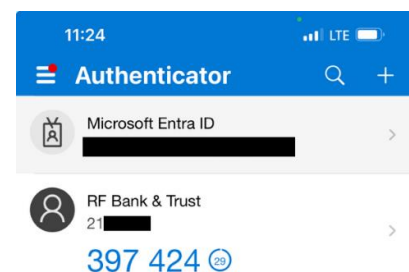
Enter your username and password as identified in the welcome email.

Use your mobile authenticator app to get the one-time password and enter it where required. **Click 'Login'**



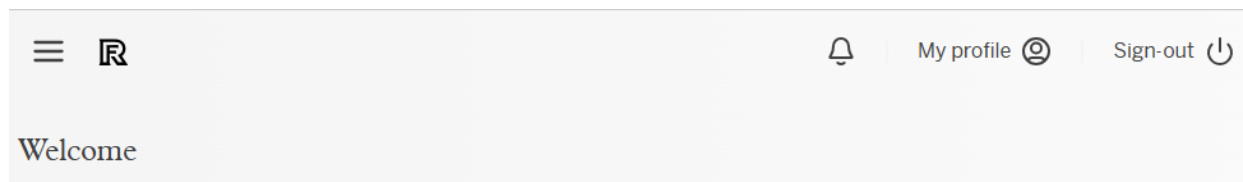
TIP

Example of what the authenticator app will generate:



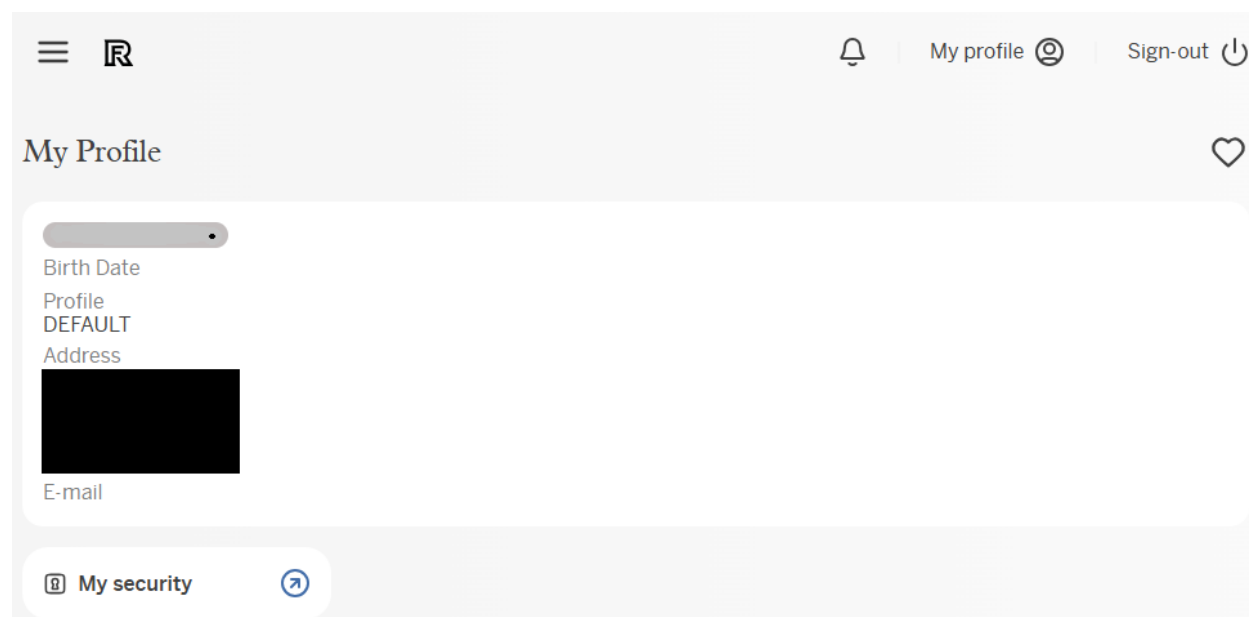
Change Your Password

9.



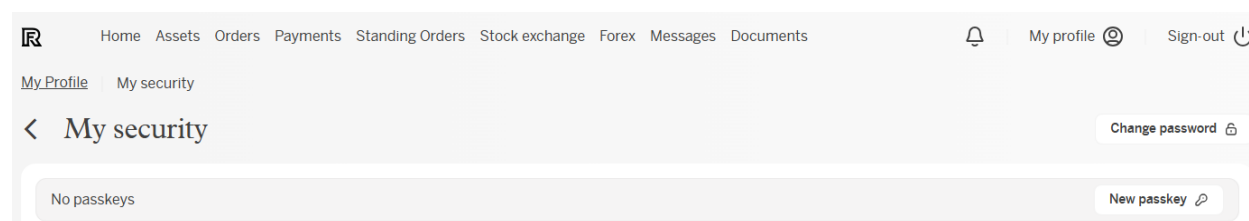
To set your password, [click on 'My Profile'](#)

11.



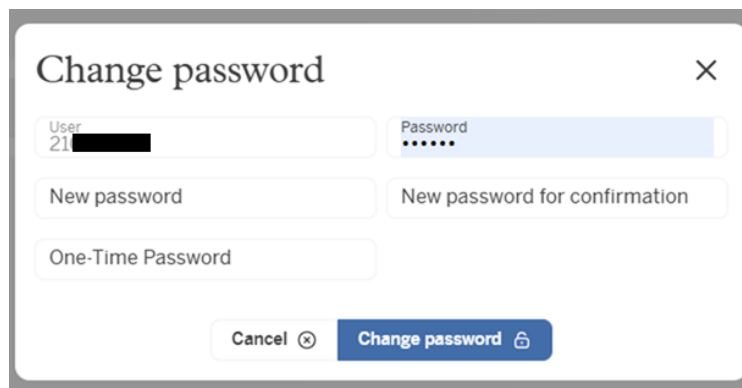
[Click 'My security'](#)

12.



[Click 'Change password'](#)

13.

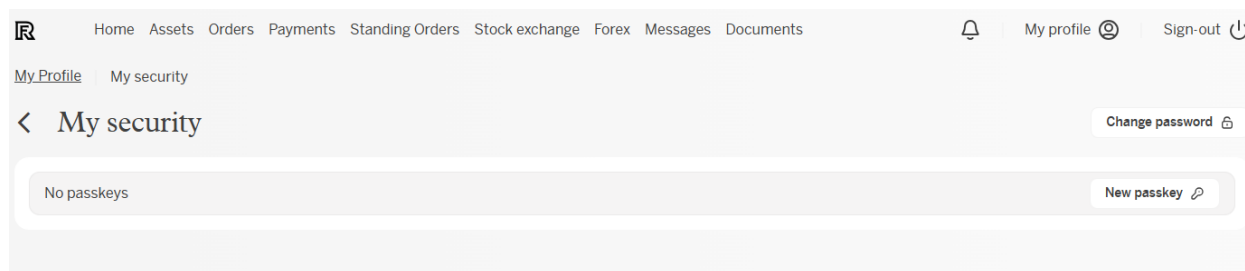


The screenshot shows a 'Change password' dialog box with a close button (X) in the top right corner. It contains four input fields: 'User' (with '21' and a redacted name), 'Password' (with six dots), 'New password', and 'New password for confirmation'. Below these is a 'One-Time Password' field. At the bottom, there are two buttons: 'Cancel' with a close icon and 'Change password' with a lock icon.

Enter a new password and confirm it by entering it again. Using your authenticator app, enter the one-time password and **click 'Change password'**.

Setup a Passkey

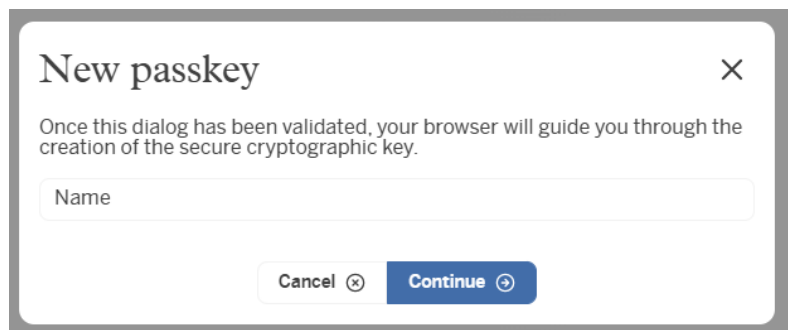
14.



The screenshot shows the 'My security' page in a web application. The top navigation bar includes 'Home', 'Assets', 'Orders', 'Payments', 'Standing Orders', 'Stock exchange', 'Forex', 'Messages', and 'Documents'. On the right, there are links for 'My profile' and 'Sign-out'. Below the navigation, there are links for 'My Profile' and 'My security'. The main heading is '< My security'. On the right side of this heading is a 'Change password' button. Below the heading, there is a box that says 'No passkeys' and a 'New passkey' button on the right.

Click 'New passkey'

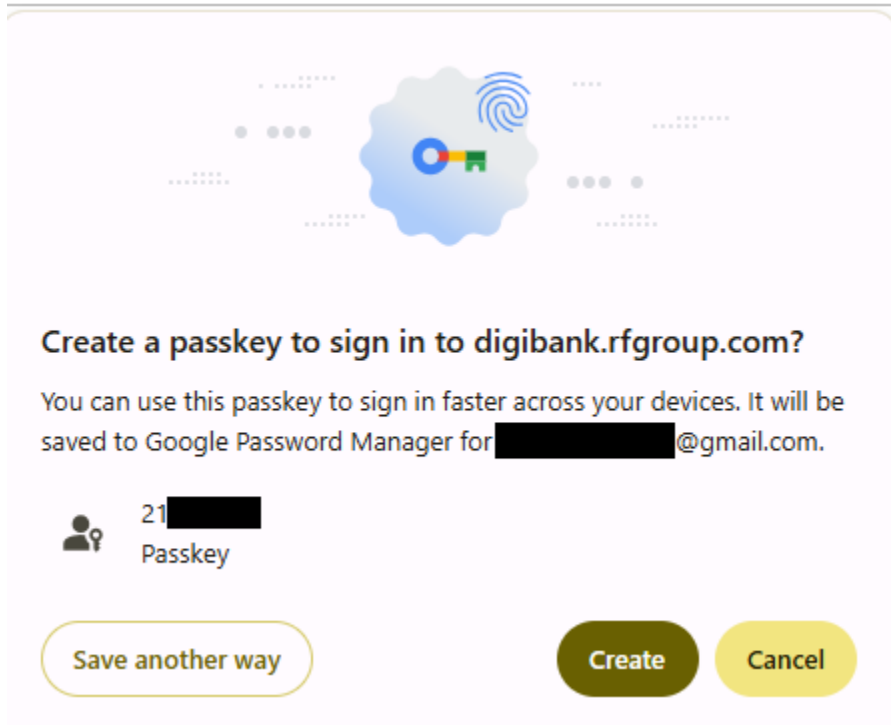
15.



The screenshot shows a 'New passkey' dialog box with a close button (X) in the top right corner. It contains a text area with the message: 'Once this dialog has been validated, your browser will guide you through the creation of the secure cryptographic key.' Below this is a 'Name' input field. At the bottom, there are two buttons: 'Cancel' with a close icon and 'Continue' with a right arrow icon.

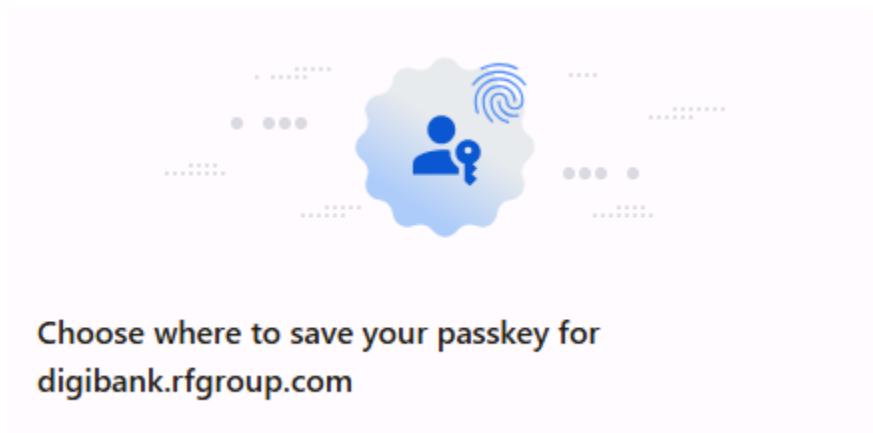
Name the passkey so it's easily identifiable and **click 'Continue'**.

16.



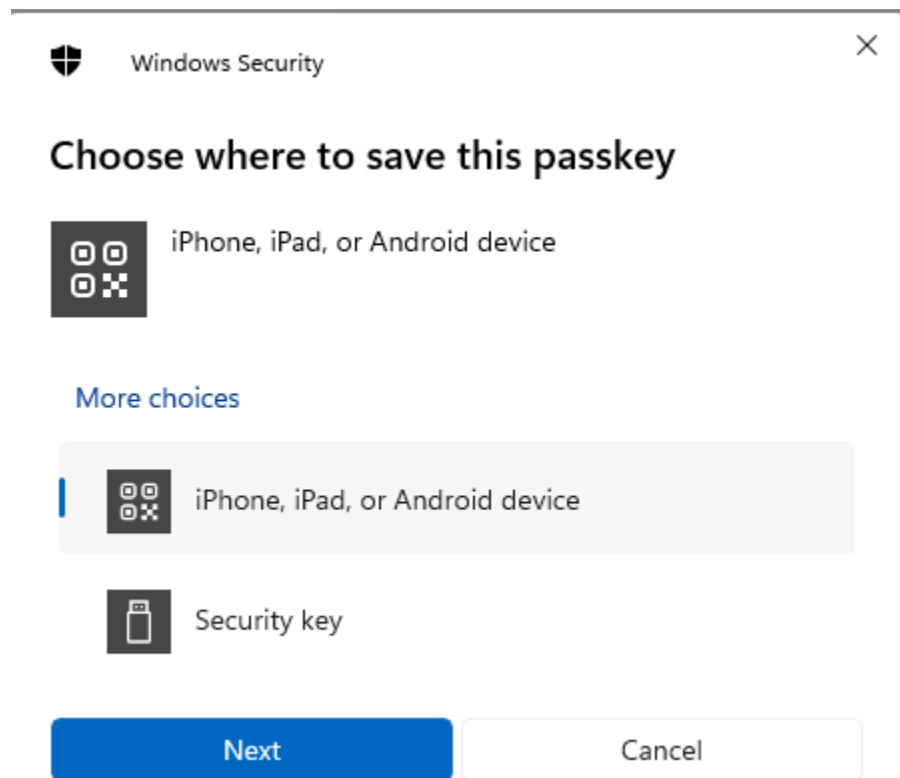
A popup window will appear. If you wish to have the passkey associated with your google account, click 'Create'. For more options and if you don't have a google account, click 'Save another way'.

17.

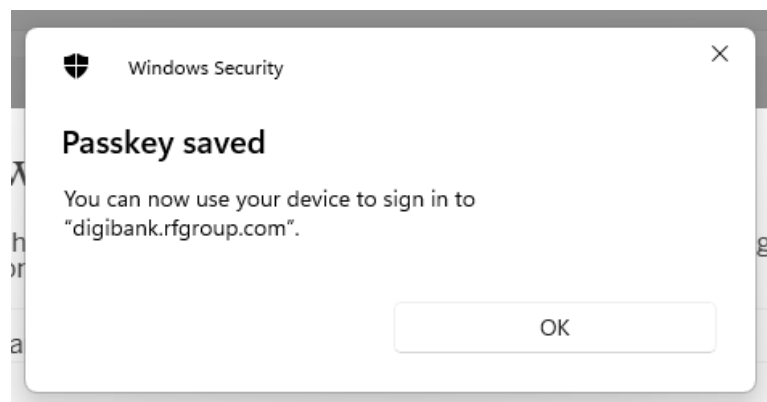


Select 'Windows Hello...'

18.



Choose 'iPhone, iPad...' and scan the QR code with the mobile device you would like to use to login moving forward.



Once successfully saved, you can sign in from a desktop/laptop computer by selecting the 'Passkey' option and scanning the QR code with your mobile device instead of using your password and authenticator.