Initial login in online banking with the VR SecureGo plus app

A. This is your starting point

You have applied for online banking and would like to use the Push-TAN-process "VR-SecureGo plus" in future. A one-off registration in the "VR-SecureGo plus" app is necessary before you can complete the initialisation (PIN-allocation) in the online banking.

You have the following documents:

- Document with the VR-NetKey and personal identification number (PIN)
- Document with the activation code

B. Setup the "VR SecureGo plus" app

1. **Installation of the "VR SecureGo plus" app on your smartphone**

   Depending on the operating system of your device open the "Google Play" store or the "Apple App Store" and install "VR Secure Go app".

App-Download

2. **Login in the "VR SecureGo plus" app**

   Open the app and set an individual unlock-code.

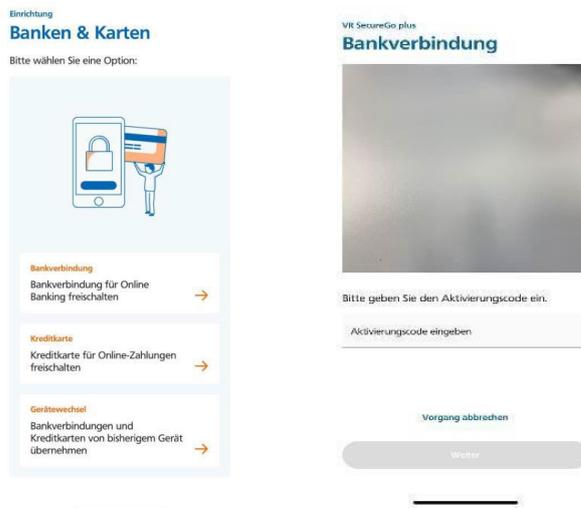   Minimum requirements for the unlock-code are:

   - unlock-code between 8 and 20 symbols
   - minimum of one digit
   - minimum one lower and one upper case

   Important: In future you will need your individual unlock-code to confirm every transaction.

Volksbank Hochrhein
Aktiv für Sie & die Region

3. **Registration in the "VR SecureGo plus" app**
   Click on „Bankverbindung für OnlineBanking freischalten" and then scan the
   activation code or enter the code manually from the first document we sent you.
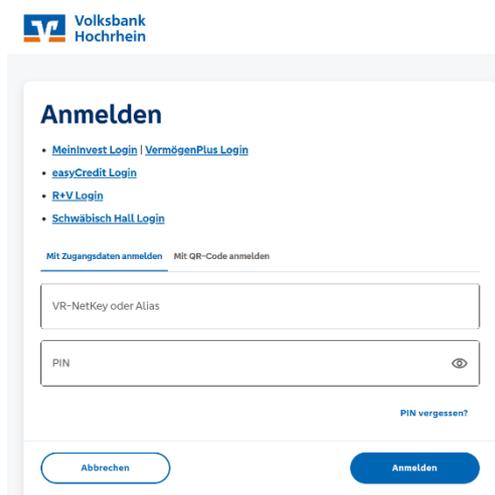

C. Continue with the initial login in the online banking

1. **Initial login in the online banking**
   To complete the initial login to your online banking open our homepage
   www.volksbank-hochrhein.de in a browser on your computer. Click on the button
   "Login Online-Banking" in the top right-hand corner.

   Finally enter your login details that you can find in the first document we sent you.

Stand: 10.02.2026

2. **Changing your initial access-PIN**
   In the field „gewünschte neue PIN" enter a self chosen PIN (=unlock-code). Please observe the PIN rules and repeat the entry of your desired PIN in the field „Wiederholung der neuen PIN".
   Please click „Eingaben prüfen".

   Important: The new PIN you will have to enter every time you login to your online banking on your browser and on your mobile version if you do not have it saved there.

   You will receive a confirmation in your "VR-SecureGo plus" app.

3. **Repeat the login**
   In the next step the system will ask you to repeat your login. Enter your VR-NetKey and your new personal PIN.