

CMI Business Banking

User guide



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1 GENERAL

To make our **CMI Business Banking** easier and more secure, Raiffeisen Bank International AG offers you a strong 2-factor authentication solution. Our new application for corporate e-banking is available as a desktop app (for Windows and Mac OS) and a mobile app (for Android and iOS).

The **Desktop App** (CMI Business Banking) enables you to create and sign payment orders. This version offers the full functionality of CMI@Web.

The **mobile app** (CMI Sign) is used only to sign payment orders that already have been created upfront and to display the order history.

Simple and Secure



2 ONBOARDING

2.1 Your personal letter

Security comes first! In order to activate your account, we need a written confirmation about the receipt of your Username. This ensures that your data does not get into wrong hands.

The letter contains your personal **Username**, which will be required for the first activation.

Send us your signed letter to:

- **E-Mail:** cash.management@rbinternational.com
- **Fax:** +43 1 71707-2354

Submit
personal letter

The image shows a sample of the personal letter template. It includes the Raiffeisen Bank International logo at the top left. The date "June 1, 2023" is printed on the right. The subject line is "CMI@Web Username and Acknowledgement of receipt". The letter is addressed to "Dear FIRSTNAME LASTNAME," and asks the recipient to find their personal access data for CMI@Web / FAST@Web below. It provides a field for "Username:" with "USER-ID" as a placeholder. A note states that the activation code will be provided after returning the Acknowledgment of receipt. The "Activation and Login procedure" section lists two steps: signing the letter and returning it via email or fax, and then receiving an activation code after successful signature validation. There is a dashed line separating this from the "Acknowledgement of receipt" section, which has fields for "Company:" (COMPANY NAME) and "Name:" (FIRSTNAME LASTNAME). A confirmation statement follows: "I hereby confirm that I received my personal access data for CMI@Web / FAST@Web." At the bottom, there are lines for "Date" and "Signature". The footer contains the bank's full name, address, and contact information.

Raiffeisen Bank International

June 1, 2023

CMI@Web Username and Acknowledgement of receipt

Dear FIRSTNAME LASTNAME,

please find your personal access data for CMI@Web / FAST@Web below:

Username: USER-ID

The activation code will be provided after you returned the Acknowledgment of receipt (see below). Please protect your data against unauthorized access.

Activation and Login procedure

1. Please sign this letter and return it via email to cash.management@rbinternational.com or via fax to +43 1 71707-2354.
2. After successful signature validation you will be informed that your user account has been enabled for login. You will receive an activation code and information how to proceed.

Acknowledgement of receipt

Company: COMPANY NAME

Name: FIRSTNAME LASTNAME

I hereby confirm that I received my personal access data for CMI@Web / FAST@Web.

Date

Signature

Raiffeisen Bank International AG Am Stadtpark 9, 1030 Vienna, +43-1-71707-0, rbinternational.com
Seat of the company: Vienna, Registered under FN 122191m at Handelsgericht Wien, VAT-No.: ATU 57531000, Data Processing Register-No.: 4002771
Swift Code: RZBAU333, Bank Sort Code: 33000

After receiving the confirmation and a successful signature check, your user will be activated on the bank side and you will receive an **activation code** as well as a download link for the Desktop and Mobile App.

2.2 Start of the desktop app

Download the Desktop App **"CMI Business Banking"** to your computer using the submitted download link. You can use the app on Windows as well as on Mac-PC's:

Windows & Mac OS

<https://auth.rbinternational.com/Update/>



Save the executable in any local directory. The file is signed by the bank and does not require any installation or administrative rights on the client.



Then start the app by double-clicking the executable:



Download
the Desktop-App

Start
the Desktop-App

2.3 Landing Page

After starting the Desktop App, you see the **landing page**.

In the upper right corner you will find the language selection (DE / GB) and right below there is a red login button for the application.

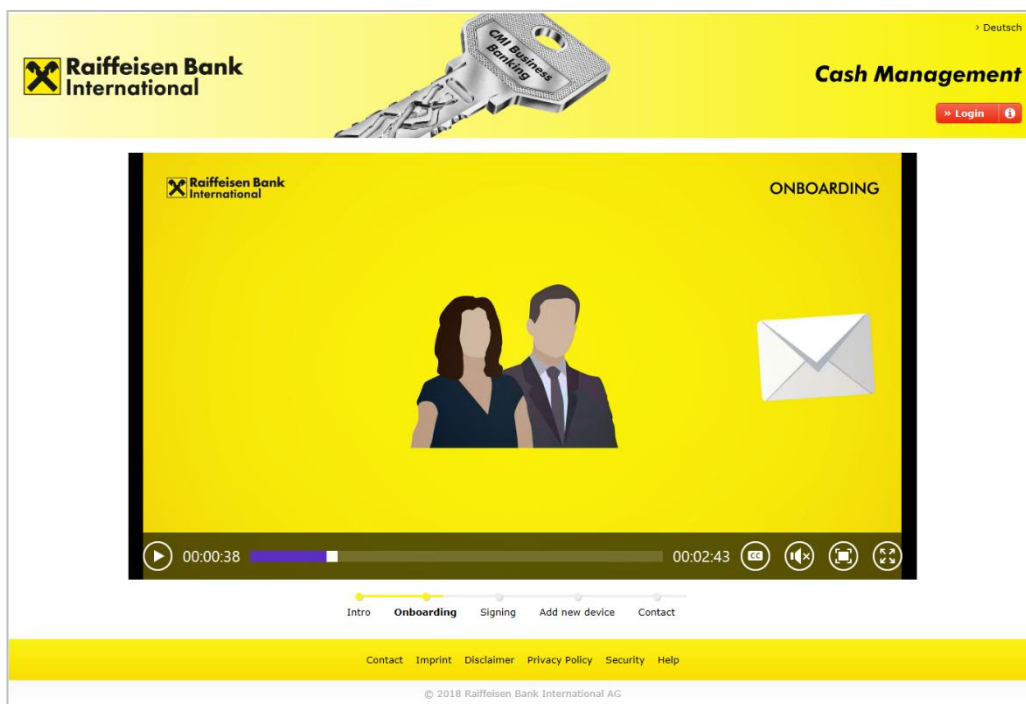
Furthermore, you will find some more information on this site:

- Contact
- Imprint
- Security

On the landing page you will also find a short **video** which explains the most important steps for onboarding and using the app in detail.

Landing Page

Video





2.4 Start the mobile App

You can download the mobile version from the relevant App store (Android or Apple). You will find the app using the search function for **"CMI sign"**.



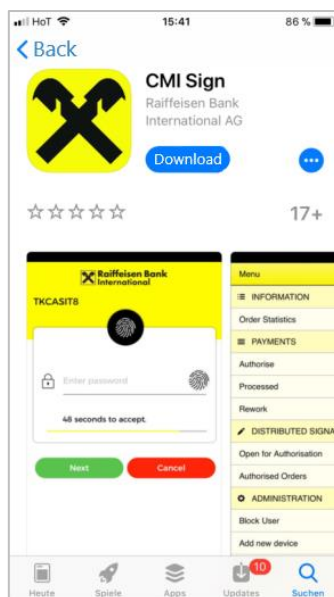
Android



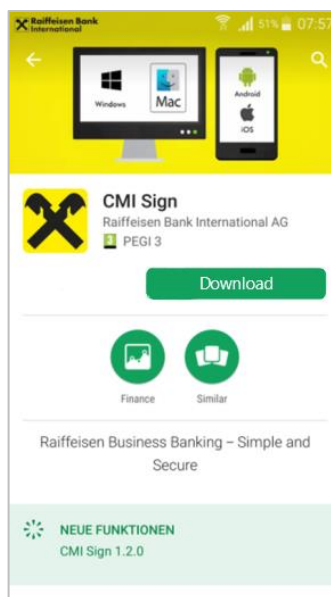
iOS

Depending on the operating system, the app requires the following access rights:

Phone call: for specific details used for device binding
Photo and data files: for saving log files for support cases
Camera: for scanning QR codes



iOS



Android

Download
the Mobile-App

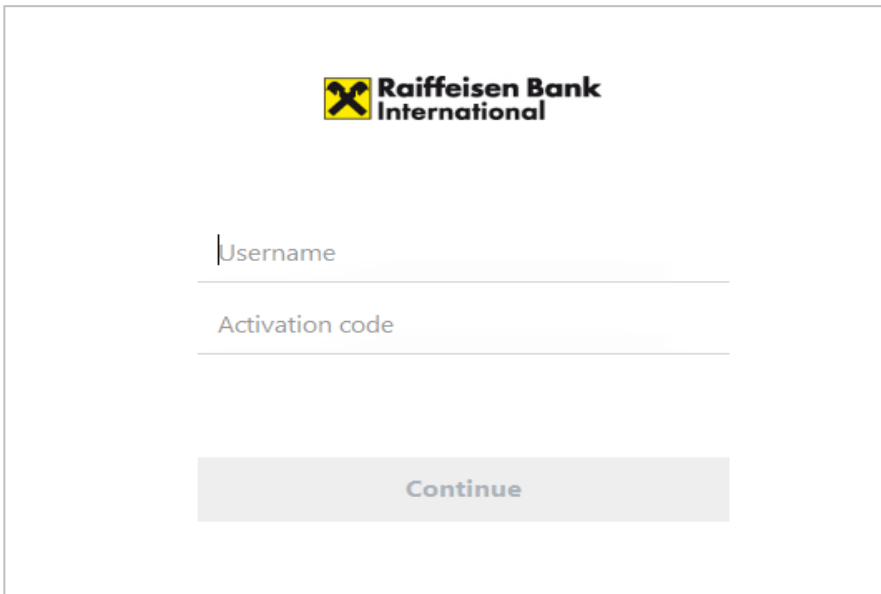
Access rights
of the Mobile-App



2.5 Initial activation of the Desktop App

During first startup of the application you will receive a login screen where you have to enter your **username** and the **activation code**, which is only valid once.

After that you can create a **personal password** for this device. For security reasons, you have to enter your new password twice.



After successful **activation**, you can use "CMI Business Banking".

Device binding:

For security reasons, the app is bound to the end-users device during the initial activation. Application access is therefore only possible from this device only. Transferring the app to another device would require a new activation there.

Enter username and
activation code

Create password

Device binding



2.6 Initial activation of the Mobile-App

When you start the Mobile App for the first time, please choose "Manual input" and enter the access data manually to activate the app on this device.

Device binding:

For security reasons, the app is bound to the end-users device during the initial activation. Application access is therefore only possible from this device only. Transferring the app to another device would require a new activation there.

In the "New password" screen create a **personal password** to login from this device in the future. For security reasons, you have to enter your new password twice.

In addition, you can also activate your **fingerprint** to make the login or signature of payments even more easier.

Remark:

Activating the fingerprint function automatically enables login for all fingerprints stored on this device. Make sure that only you have access to this device.

Initial access via
access data

Device connectivity

Create password

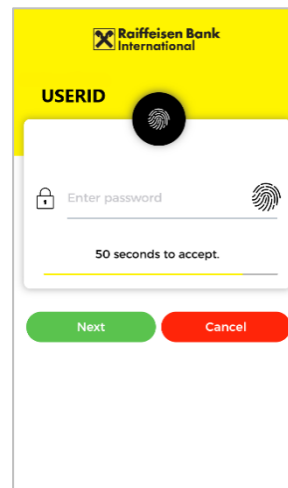
Activate fingerprint

3.1 Signing orders with the Desktop App

3.2 Signing orders with the Mobile App

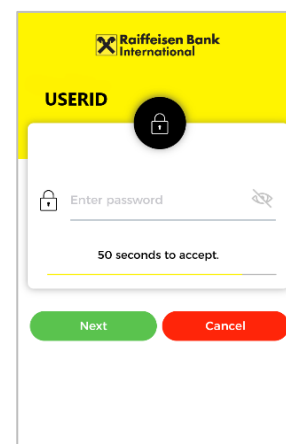
Payment orders which have been created with the Desktop App upfront can be easily signed via Mobile App if required.

Click on the menu "Payments - Authorisation", select the required order and sign it with your **fingerprint**.



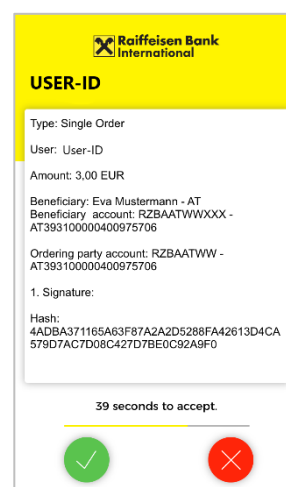
Signature
via fingerprint

Alternatively, you can also sign your payment orders with your password. Therefore, select the desired order and sign it by entering your personal **password**.



Signature
via password

Please check the payment details displayed before approving and submitting the payment order to the bank for further processing.

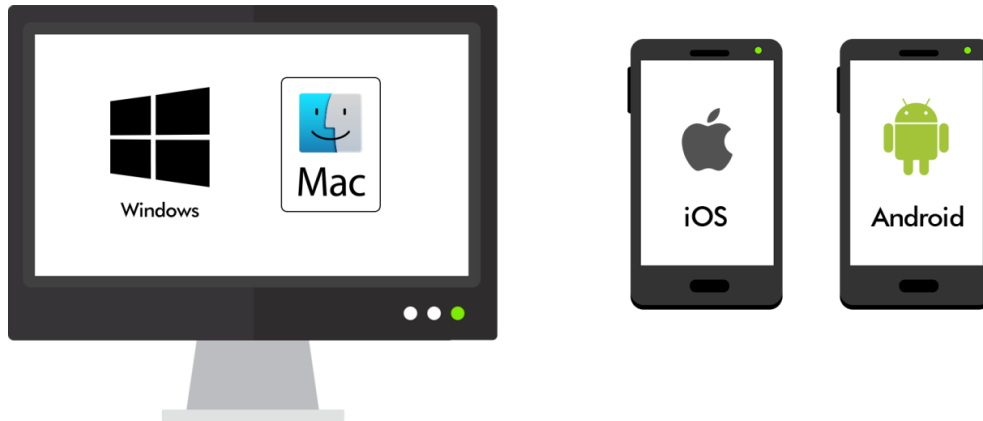


Display of
payment details

For security reasons, the signature process must be completed within a specific timeframe.

4 ADD NEW DEVICE

You can use CMI on different devices and use them at the same time.



4.1 Add a new device with the Desktop App

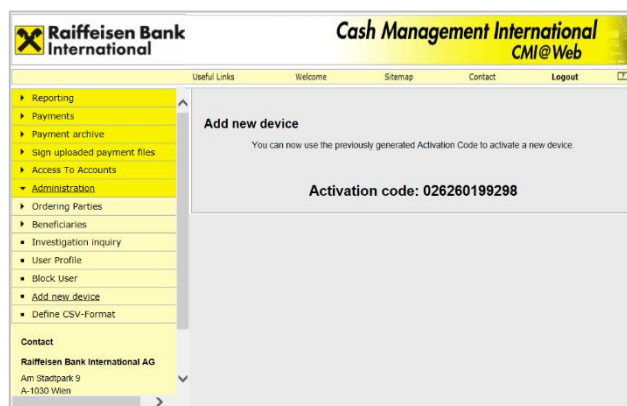
You can use an already activated device to create an activation code for another device. Therefore, please use our "Self-Service" function:

Step 1:

Start your Desktop App and log in.

Step 2:

Select the menu item "Administration - Add new device" and request a new activation code with entering your existing password. After confirmation a 12-digit activation code will be displayed.



Step 3:

The activation code is valid for **5 minutes** and can be used to activate a new device (see [section 2.5](#)).

Add device
via Self-service



4.2 Add a new device with the Mobile App

The "Self Service" function is also available in the Mobile App "CMI Sign" and can be used to generate activation codes for other devices.

„Self-Service“

Step 1:

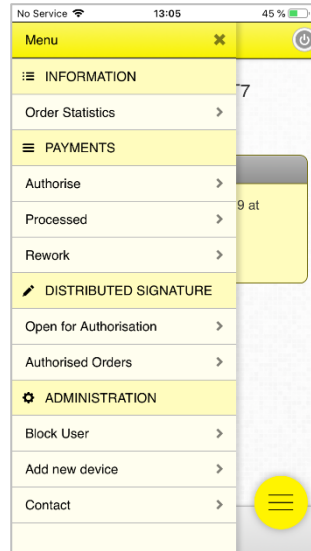
Start your Mobile App and log in.

Step 2:

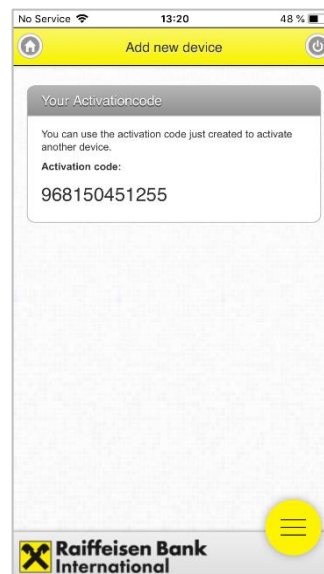
Select the menu item "Administration - Add new device" and confirm the procedure with your fingerprint or password.

Step 3:

The activation code is **valid for 5 minutes** and can either be used to activate a new device or to reactivate a blocked user (see [section 2.6](#)).



Add device
via Self-service





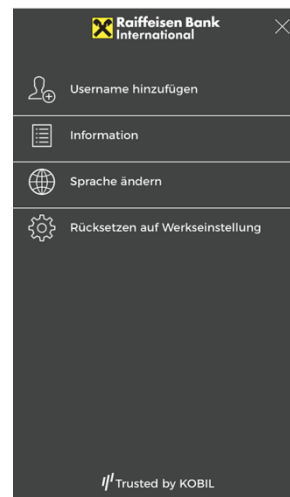
5 TYPICAL SCENARIOS

5.1 Forgot password

You can activate the Desktop App and the Mobile App on more than one device. You will have the same user on all devices, but you can choose a different password for each device (Smartphone, PC, Mac...).

If you **forget the password** for one of your devices, you can reactivate the user on this device.

Select "Reset to factory settings" from the main menu and follow the instructions from section [4.1](#) (Desktop App) or [4.2](#) (Mobile App) to create a new activation code for the affected device.



Forgot password

5.2 User blocked

If you blocked your user on the device after using a wrong password several times (> 5 attempts) and you still have a second device up and running, you can **create a new activation code** there and use to reactivate your blocked user. Please follow the "Self-Service" instructions from Chapter [4.1](#) (Desktop App) or [4.2](#) (Mobile App).

User blocked

6 SUPPORT

In case you need support we kindly ask you to provide the following information:

- https://auth.rbinternational.com/Analyse/AST_Checkliste.docx

In this checklist you will find some basic information about firewall ports and connectivity tests which helps us to find the root cause.

Checklist
for Support cases