

FIRSTBANK

Aplicația pe mobil
Ghidul pas cu pas



Cuprins

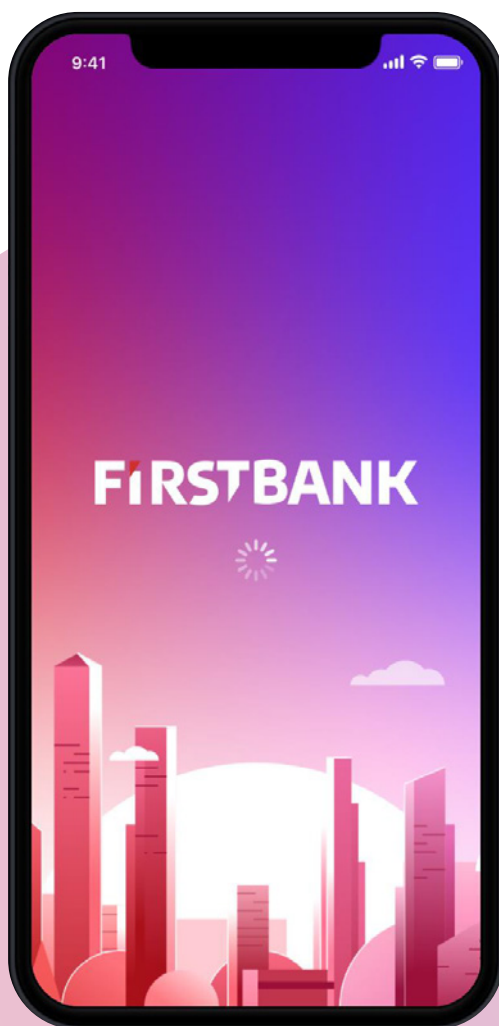
Pentru navigare rapidă, dați clic pe fiecare capitol pentru a accesa informația dorită. 

▼ 01/ Autentificare	03
▼ 02/ Portofoliul meu	14
(vizualizare conturi, carduri, credite, depozite)	
▼ 03/ Profilul meu	19
(Securitate, Activitate online)	
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▼ Gestionarea plăților	29
▼ Plăți facturi	39
▼ Plăți taxe	43
▼ 05/ Beneficiarii mei.....	45

01. Autentificare

Pasul 1/4

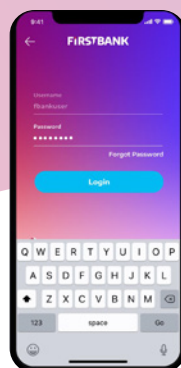
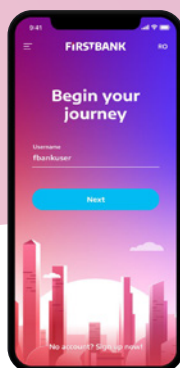
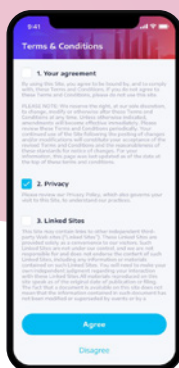
În primul rând, descărcați aplicația **First Bank Romania** din GooglePlay sau AppStore.



Pasul 2

Pasul 3

Pasul 4



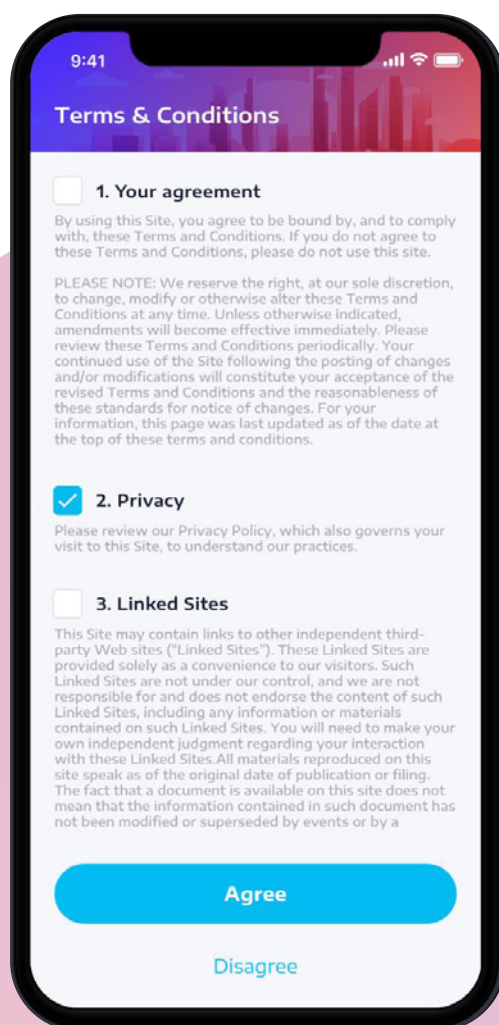
mergi.us

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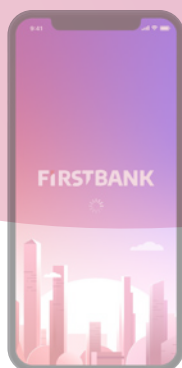
01. Autentificare

Pasul 2/4

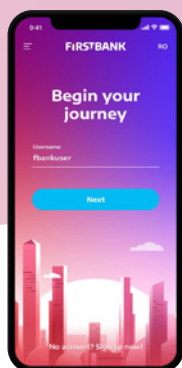
Acceptați termenii și condițiile de utilizare.



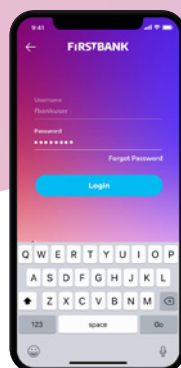
Pasul 1



Pasul 3



Pasul 4

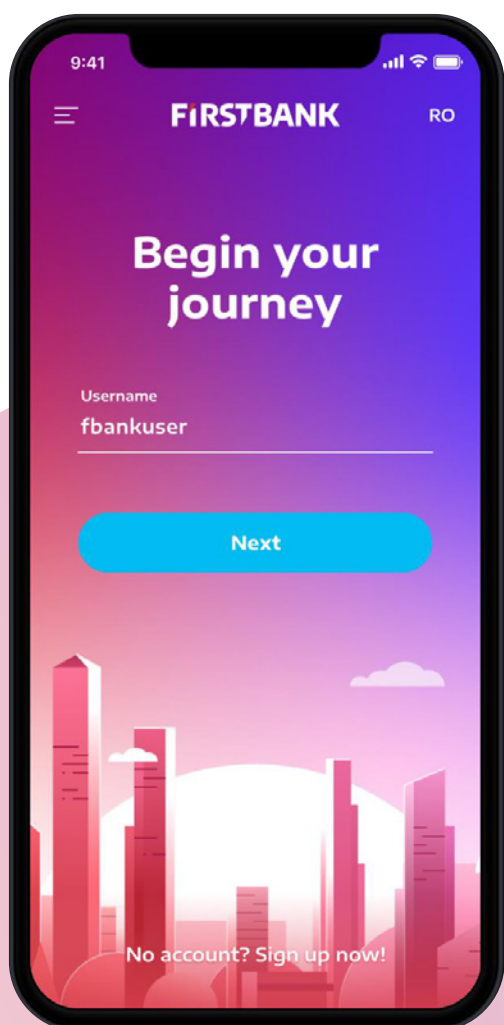


mergi sus

01. Autentificare

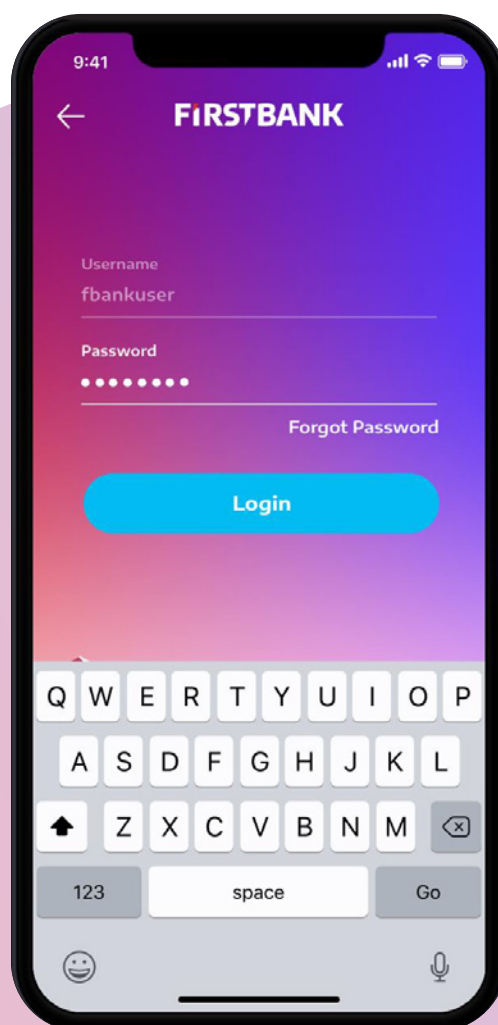
Pasul 3/4

Introduceți nume utilizator primit prin e-mail.



Pasul 4/4

Introduceți parola primită prin SMS



Pasul 1



Pasul 2



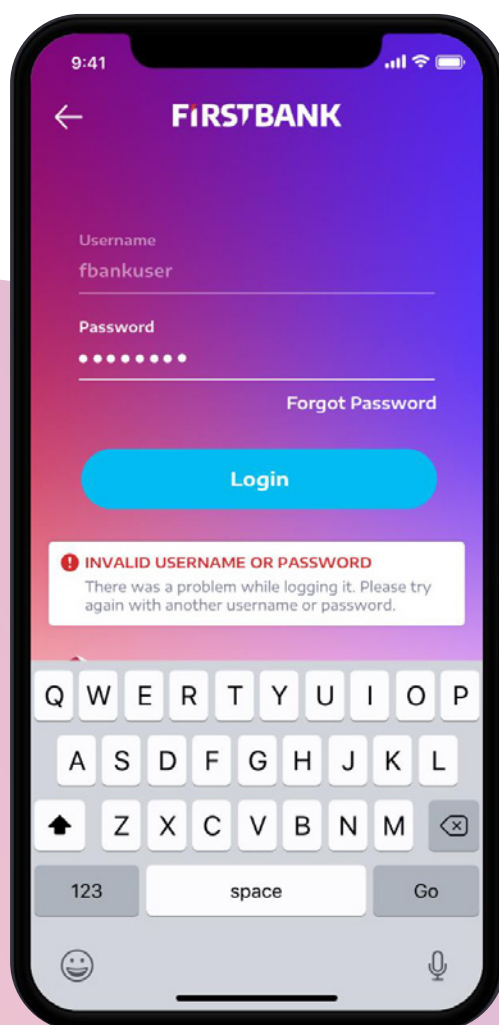
01.

Prima autentificare

Modificați-vă datele de identificare

Pasul 1/4

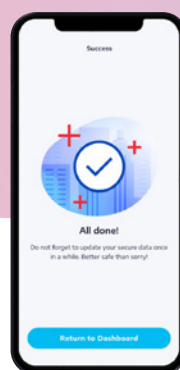
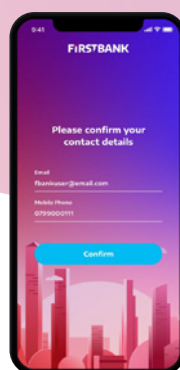
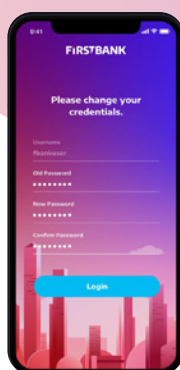
Permite utilizatorului modificarea numelui de utilizator și a parolei în conformitate cu regulamentul First Bank referitor la numele de utilizator.



Pasul 2

Pasul 3

Pasul 4



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01.

Prima autentificare

Modificați-vă datele de identificare

Pasul 2/4

Modificați-vă datele de identificare.

9:41

FIRSTBANK

Please change your credentials.

Username
fbankuser

Old Password
••••••••

New Password
••••••••

Confirm Password
••••••••

Login

Pasul 3/4

Confirmați datele modificate.

9:41

FIRSTBANK

Please confirm your contact details

Email
fbankuser@email.com

Mobile Phone
0799000111

Confirm

Pasul 1

9:41

FIRSTBANK

Username
fbankuser

Password
••••••

Forgot Password

Login

NU PUTI UTILIZATI UN PROIECTOR
Peisul nu este permis in acest tip de aplicatie.
Inchide aplicatia si incearca sa o deschizi din nou.

Q W E R T Y U I O P
A S D F G H J K L
Z X C V B N M

123 SPACE

Pasul 4

Success

All done!
Do not forget to update your secure data once in a while. Better safe than sorry!

Return to Dashboard



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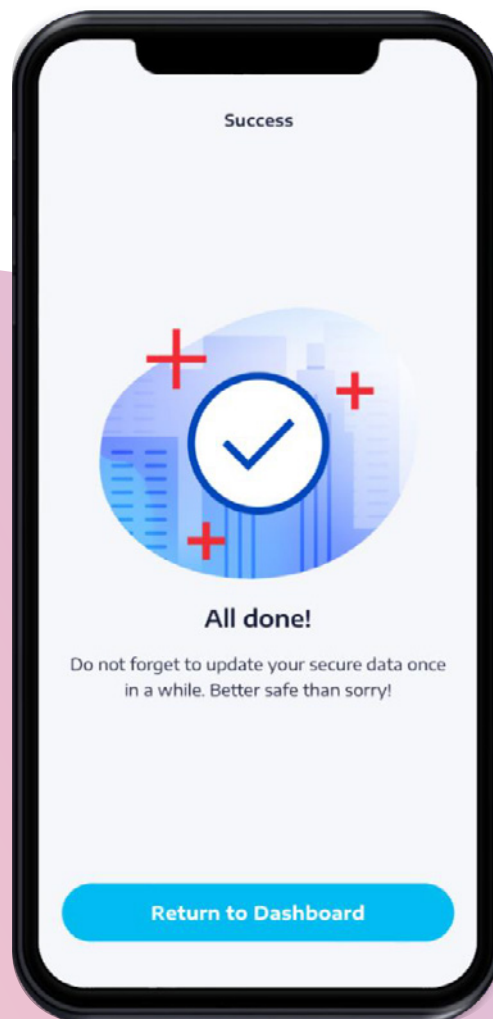
FIRSTBANK

01.

Prima autentificare

Modificați-vă datele de identificare

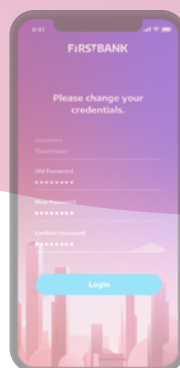
Pasul 4/4
Ați terminat!



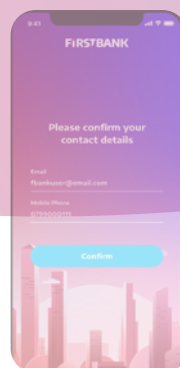
Pasul 1



Pasul 2



Pasul 3



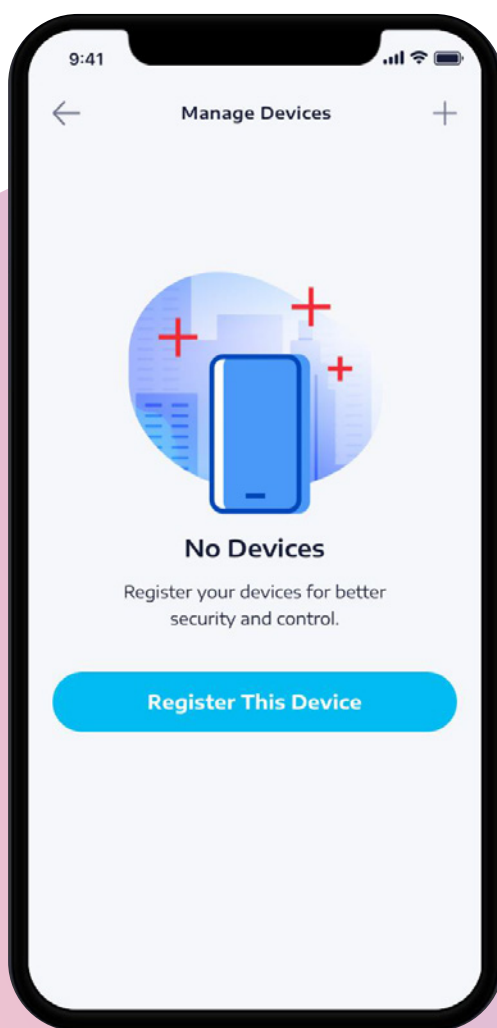
mergi.us

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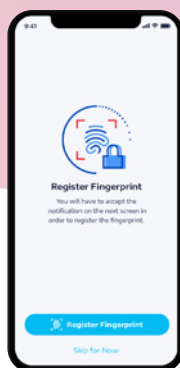
01. Prima autentificare Înregistrare dispozitiv

Pasul 1/4

Înregistrați-vă dispozitivul de la prima autentificare utilizând funcțiile biometrice de securitate ale dispozitivului sau un număr PIN.



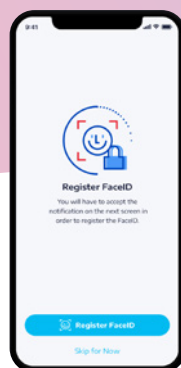
Pasul 2



Pasul 3



Pasul 4

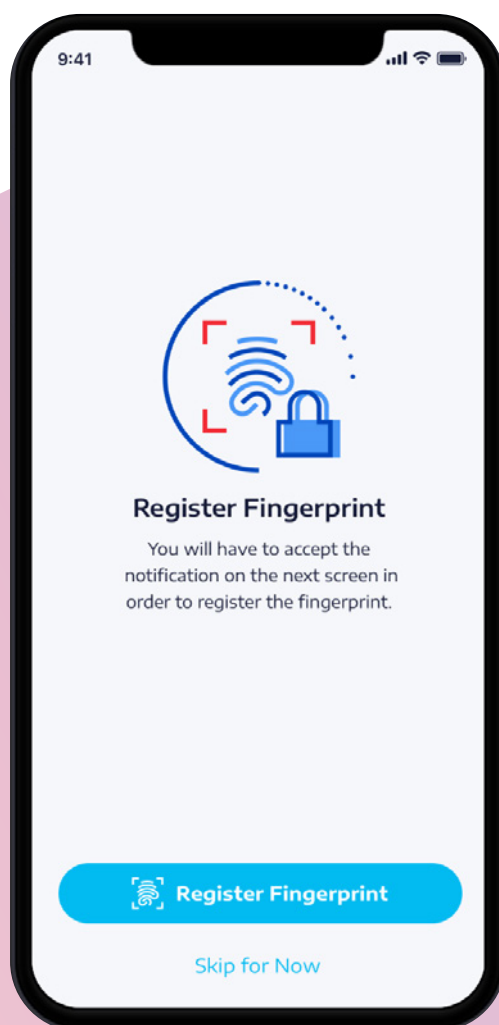


01.

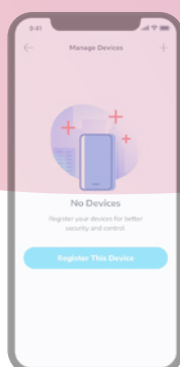
Prima autentificare Înregistrare dispozitiv

Pasul 2/4

Înregistrați-vă amprenta digitală sau treceți mai departe.



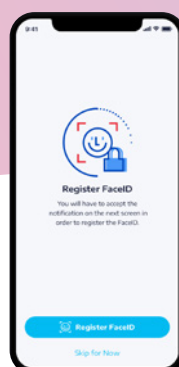
Pasul 1



Pasul 3



Pasul 4

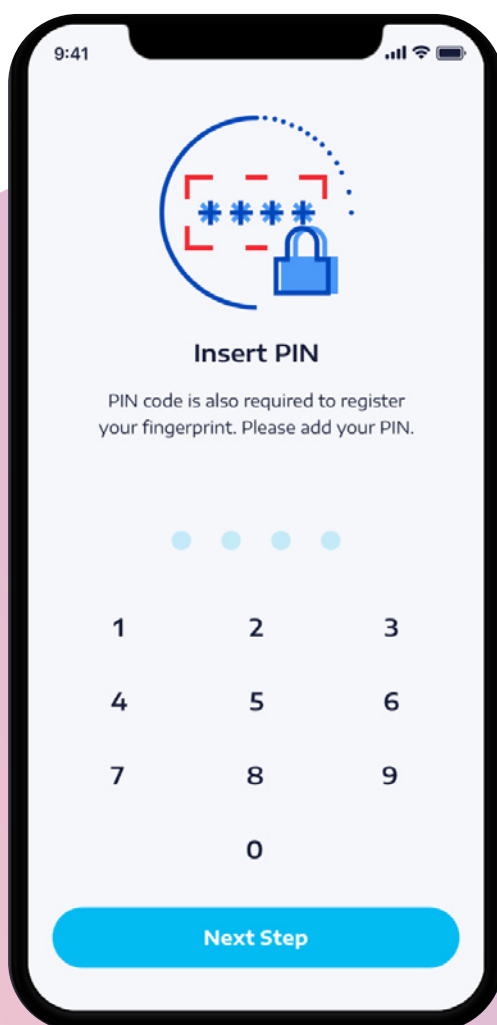


01.

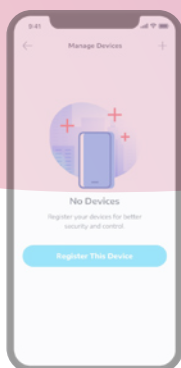
Prima autentificare Înregistrare dispozitiv

Pasul 3/4

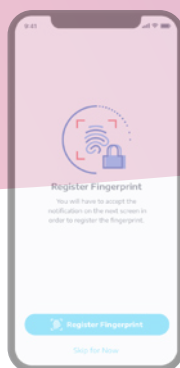
Introduceți numărul PIN pentru a vă înregistra amprenta digitală.



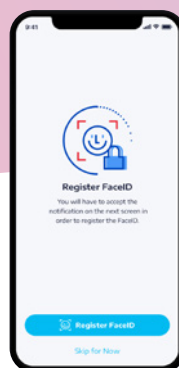
Pasul 1



Pasul 2



Pasul 4

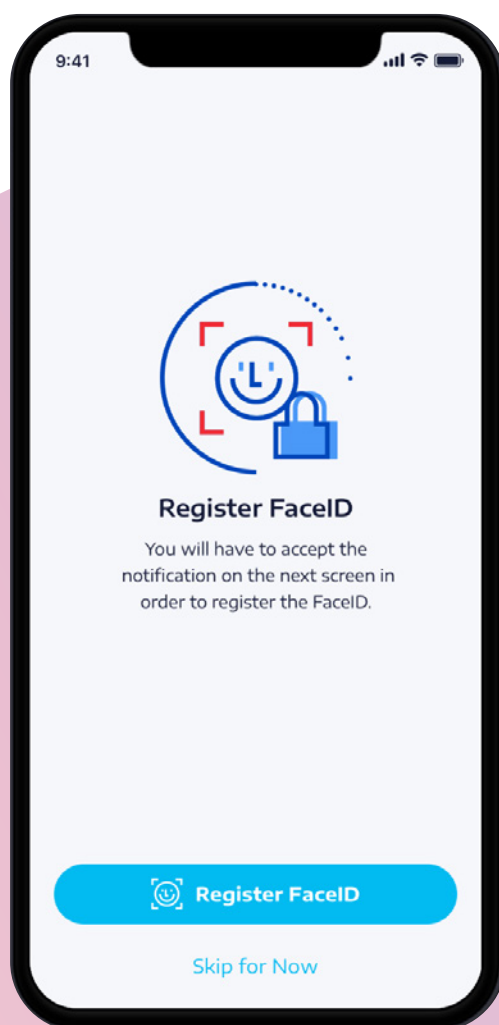


01.

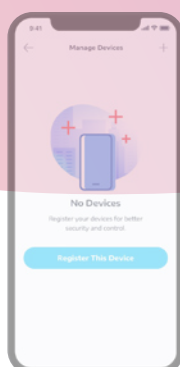
Prima autentificare Înregistrare dispozitiv

Pasul 4/4

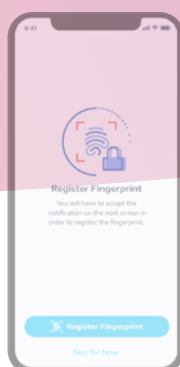
Înregistrați-vă imaginea pentru identificare facială sau treceți mai departe.



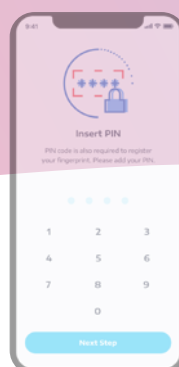
Pasul 1



Pasul 2



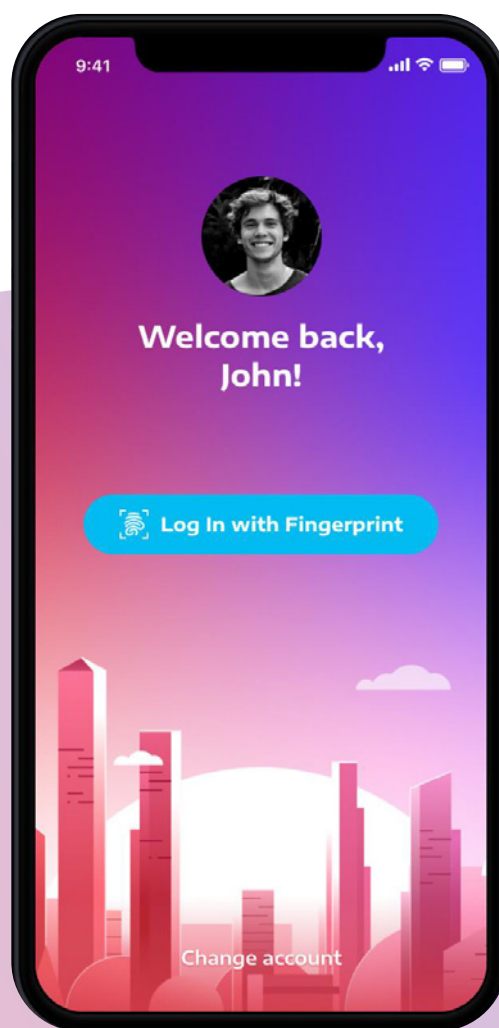
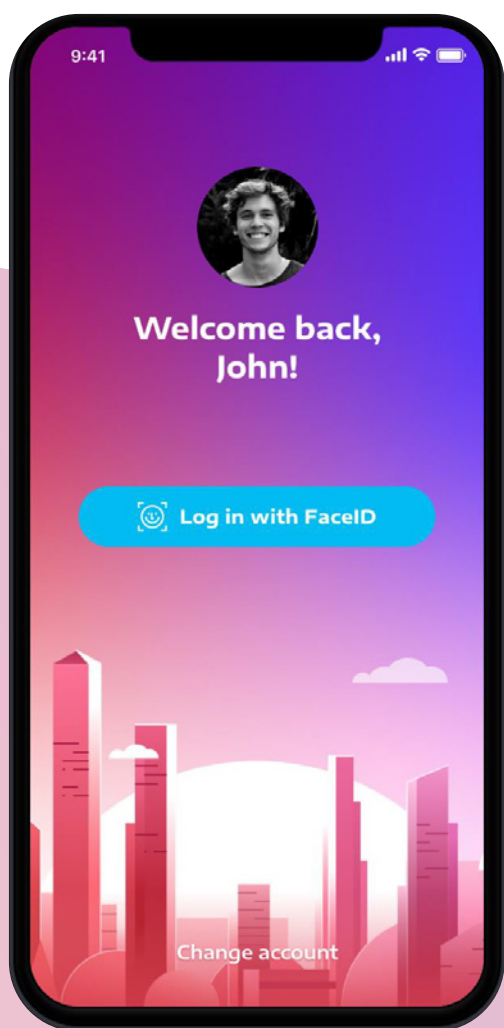
Pasul 3



01. Deschidere Autentificare în aplicație cu funcțiile biometrice de securitate

Autentificare prin identificare facială

sau prin amprentă digitală

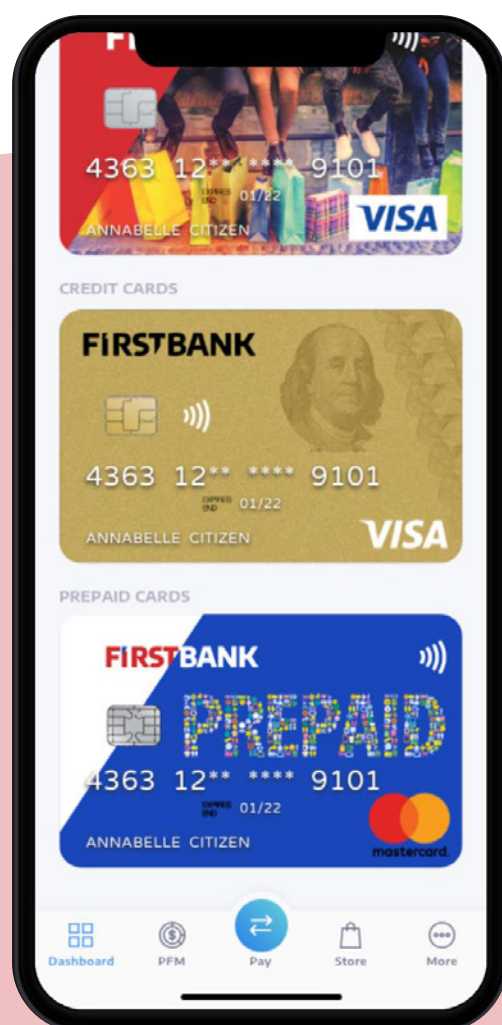
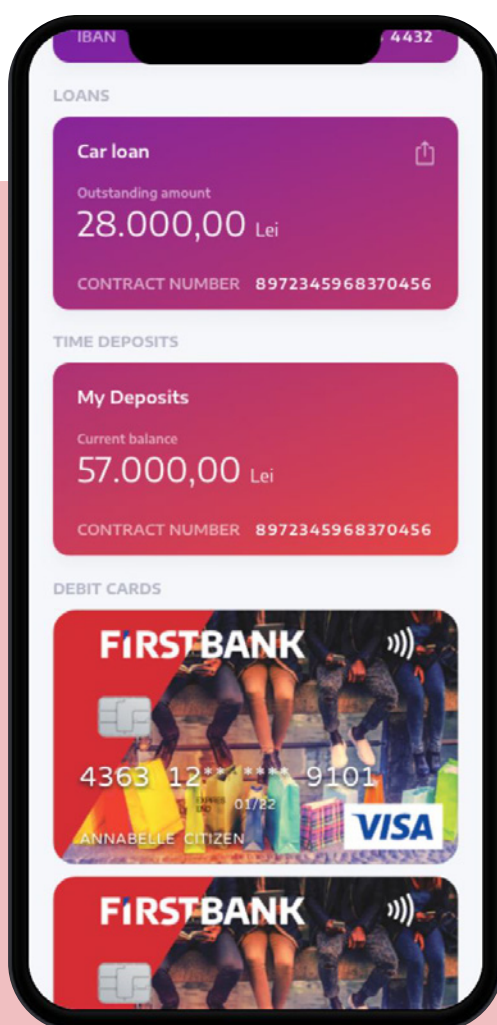
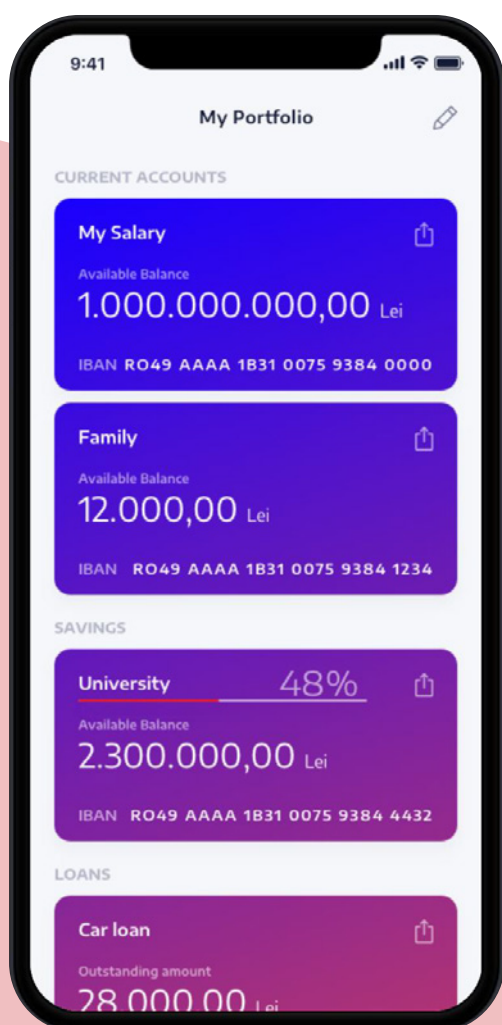


02.

Portofoliul meu

În această secțiune puteți vizualiza informații referitoare la serviciile și produsele contractate: conturi curente, carduri, facilități de credit și depozite.

Derulați în jos pentru a vedea toate produsele dumneavoastră.



mergi sus

02.

Portofoliul meu / Contul curent

Accesand unul dintre conturile curente din sectiunea "Portofoliul Meu"
- Conturi Curente veti avea acces la urmatoarele tipuri de informatii

Sold cont curent

Total Hold-uri – tranzacții în curs de autorizare/
procesare; vizibil dacă există astfel de tranzacții

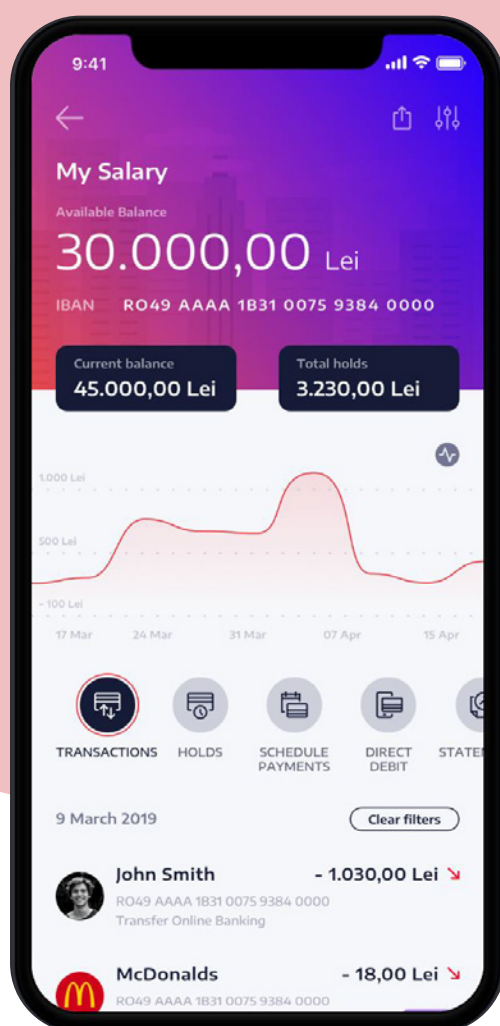
Tranzacții – istoricul tranzacțiilor efectuate /
postate pe cont, cu posibilitate de export istoric în
PDF și filtrare tranzacții

Transferuri active – lista tranzacțiilor cu data de
execuție în viitor, cu recurență sau fără

Debite directe – lista contractelor de debitare
directa

Extrase de cont – lista extraselor generate cu
posibilitate de descarcare în format PDF

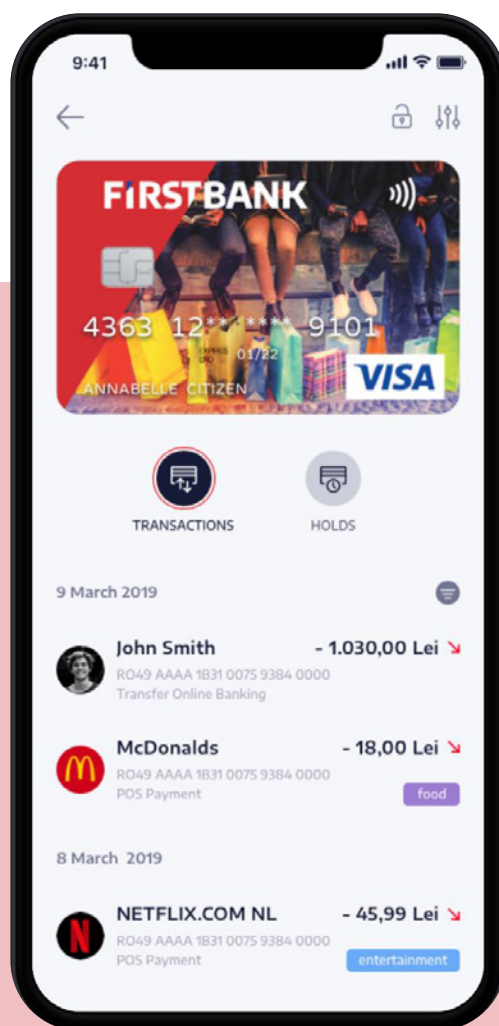
Situația overdraft-ului – suma aprobată, suma
folosită



02.

Portofoliul meu / Carduri

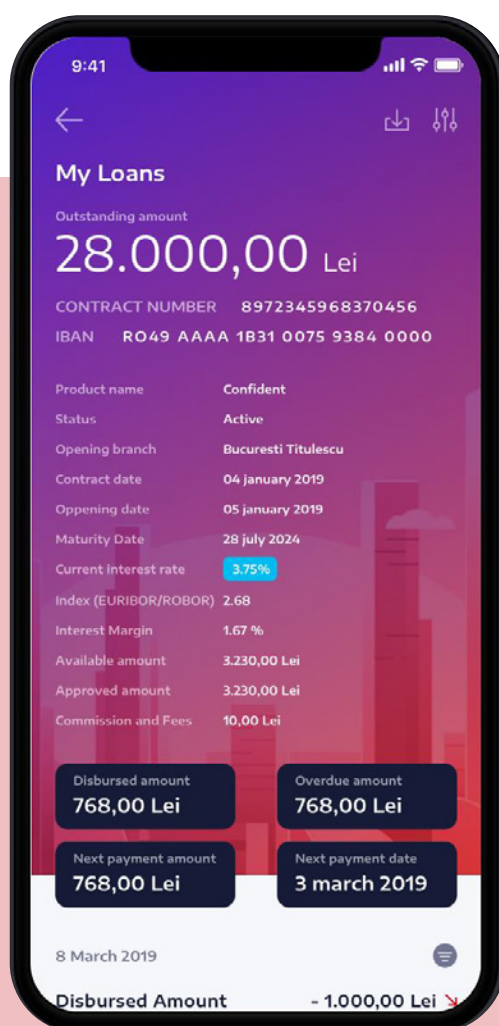
accesând unul dintre cardurile din secțiunea “Portofoliul Meu”
– Carduri veți avea acces la următoarele tipuri de informații/acțiuni:
limite, tranzacții, extrase
(pentru cardurile de credit)



02.

Portofoliul meu / Credite

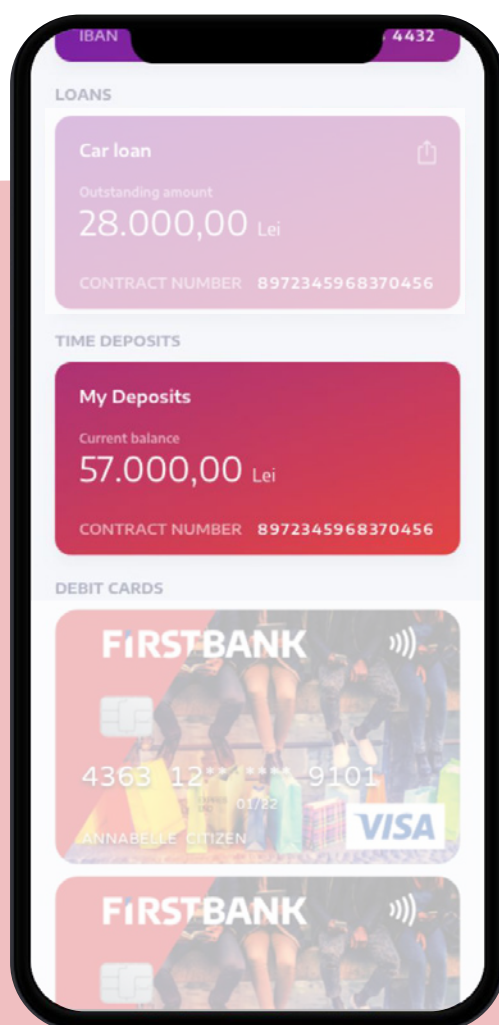
accesând unul dintre conturile de credit din secțiunea "Portofoliul Meu"
– Credite veți avea acces la detaliile creditului dumneavoastră.



02.

Portofoliul meu / Depozite

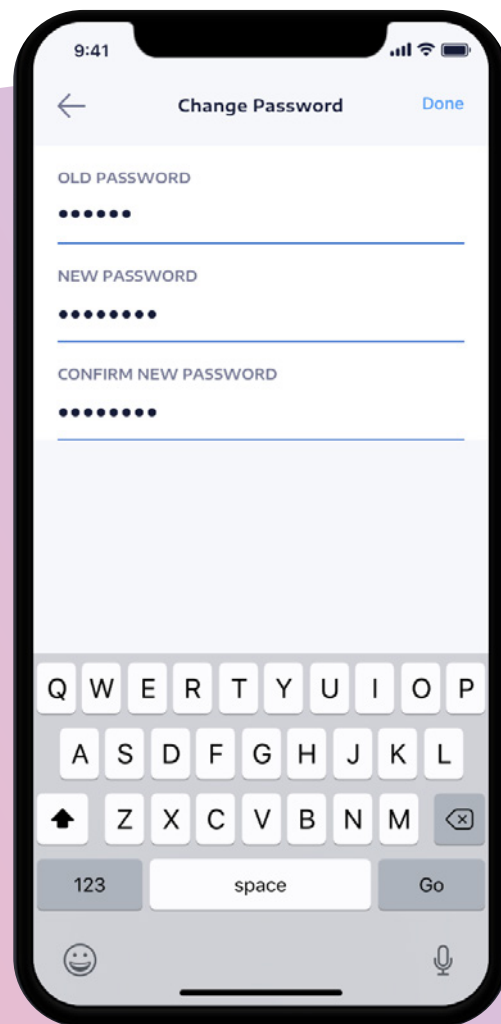
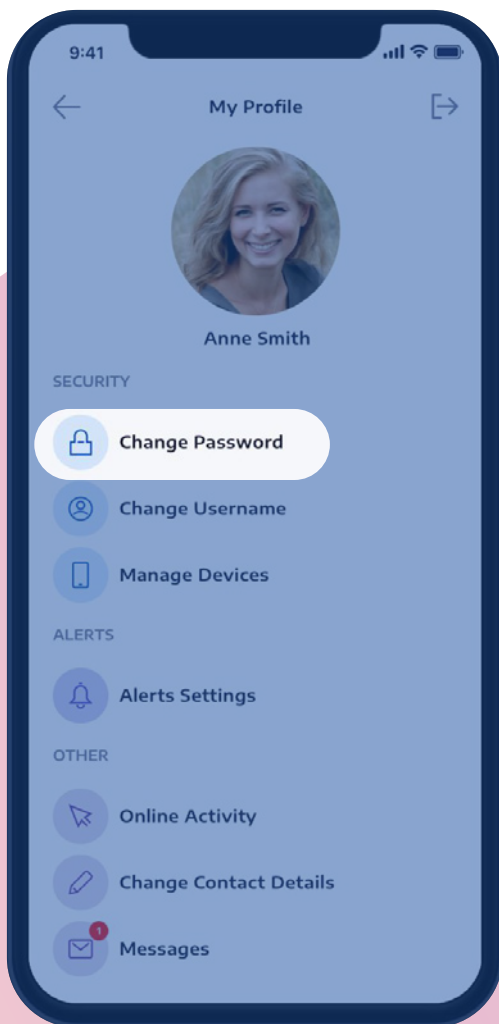
accesând unul dintre conturile de depozit din secțiunea "Portofoliul Meu"
– Depozite veți avea acces la detaliile depozitului dumneavoastră.



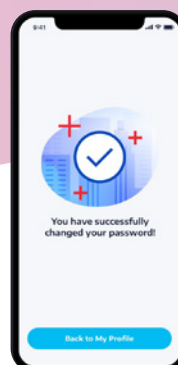
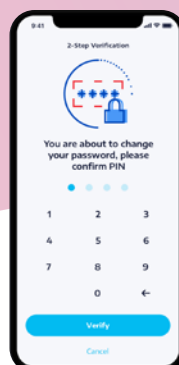
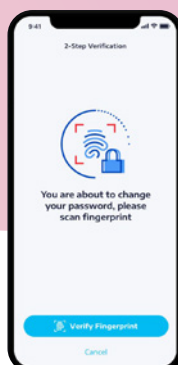
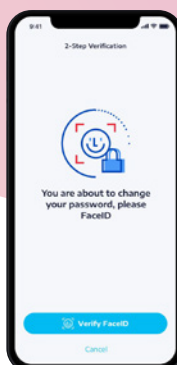
03. Profilul meu / Modificați parola

Pasul 1/5

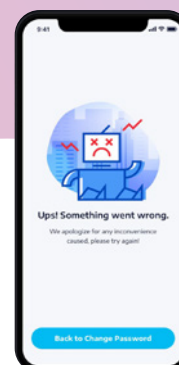
Introduceți vechea parolă și tastați-o pe cea nouă.
Confirmați apoi noua parolă.



Pasul 2



Pasul 5



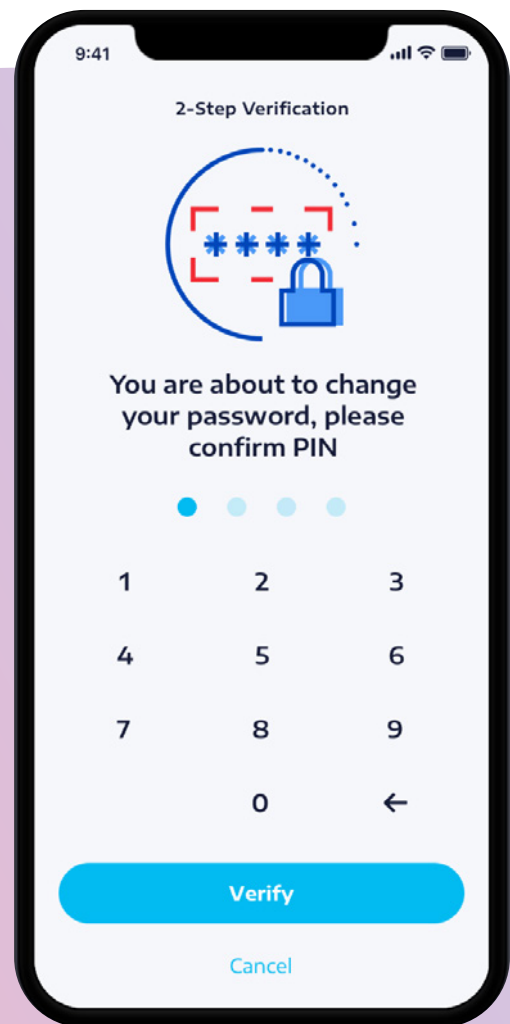
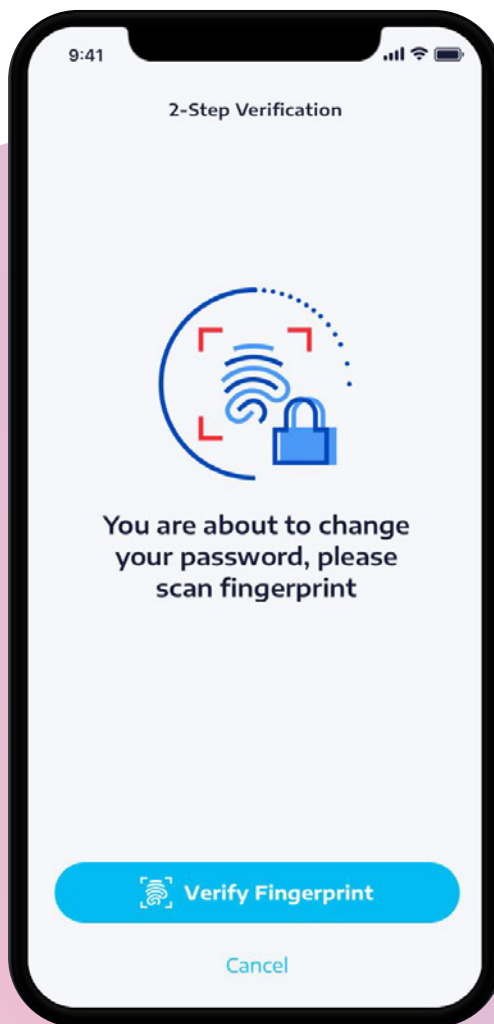
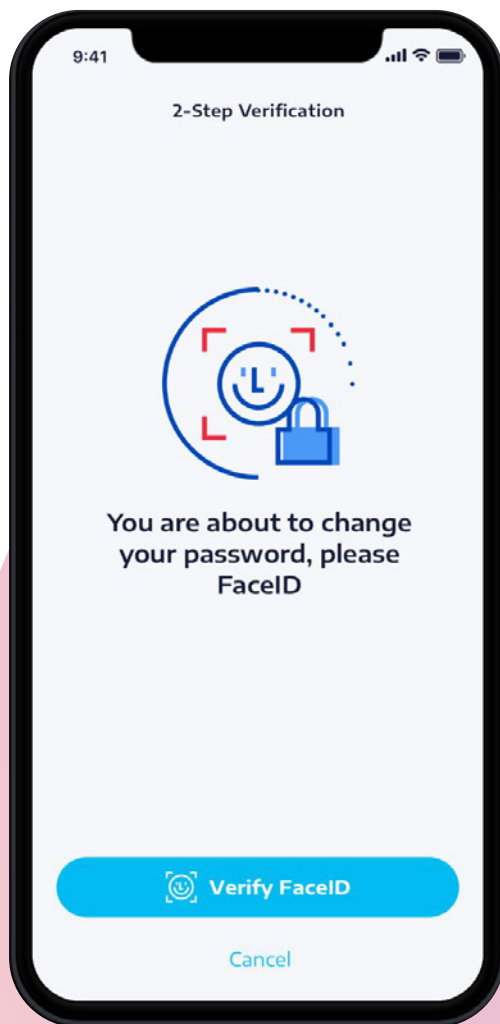
03. Profilul meu / Modificați parola

Pasul 2/5

Această operațiune constă în doi pași.
Primul pas, autentificați-vă prin identificare facială sau prin amprentă digitală.

Pasul 3/5

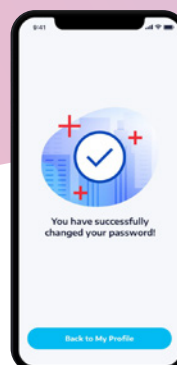
Apoi, introduceți codul PIN personal.



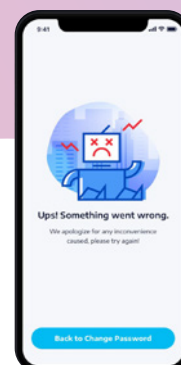
Pasul 1



Pasul 4



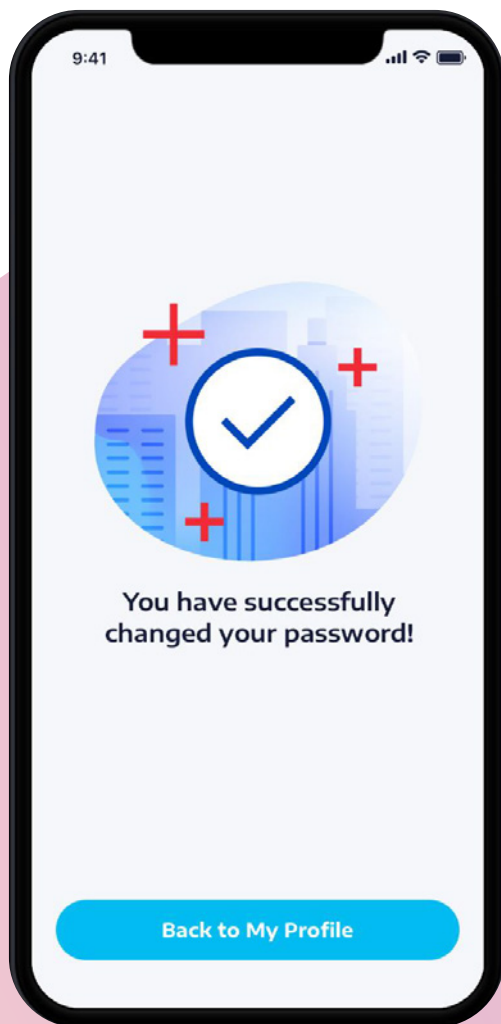
Pasul 5



03. Profilul meu / Modificați parola

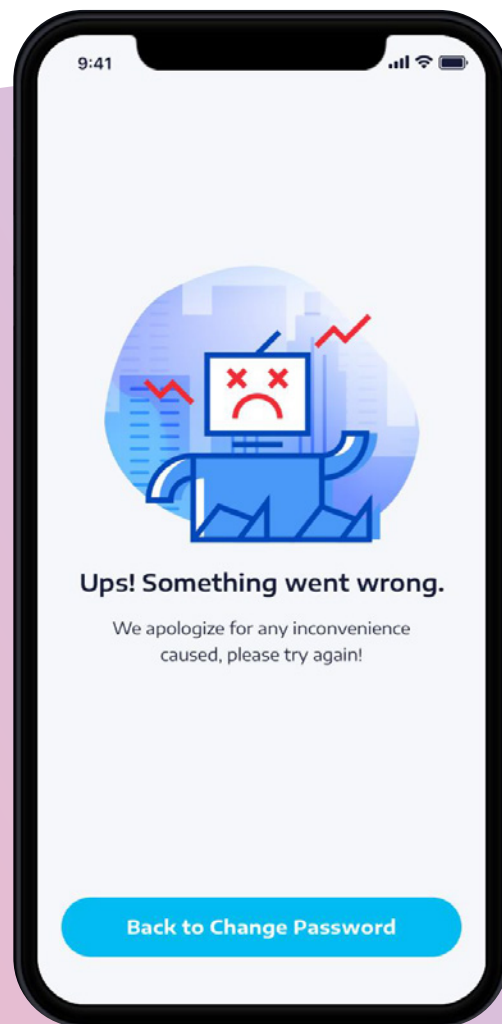
Pasul 4/5

Ați terminat!

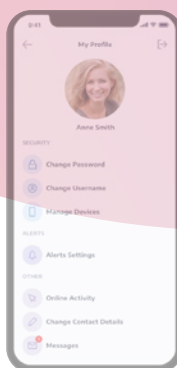


Pasul 5/5

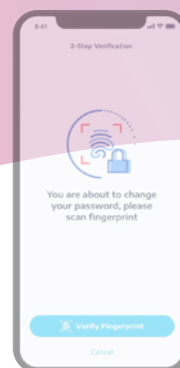
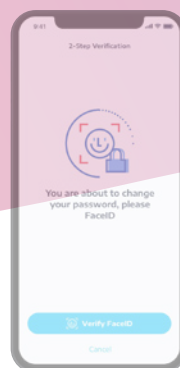
În cazul în care întâmpinați orice problemă,
vă rugăm să mai încercați o dată.



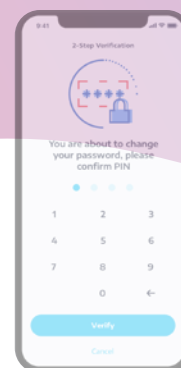
Pasul 1



Pasul 2



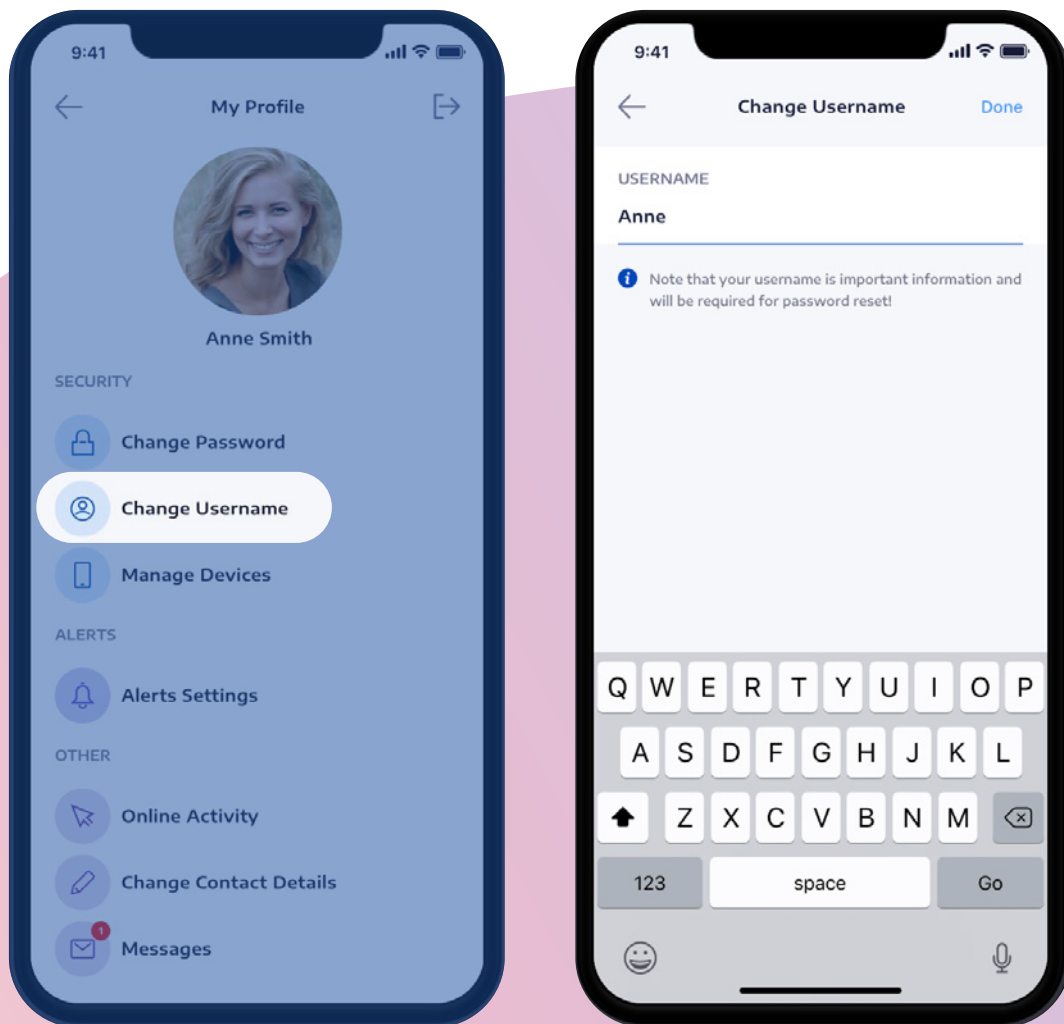
Pasul 3



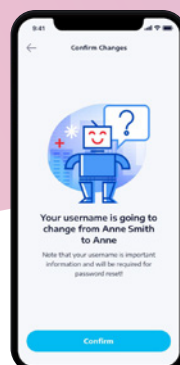
03. Profilul meu / Modificați numele de utilizator

Pasul 1/2

Tastați noul dumneavoastră nume de utilizator.



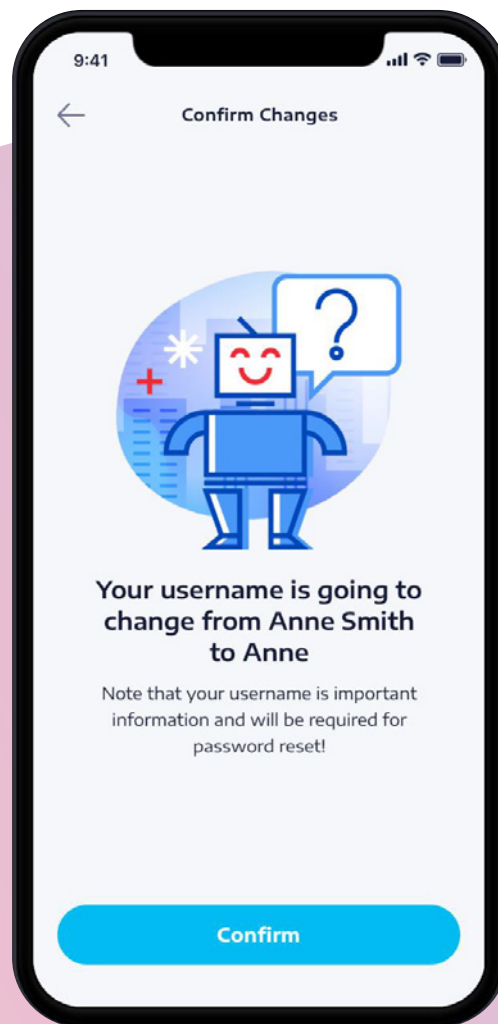
Pasul 2



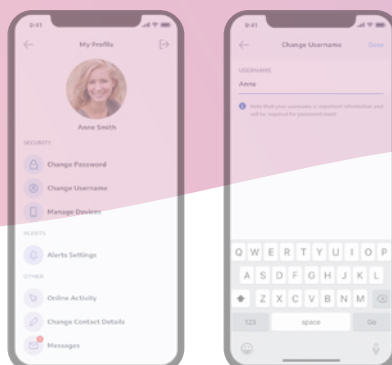
03. Profilul meu / Modificați numele de utilizator

Pasul 1/2

Confirmați modificarea.



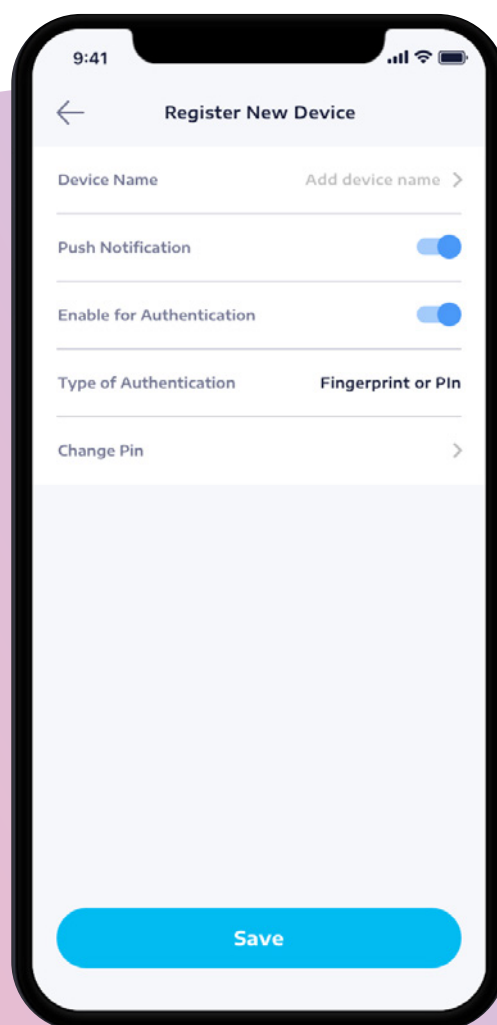
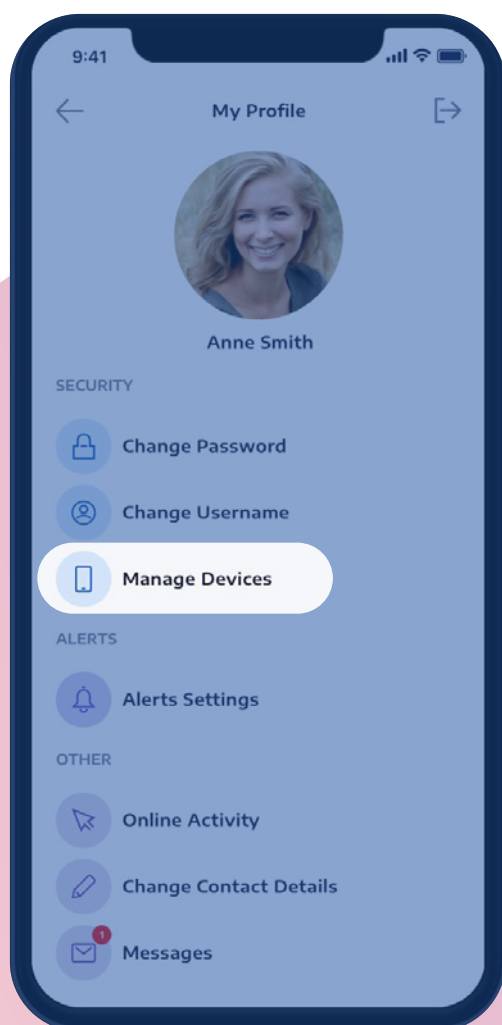
Pasul 1



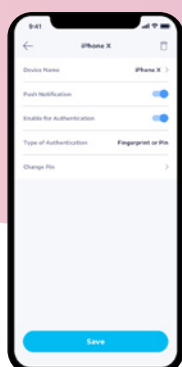
03. Profilul meu / Gestionare dispozitive

Pasul 1/5

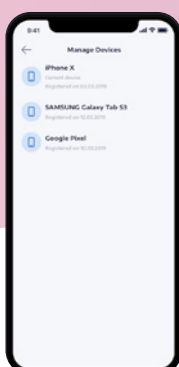
Utilizatorul va putea șterge un dispozitiv înregistrat sau poate modifica denumirile dispozitivelor deja înregistrate.



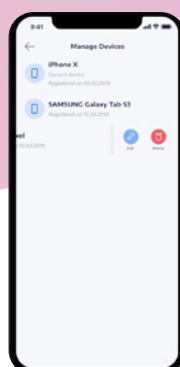
Pasul 2



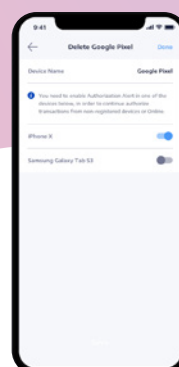
Pasul 3



Pasul 4



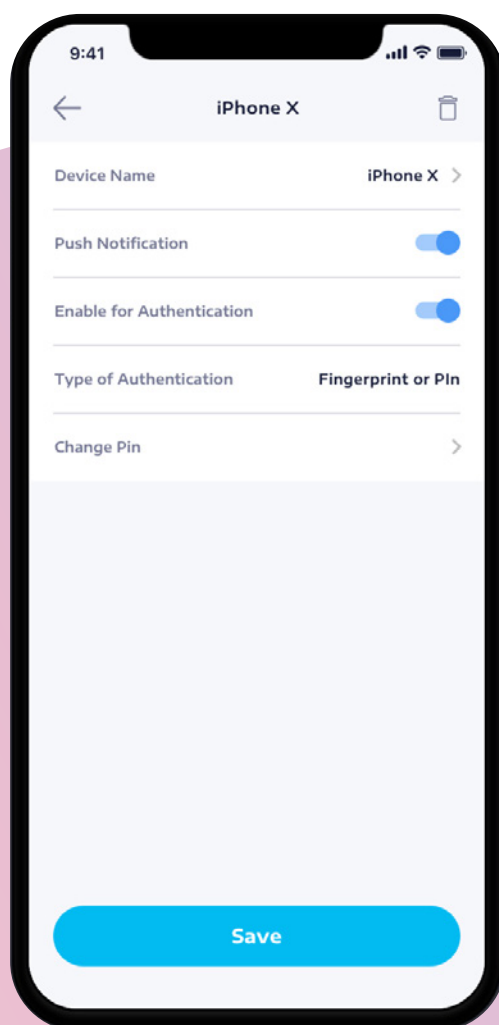
Pasul 5



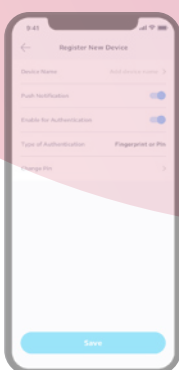
03. Profilul meu / Gestionare dispozitive

Pasul 2/5

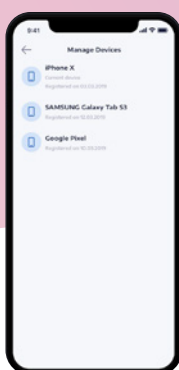
Selectați dispozitivul dvs.



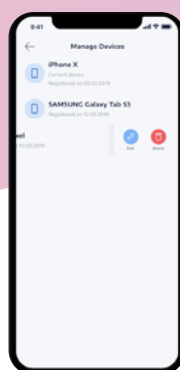
Pasul 1



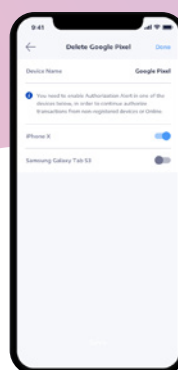
Pasul 3



Pasul 4



Pasul 5



03. Profilul meu / Gestionare dispozitive

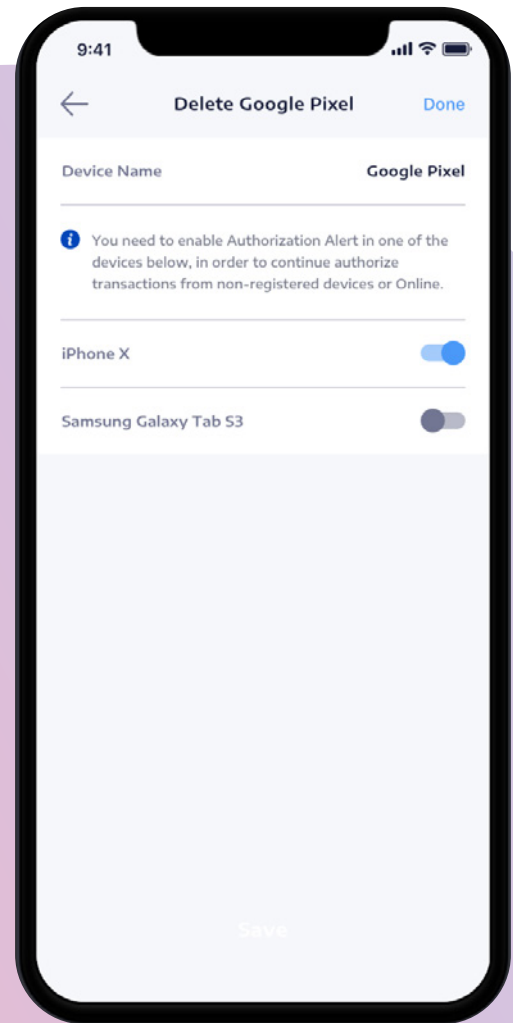
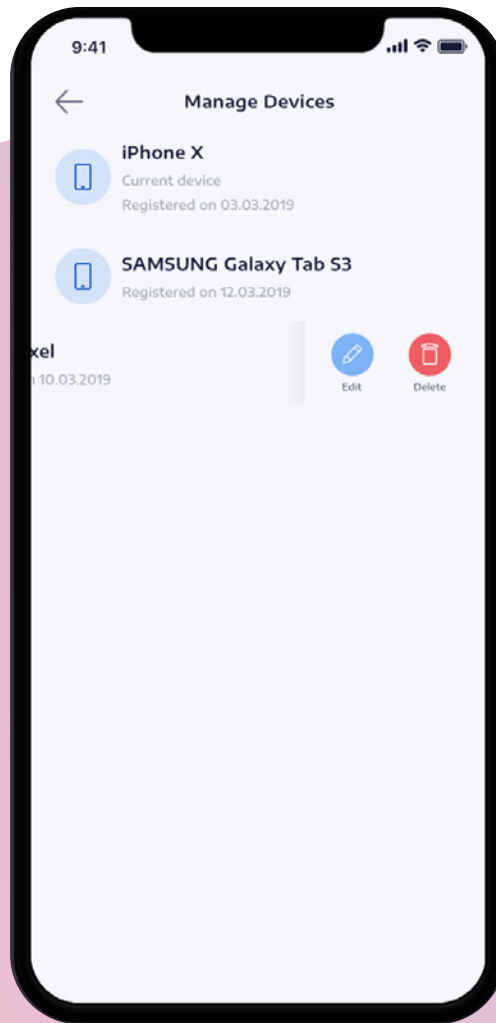
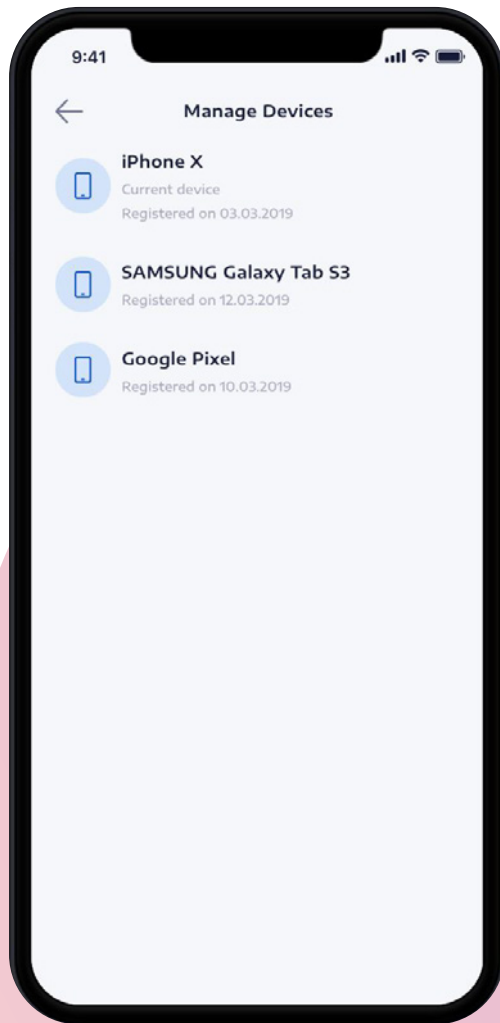
Pasul 3/5

Gestionați dispozitive.

Pasul 4/5

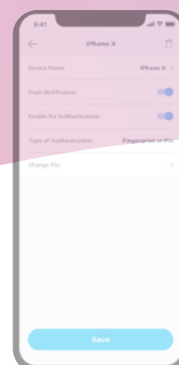
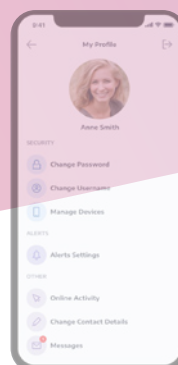
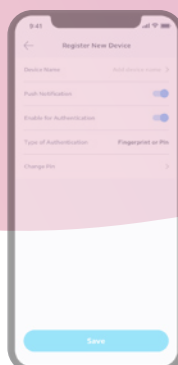
Glisați la stânga pentru editare.

Pasul 5/5



Pasul 1

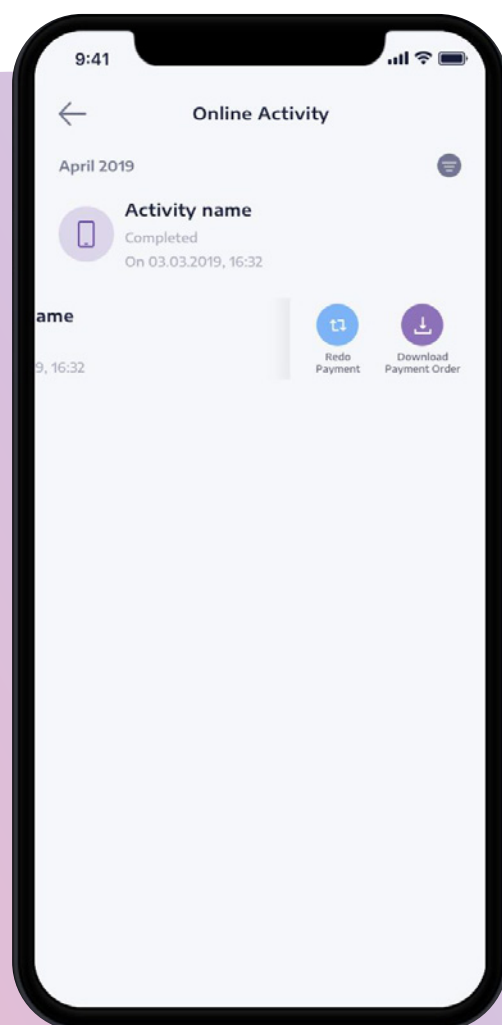
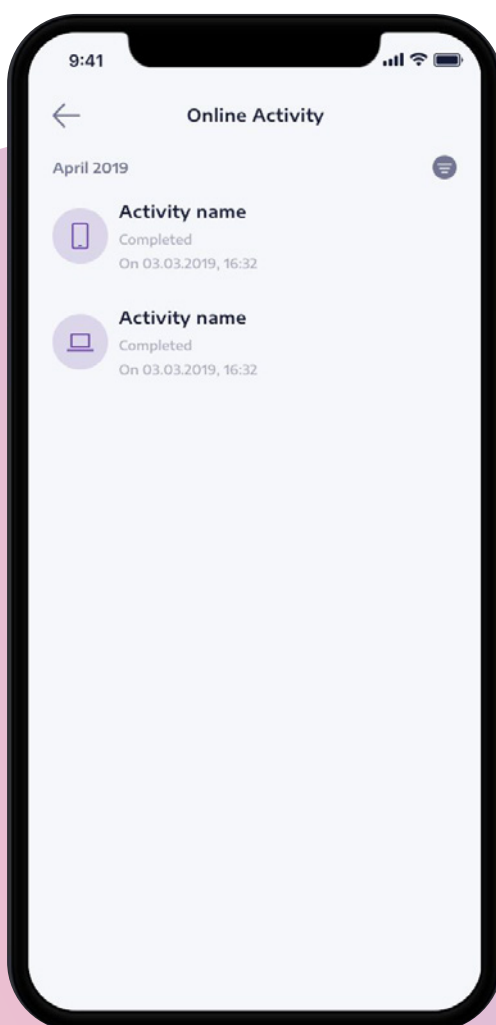
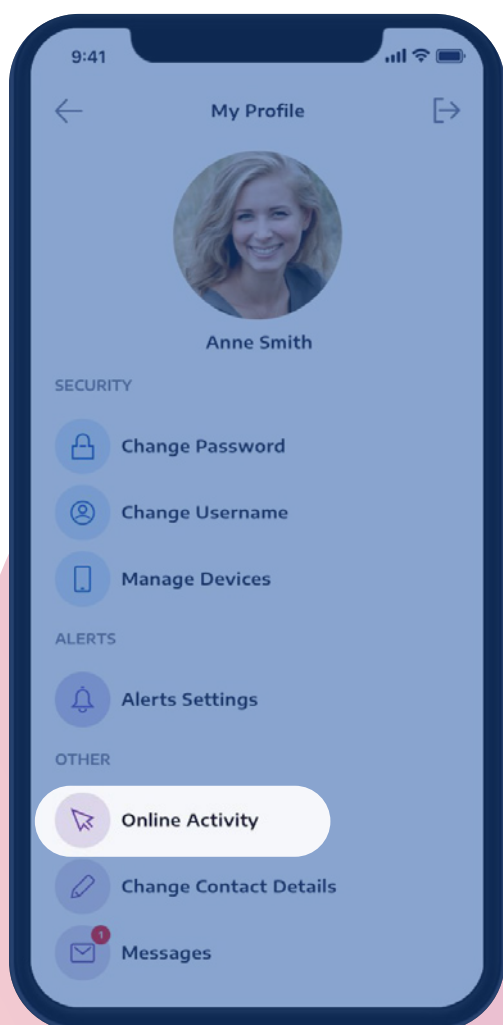
Pasul 2



mergi sus

03. Profilul meu / Activitate online

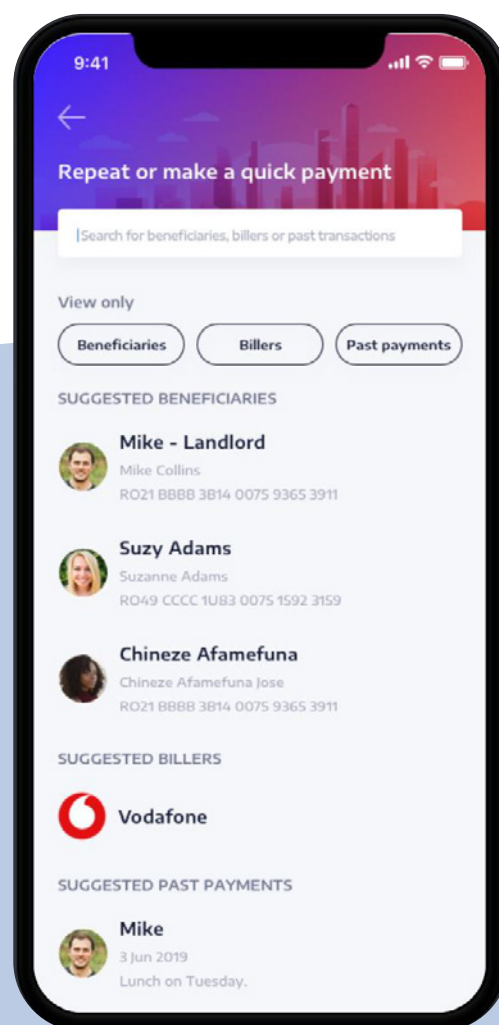
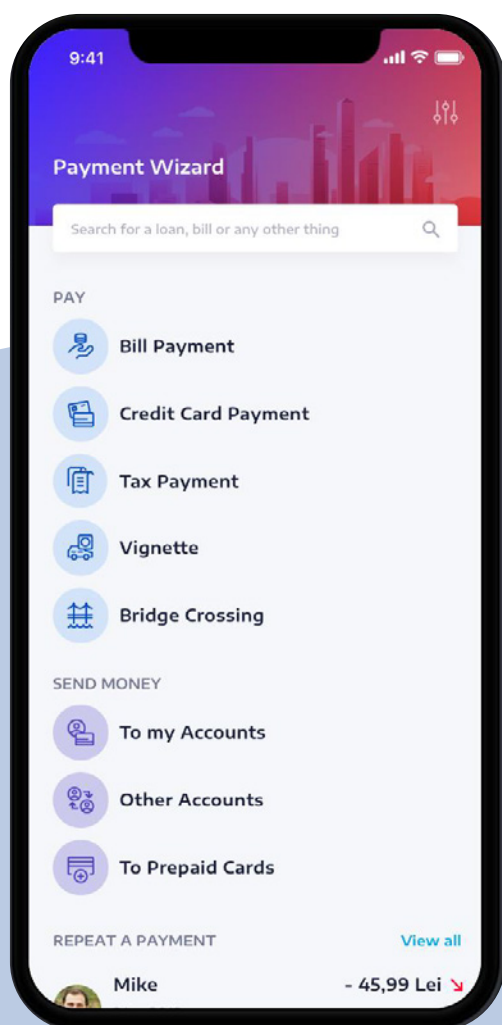
Utilizatorul va putea vizualiza istoricul de activitate al aplicației.



04. Plăți

Accesând meniul “Platește” veți avea acces la următoarele tipuri de acțiuni / plăți:

- Căutare plăți · Furnizori utilități · Vinieta · Taxa pod Fetești
- Plăți între conturile mele · Plăți către alte conturi · Repetă plata
- Plătește către un Beneficiar

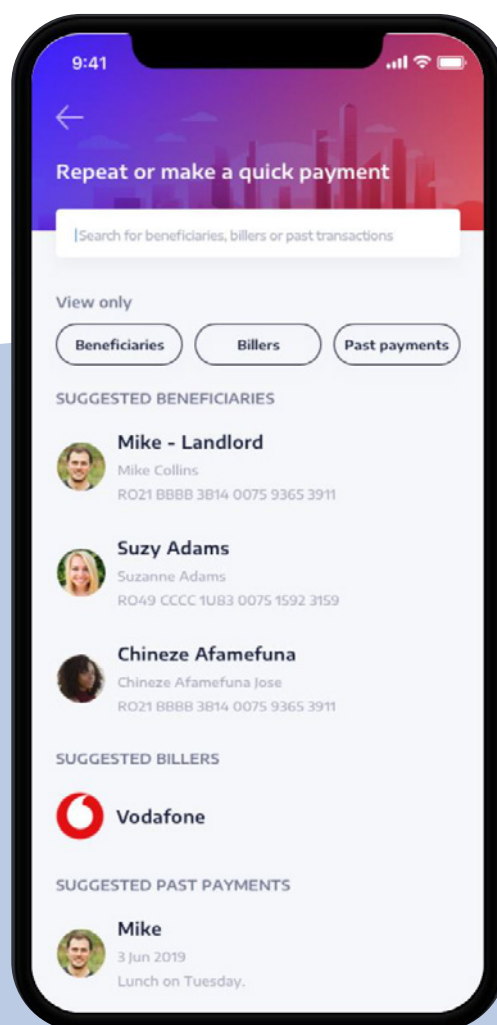
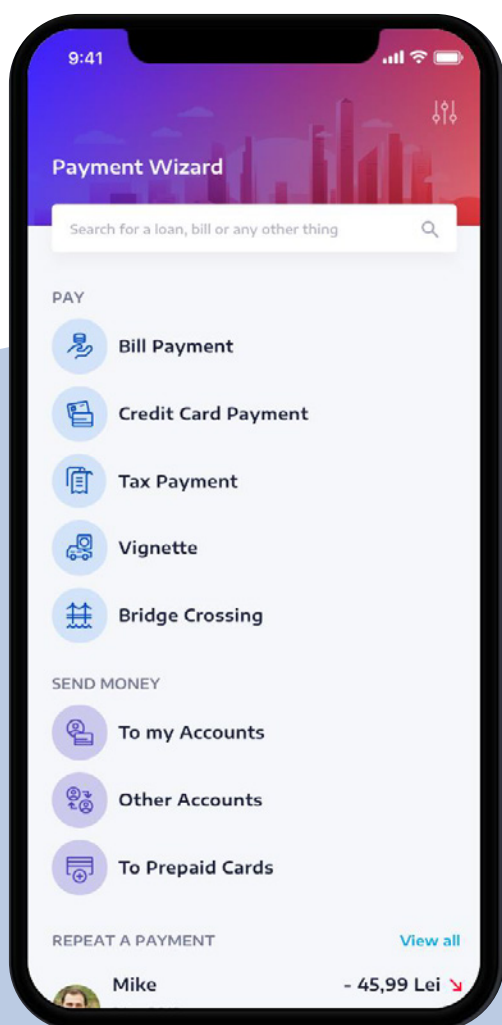


04. Gestionarea plăților

1/2

Selectați dintre opțiunile de plată.

Căutați după nume sau filtrați
căutarea în funcție de categorie.

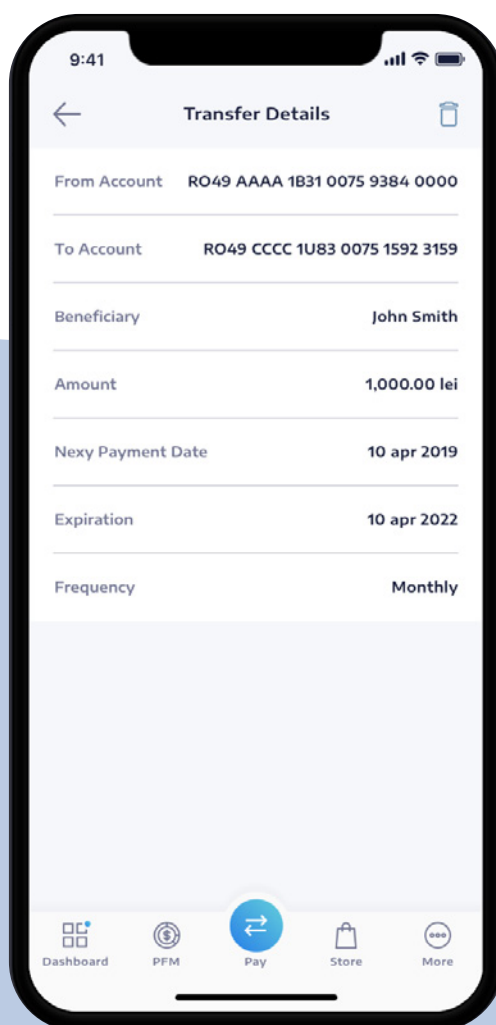


04.

Gestionarea plăților

2/2

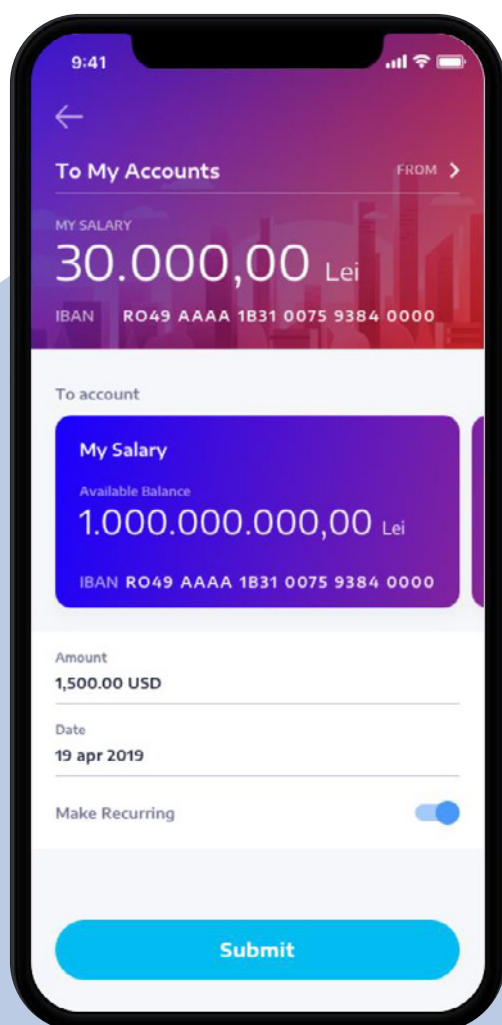
Detalii transfer



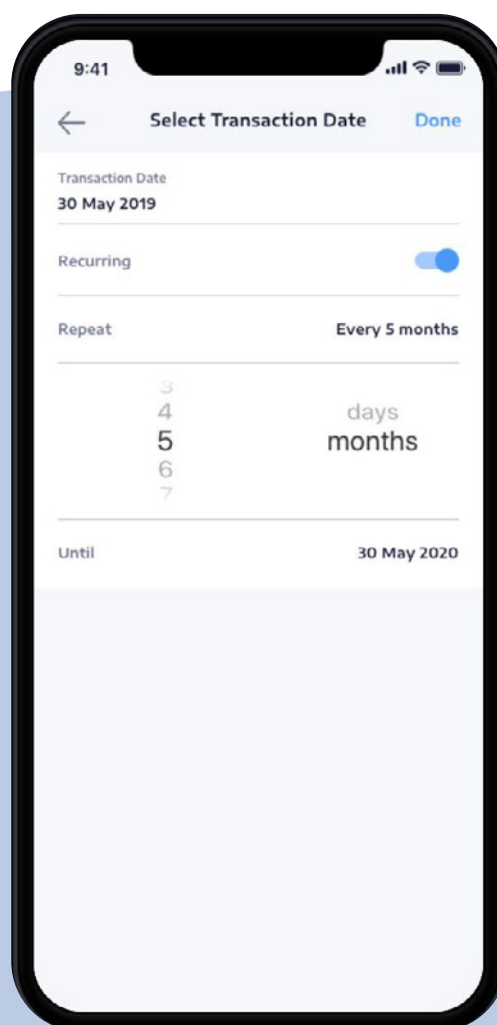
04.

Gestionarea plăților / Trimitere bani în contul propriu

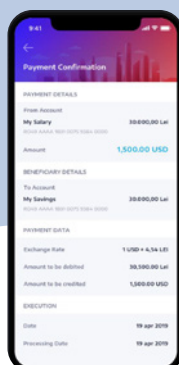
Pasul 1/4



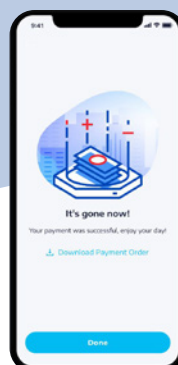
Pasul 2/4



Pasul 3



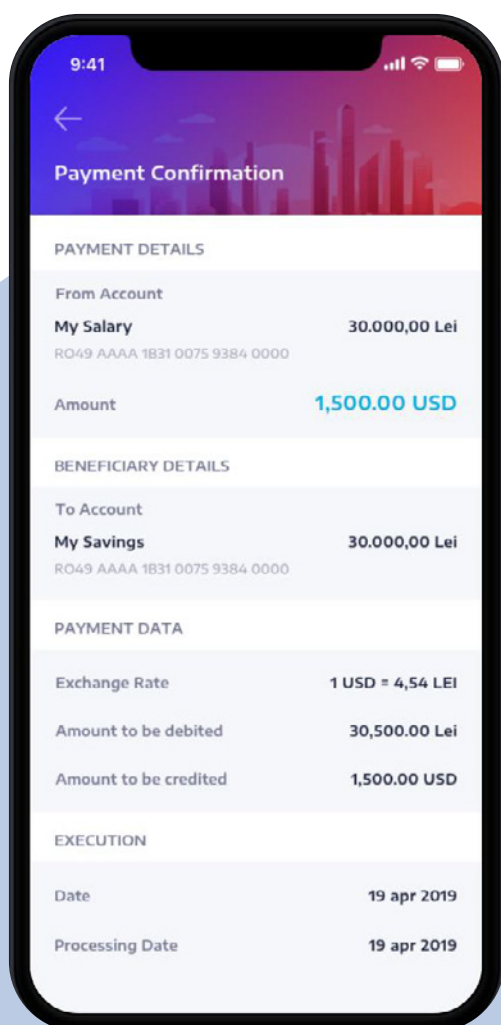
Pasul 4



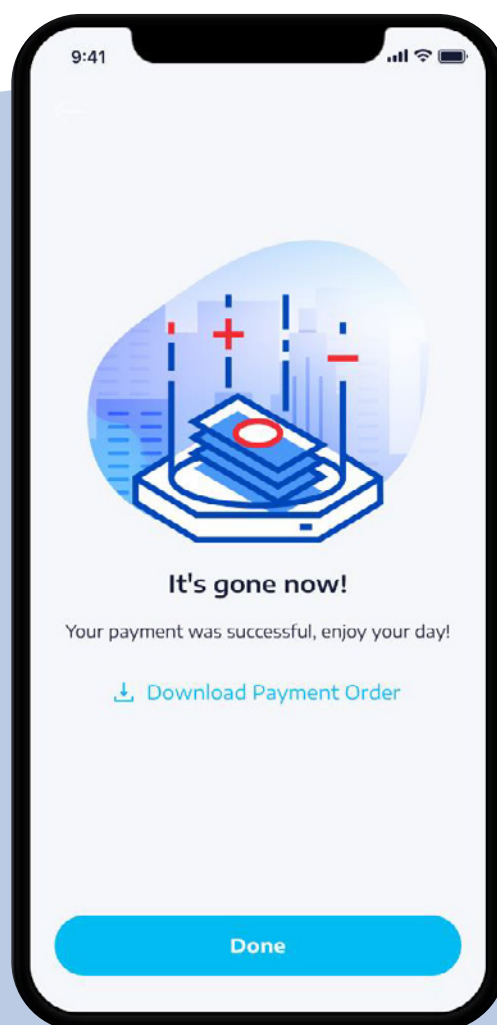
04.

Gestionarea plăților / Trimitere bani în contul propriu

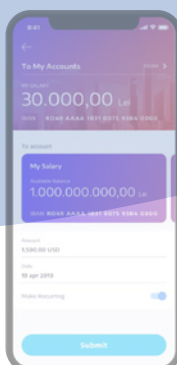
Pasul 3/4



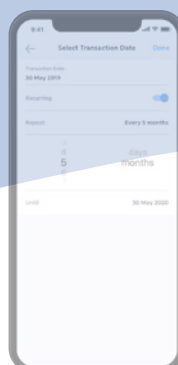
Pasul 4/4



Pasul 3



Pasul 4



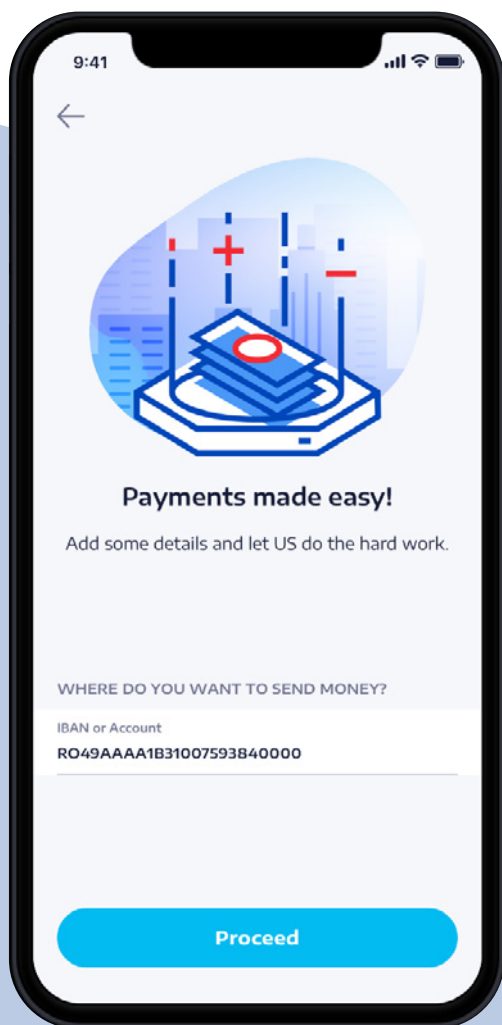
mergi.sus

04.

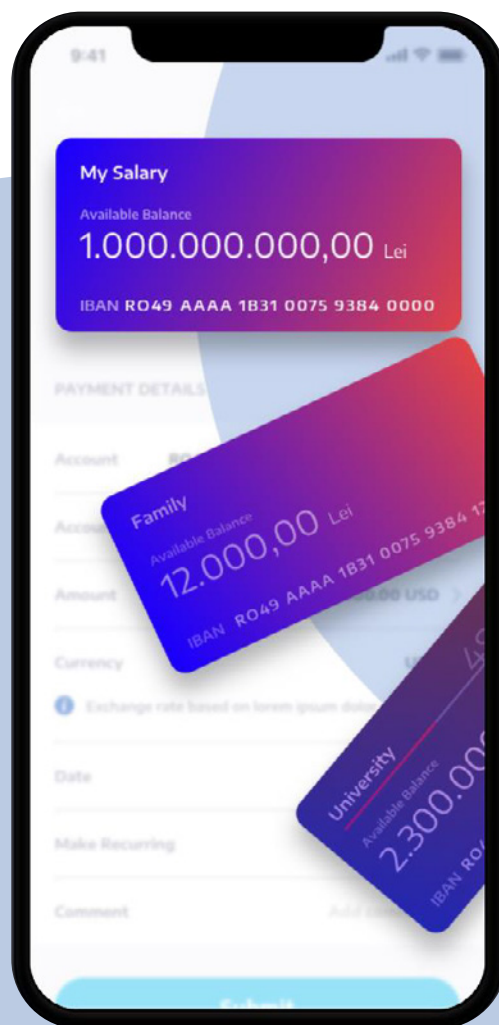
Gestionarea plăților / Trimitere bani către conturile terților

Noul concept de plată cu pași ghidați și o singură informație solicitată: număr IBAN (pentru tranzacții internaționale domestice) și mecanism de acțiune printr-un singur click pentru re-efectuarea unei plăți.

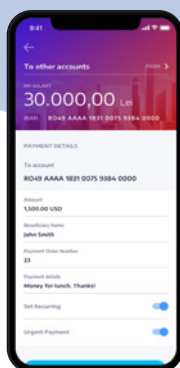
Pasul 1/7



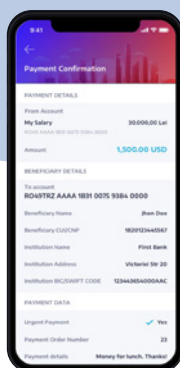
Pasul 2/7



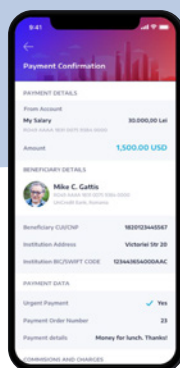
Pasul 3



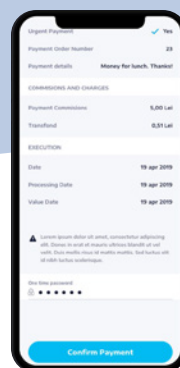
Pasul 4



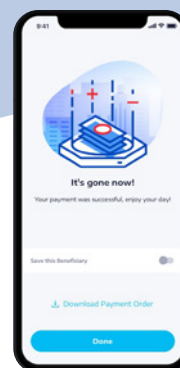
Pasul 5



Pasul 6



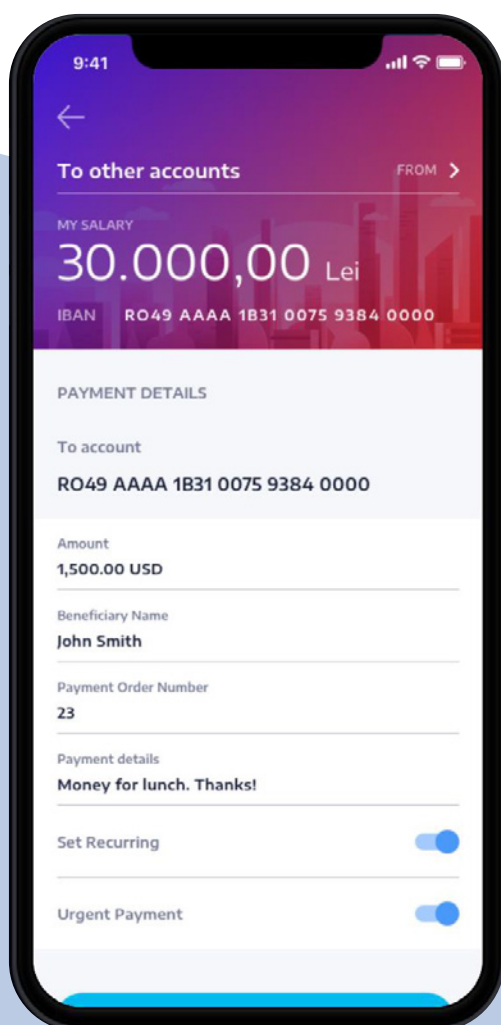
Pasul 7



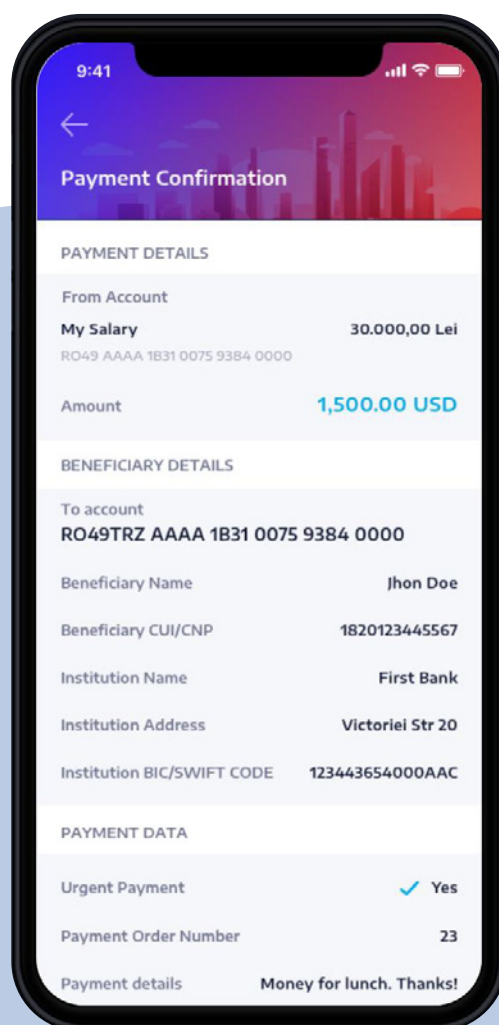
04.

Gestionarea plăților / Trimitere bani către conturile terților

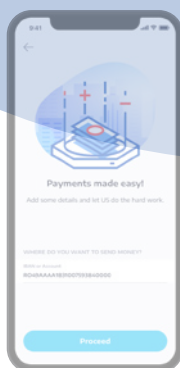
Pasul 3/7



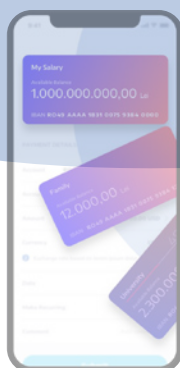
Pasul 4/7



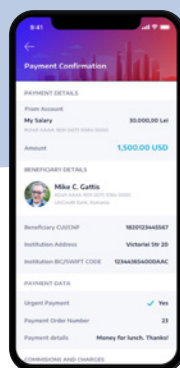
Pasul 1



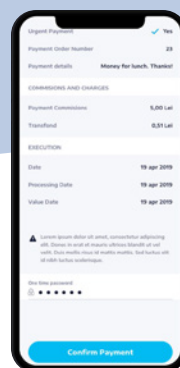
Pasul 2



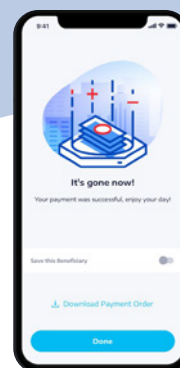
Pasul 5



Pasul 6



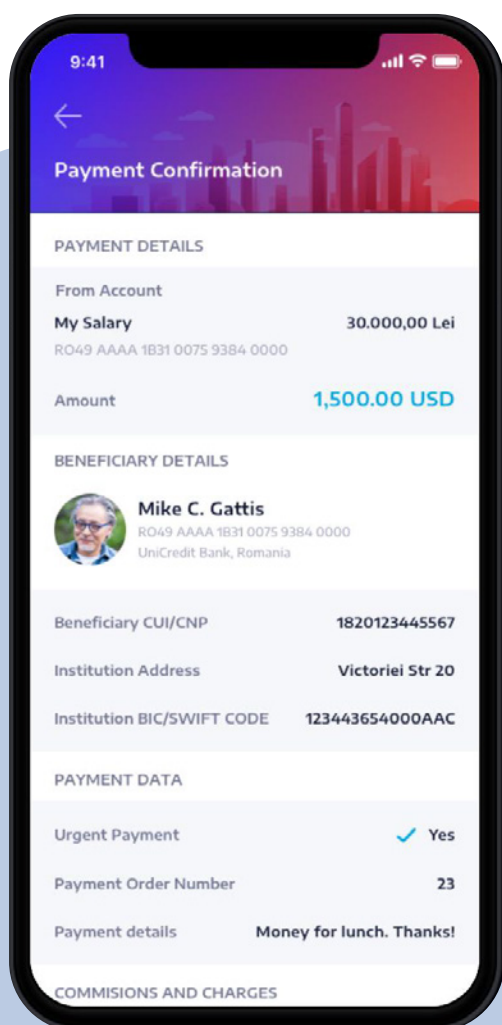
Pasul 7



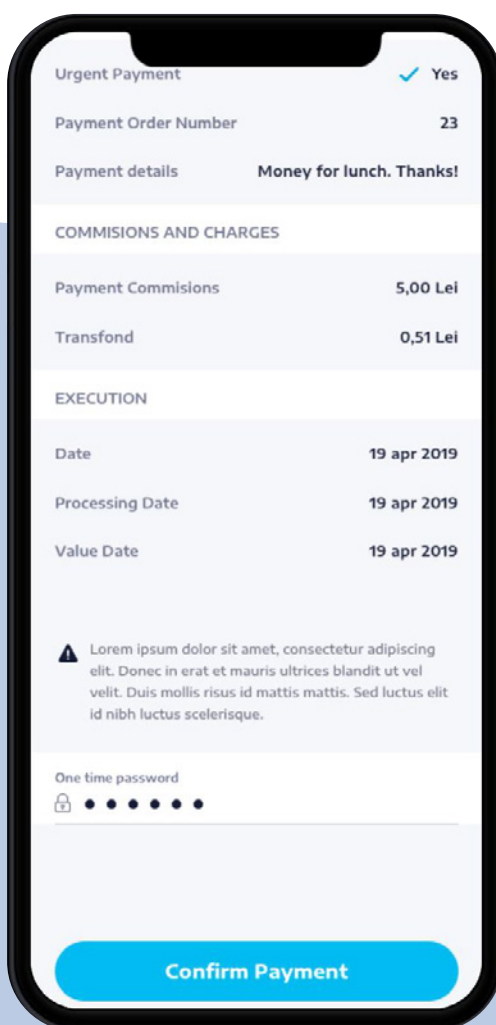
04.

Gestionarea plăților / Trimitere bani către conturile terților

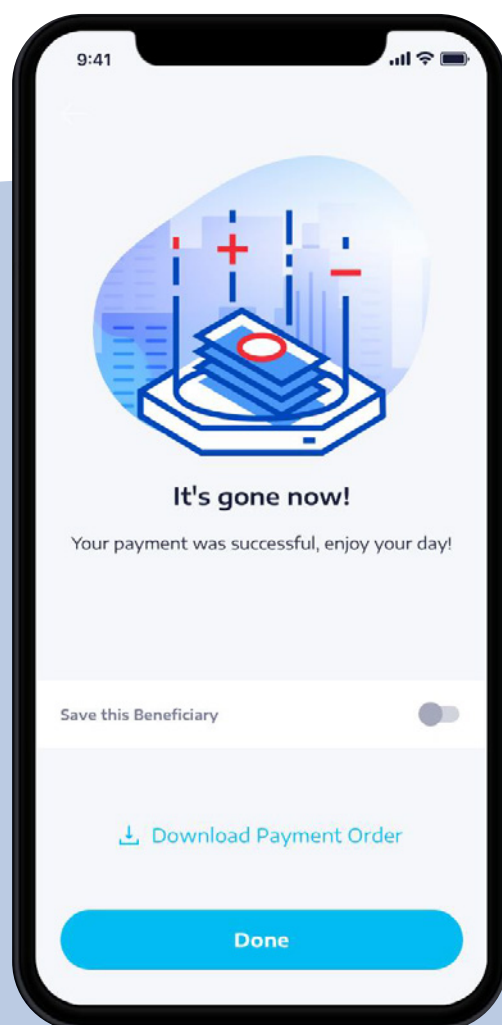
Pasul 5/7



Pasul 6/7



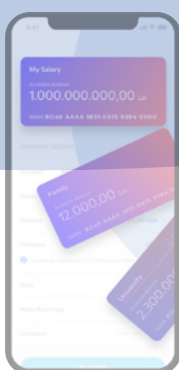
Pasul 7/7



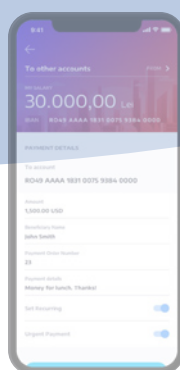
Pasul 1



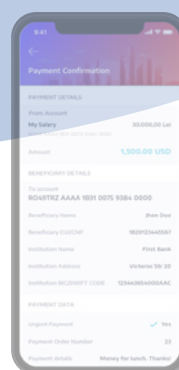
Pasul 2



Pasul 3



Pasul 4

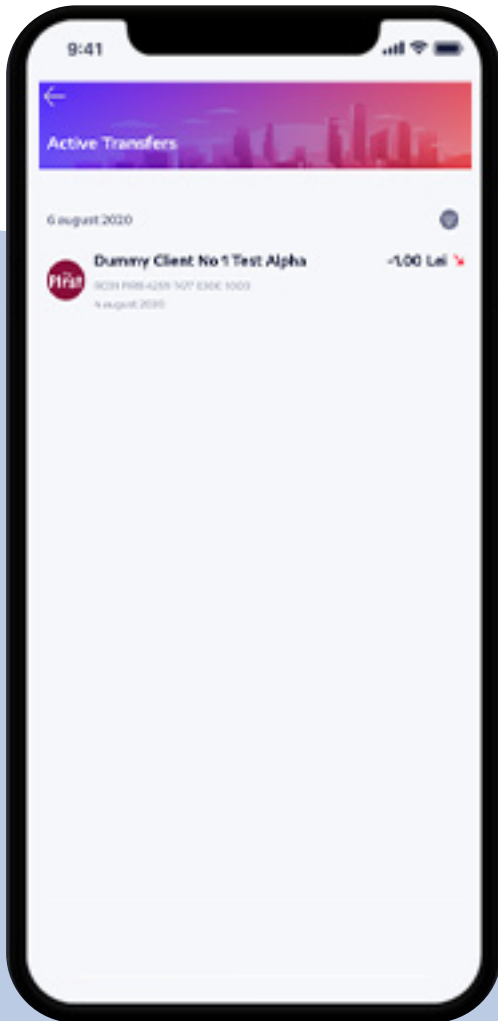


04. Plățile mele / Gestionare

1/5

Plăți active

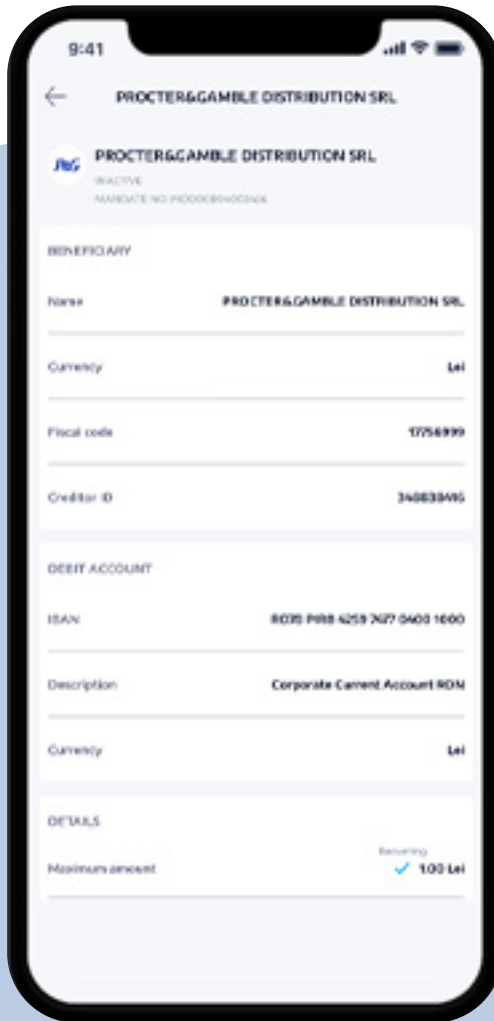
(pot fi vizualizate transferurile active de pe toate conturile, plățile programate)



2/5

Debite directe

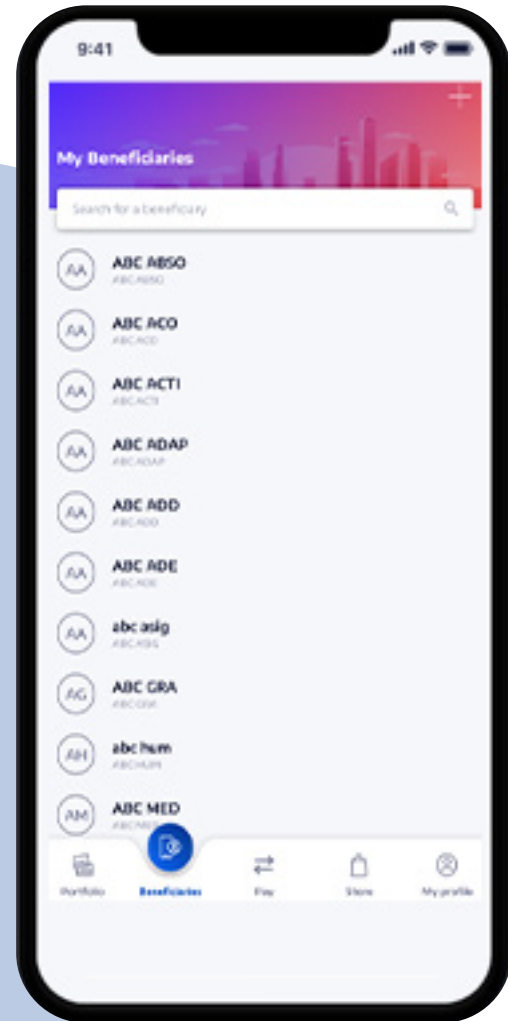
(pot fi vizualizate mandatele de debitare directă)



3/5

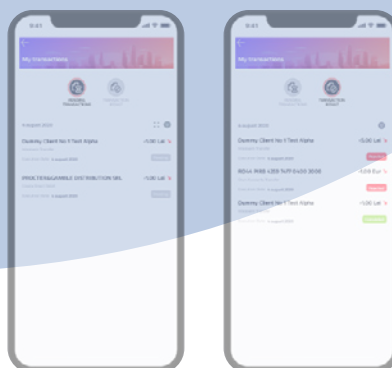
Beneficiarii mei

(adăugare beneficiar, ștergere, vizualizare);



4

5

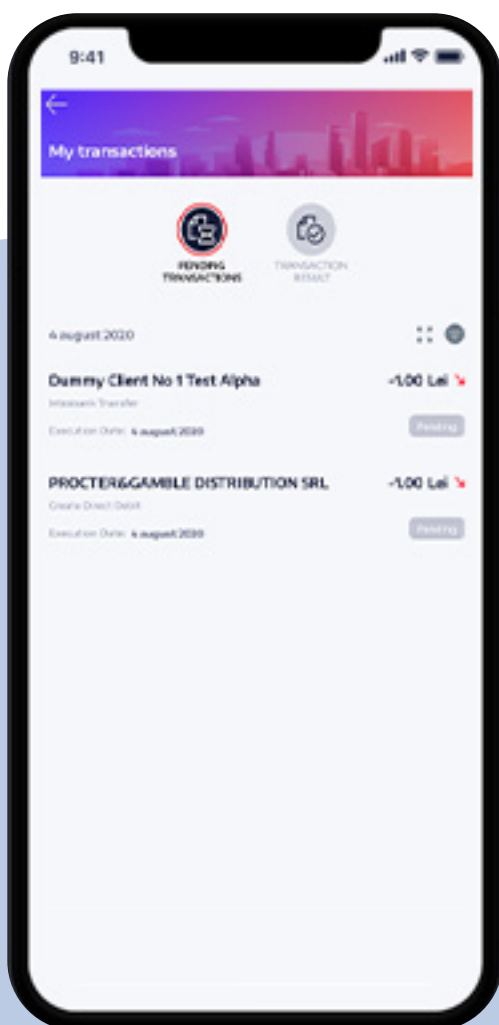


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04. Plățile mele / Gestionare

4/5

Tranzacții în așteptare

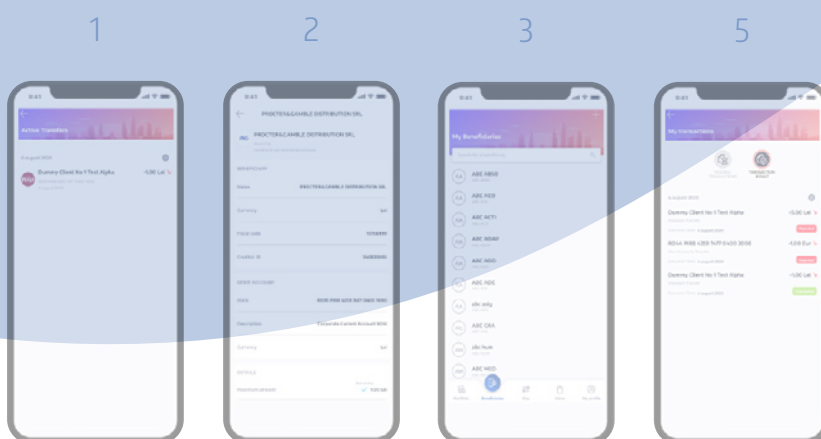


Aici sunt regăsite tranzacțiile inițiate de inițiatori, tranzacțiile din fișierele de tranzacții aprobate, tranzacțiile care nu au primit toate semnăturile (conform scenariilor de aprobare), precum și tranzacțiile expirate. Folosind criteriile de căutare, puteți extinde / restrânge căutarea.

Pentru utilizatorii single-user (care inițiază și aprobă tranzacții fără a mai avea nevoie de alte semnături) în această zonă vor fi afișate doar tranzacțiile din fișierele de tranzacții aprobate).

Statusurile tranzacțiilor în așteptare:

- **În așteptare, nu a fost niciodată autorizată** – tranzacție care nu a primit nicio semnătură conform scenariilor de aprobare;
- **În așteptare, semnat** – tranzacție care a primit doar o parte din semnăturile definite în scenariile de aprobare;
- **Expirat** – tranzacție care nu a primit toate aprobările necesare în ziua "data de execuție".



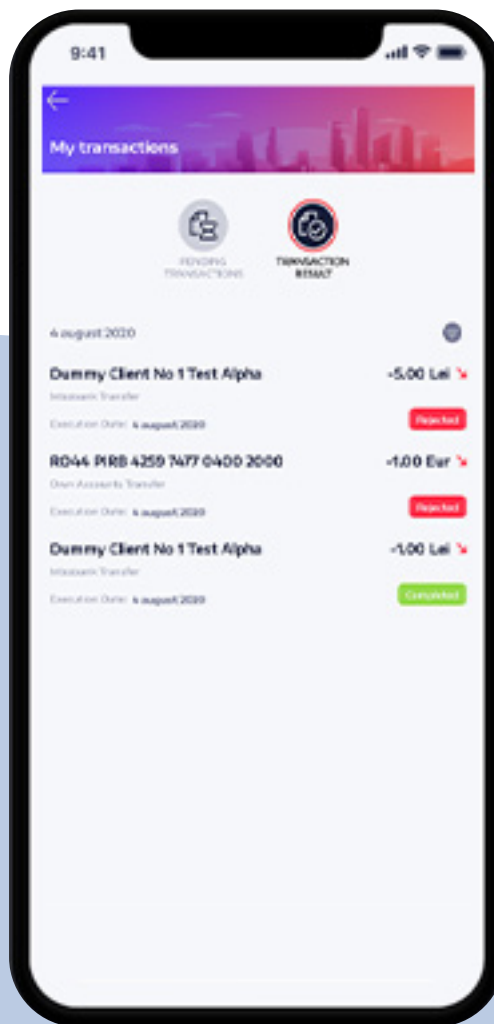
mergi sus

04. Plățile mele / Gestionare

5/5

Rezultatul tranzacției

Aici este regăsit rezultatul tranzacțiilor autorizate și procesate la bancă:
Efectuat, Respins, Timeout.

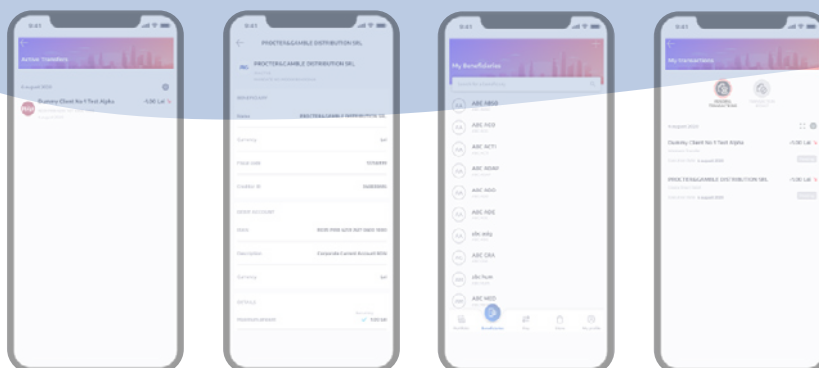


1

2

3

4

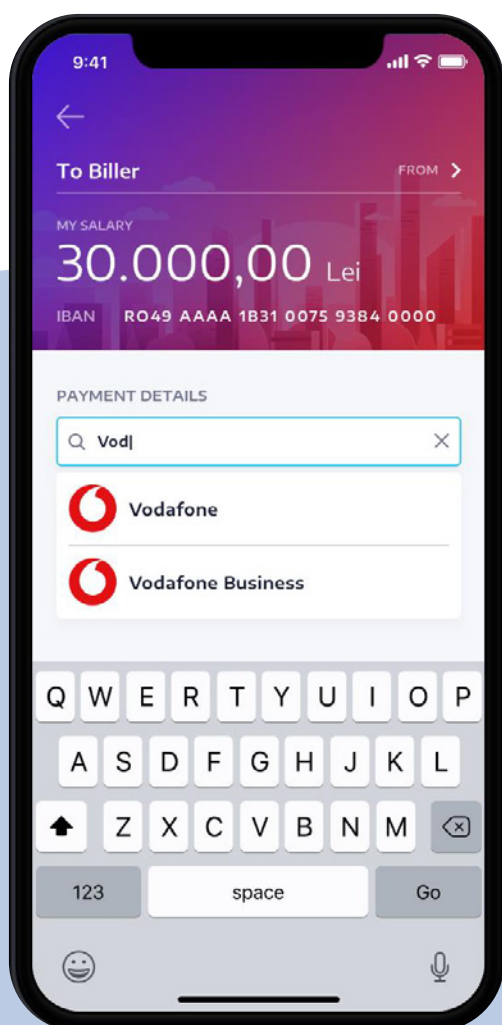


mergi sus

04. Plăți facturi / Introducere manuală

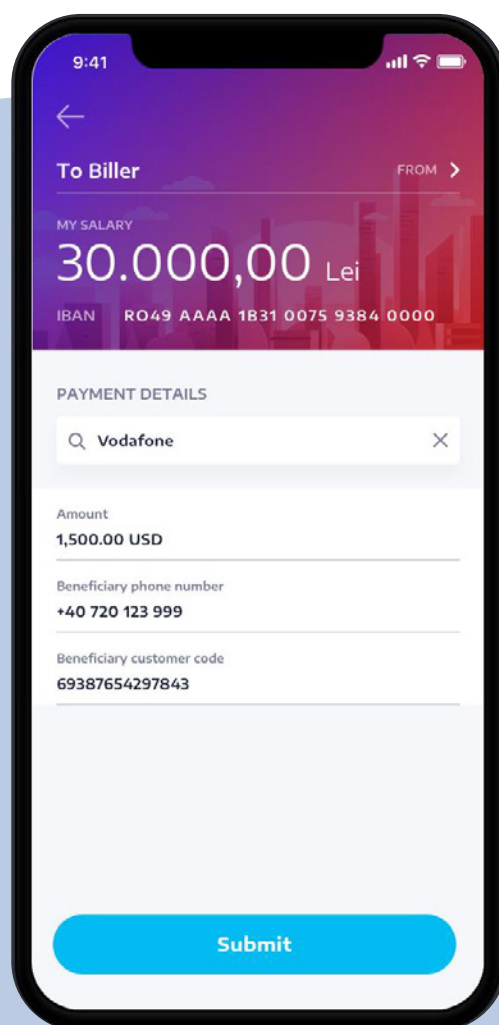
Pasul 1/4

Căutați furnizorul după nume.

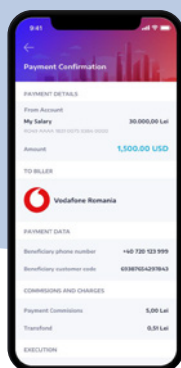


Pasul 2/4

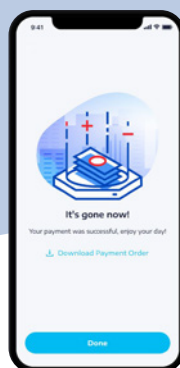
Trimiteti tranzacția.



Pasul 3



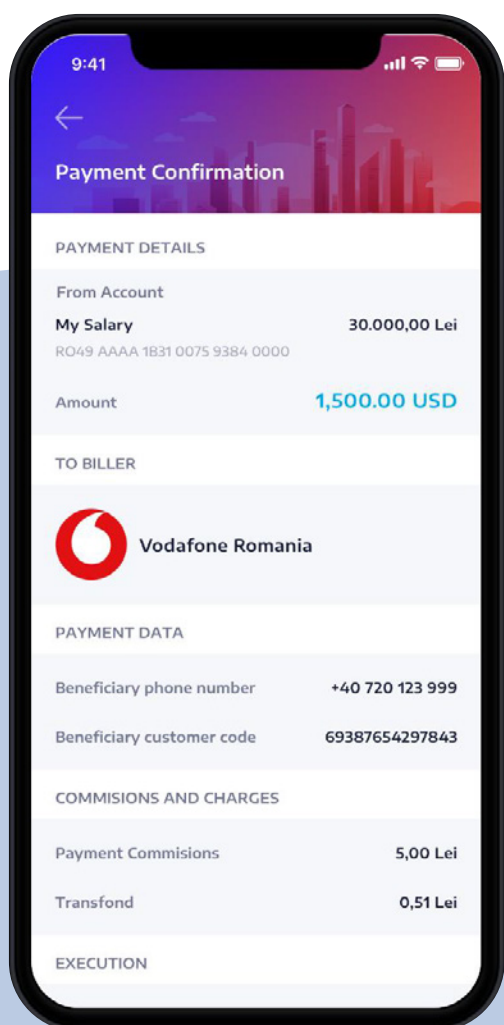
Pasul 4



04. Plăți facturi / Introducere manuală

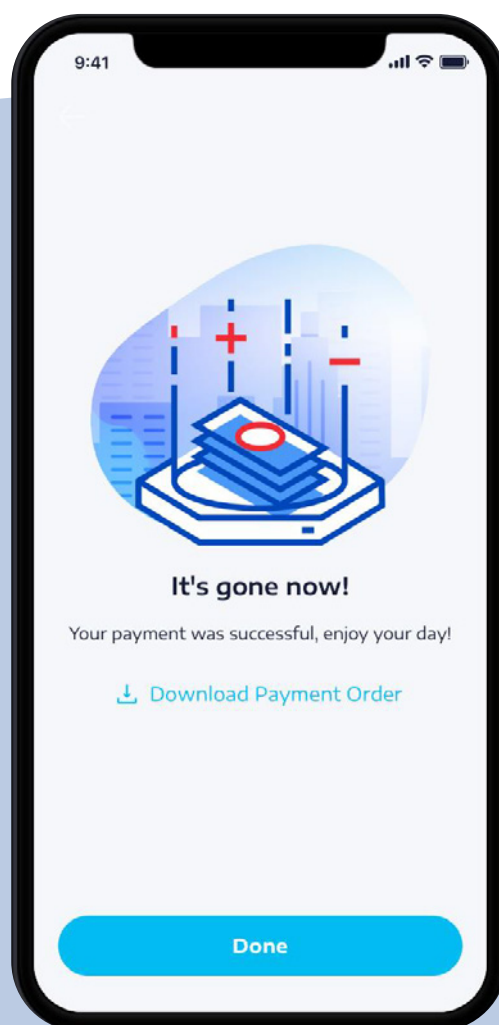
Pasul 1/4

Vizualizați detaliile tranzacției.

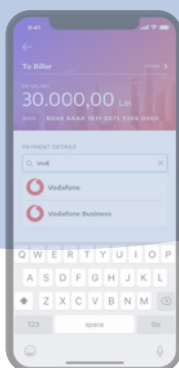


Pasul 2/4

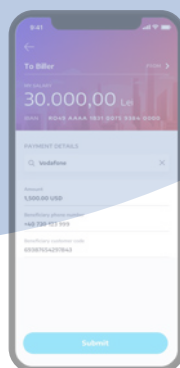
Ați terminat!



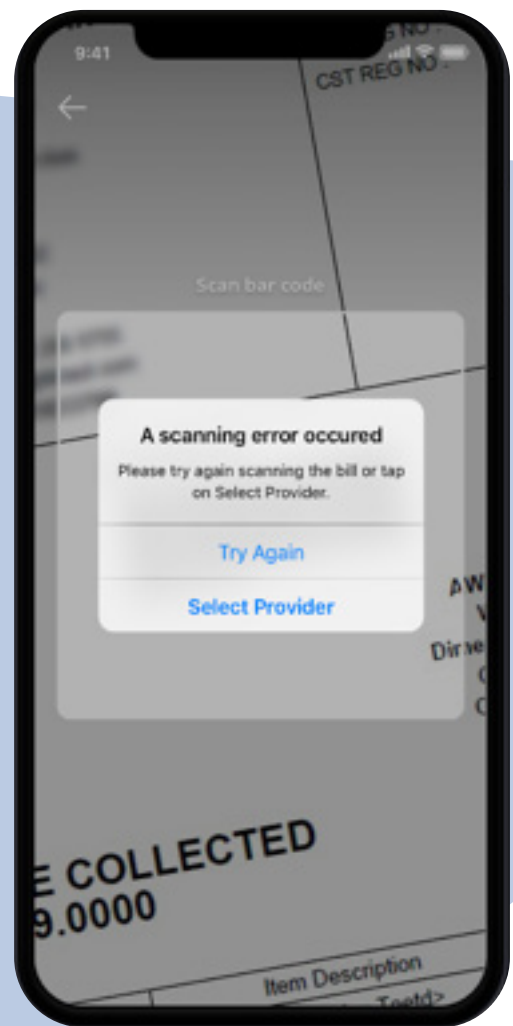
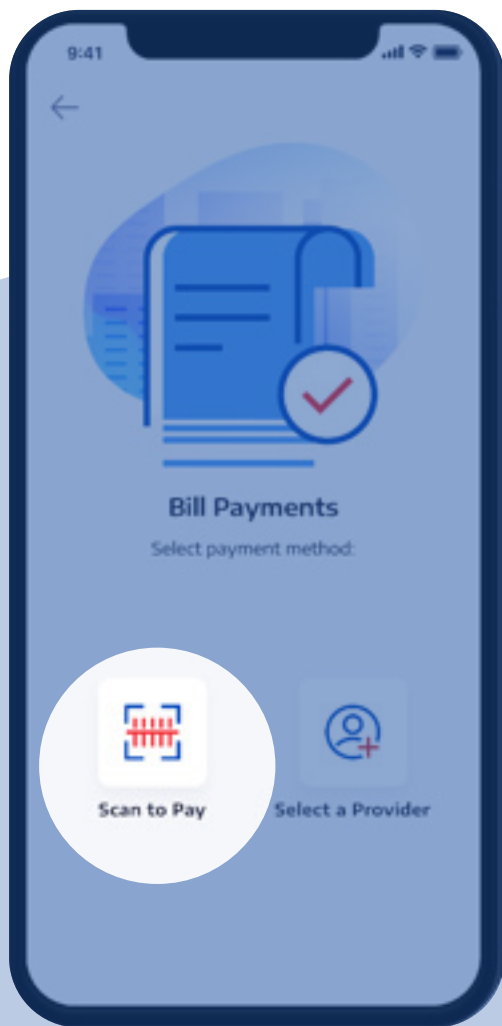
Pasul 1



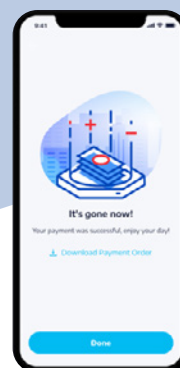
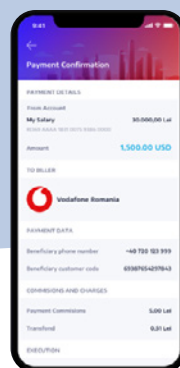
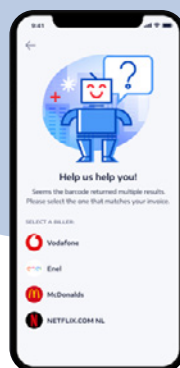
Pasul 2



04. Plăți facturi / Scanați codul de bare

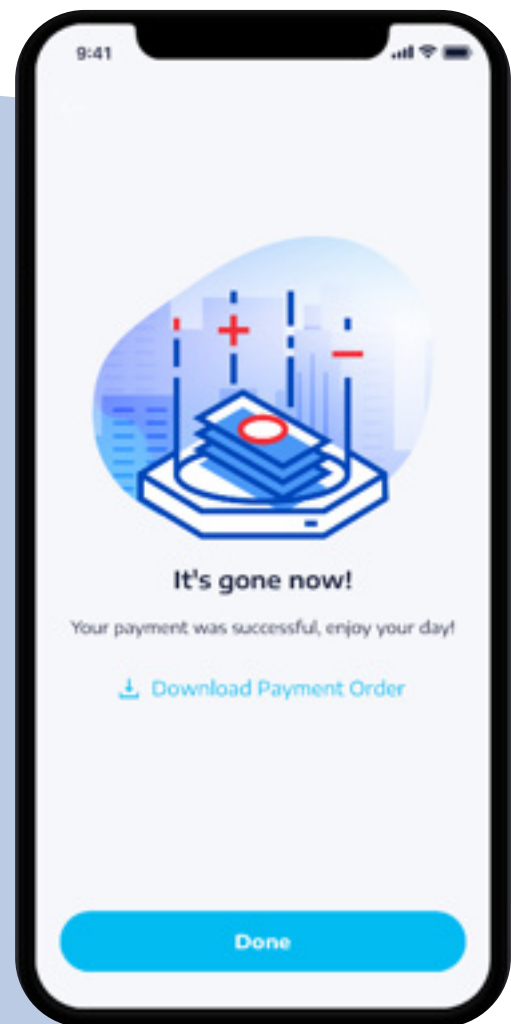
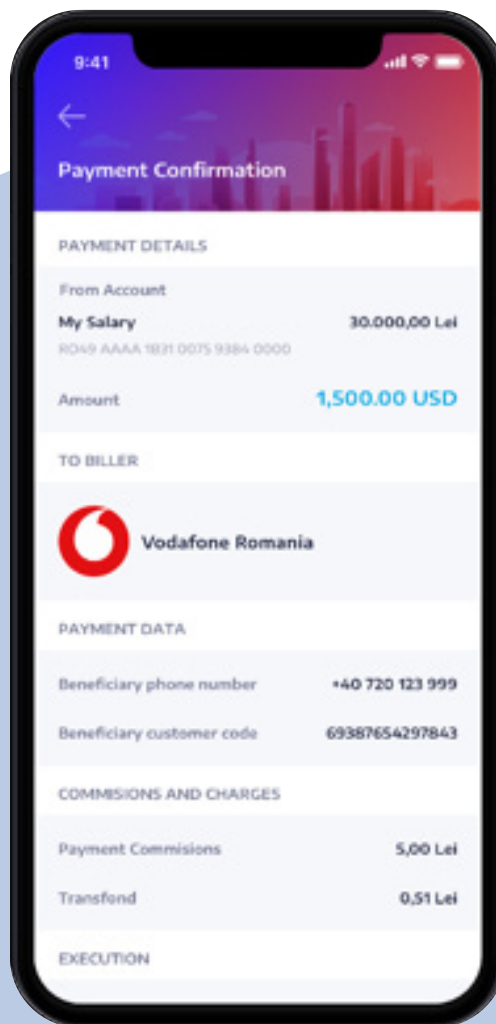
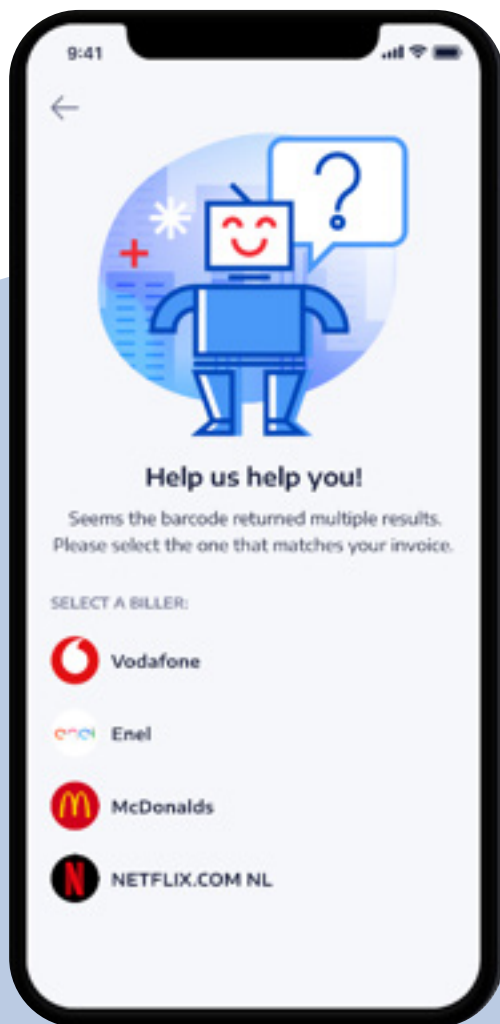


Pasul 2

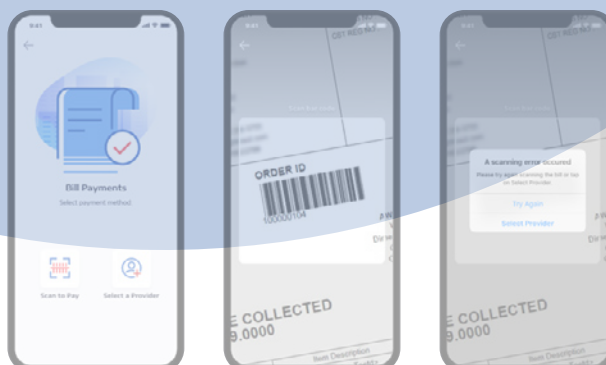


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04. Plăți facturi / Scanați codul de bare

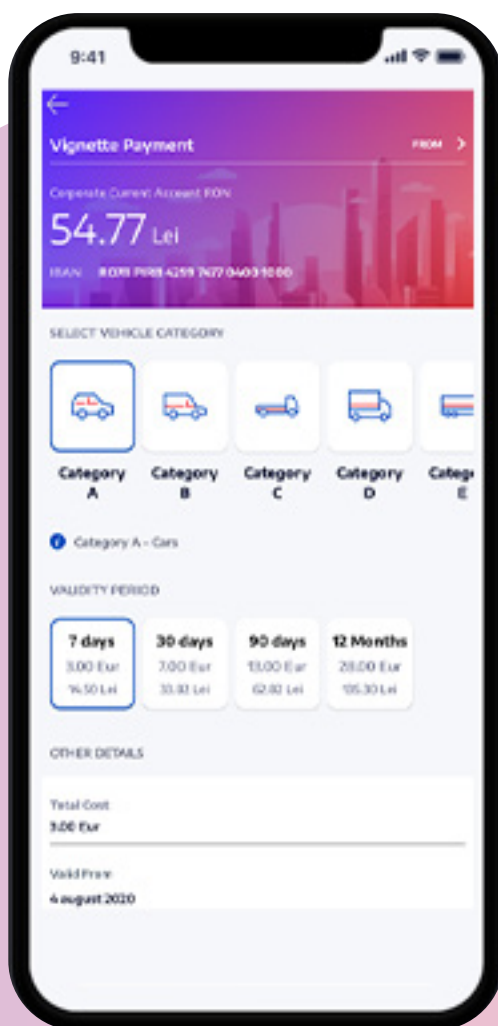


Step 1



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04. Plățile mele / Plata rovineței



04. Plățile mele / Plata taxei de pod



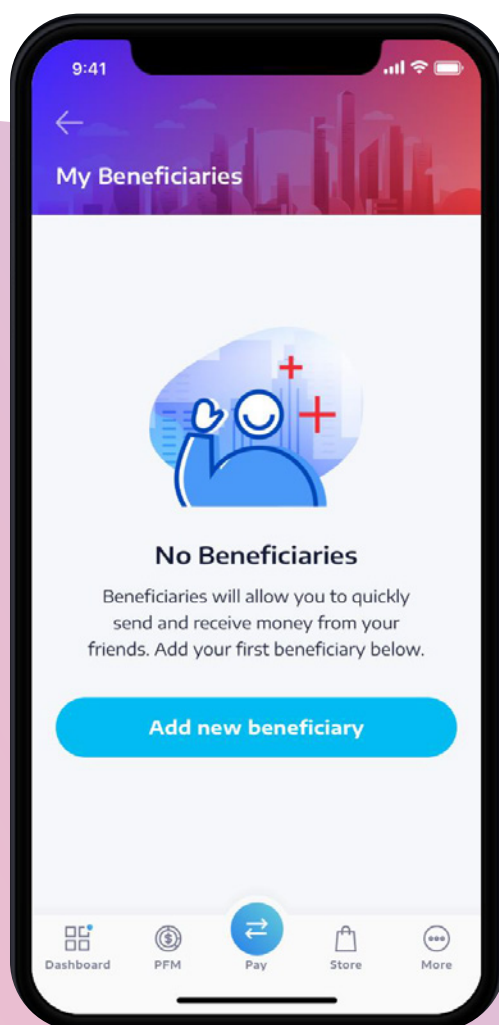
mergi.sus

05. Beneficiarii mei

1/2

Conceptul de beneficiari consolidați

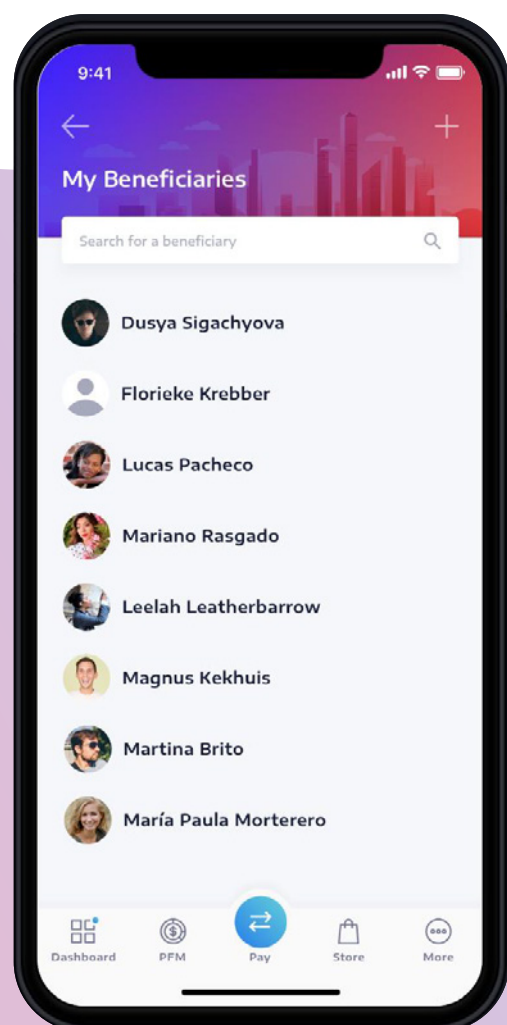
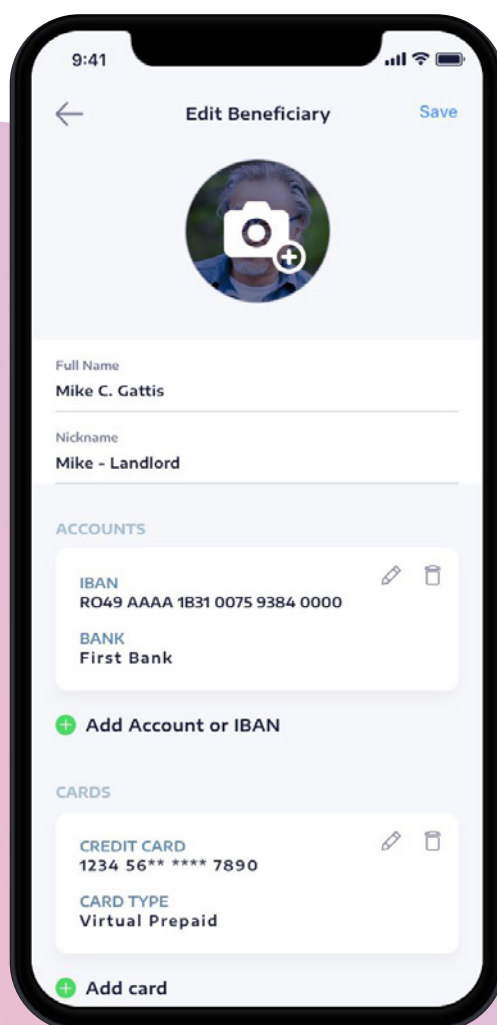
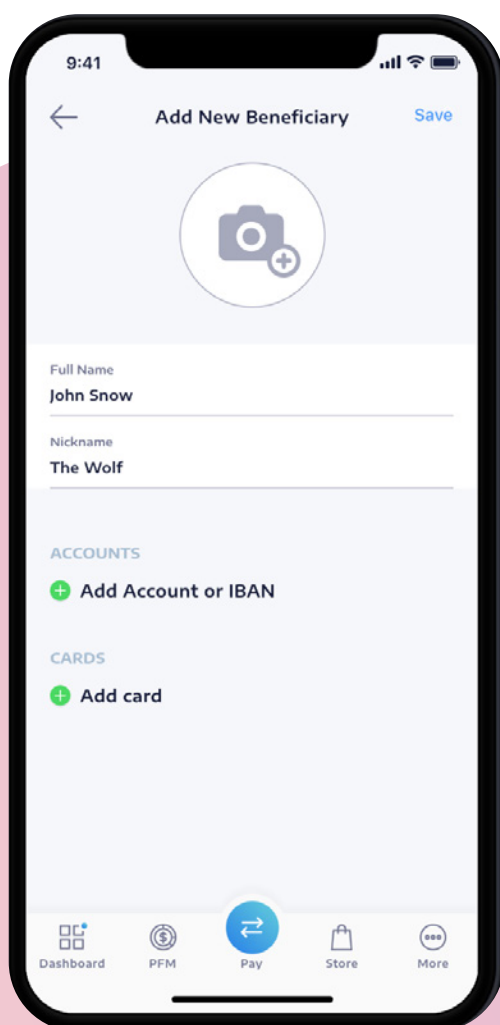
Pentru o utilizare facilă, un beneficiar poate dispune de conturi sau carduri diferite.

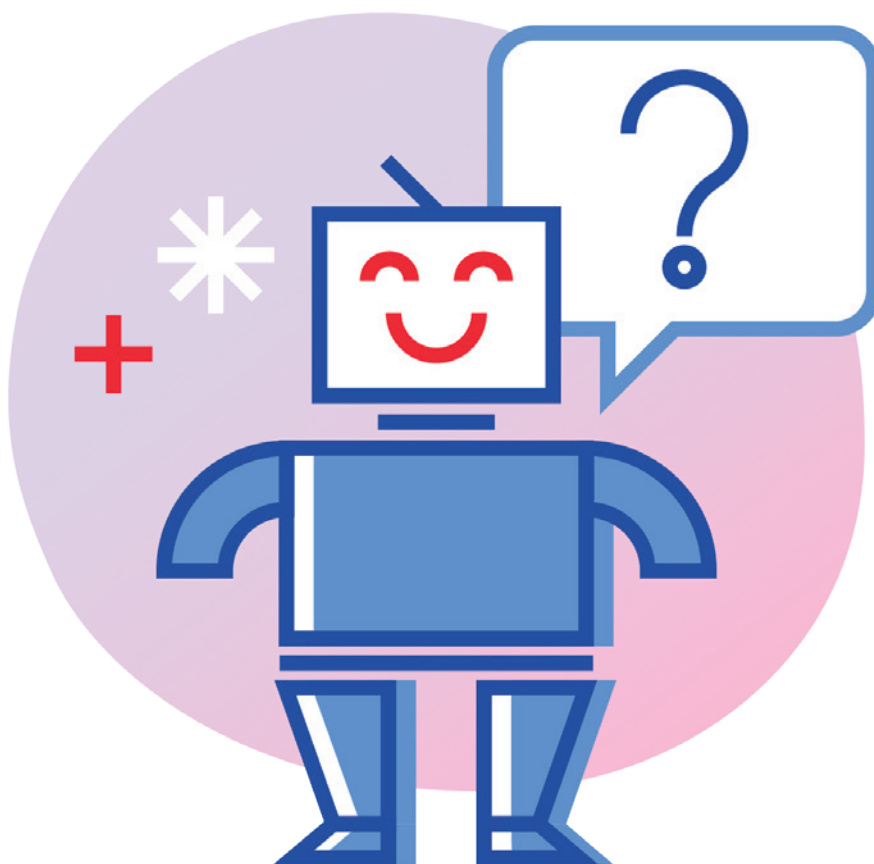


05. Beneficiarii mei

2/2

Permite utilizatorului să creeze, afișeze, modifice și să elimine beneficiari pentru **plăți domestice/intrabancare** și **plăți internaționale**. Acești beneficiari sunt disponibili pentru utilizare în meniul "**Plăți**" odată cu inițierea unei tranzacții prin funcția de căutare a unui beneficiar. Tranzacția va necesita autorizarea.





Nu uita:

pentru orice probleme sau nelămuriri întâmpini
ne poți oricând contacta la:

Call center: 021 303 69 69

TelVerde: 0800 801 802

(număr ce poate fi apelat din rețea națională)

suportibpj@firstbank.ro



mergi sus

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