

Instruction

remote reissue of an Advanced Electronic Signature key in the Raiffeisen Business Online System



Raiffeisen Business Online support service

(Mon-Fri 8:00-22:00, Sat-Sun 8:00-20:00)

clientbank.support@raiffeisen.ua

0 800 505 770

0 800 400 470

+ 38 (044) 495 41 40

(in Kyiv and from abroad)

Calls from abroad

+38 (044) 230 99 98

(acc. to tariffs of provider)

raif@phone.aval.ua

(free Skype calls)

Support service for foreign currency transactions

(Mon-Fri 9:00-18:00)

0 800 400 425

0 800 500 025

+38 (044) 299 10 99

(in Kyiv and from abroad)

To remotely reissue an advanced electronic signature key, do the following:

1. Log in to the system*

1.1. In a web browser supported** by the system, go to <https://rbo.raiffeisen.ua/> and in the downloaded form "RBO Log in" fill in the data for authorization in the system. Authorization is possible with the key stored in the file storage or in the hardware storage:

RBO Log in

File storage
Hardware storage

EDS key-storage file

Select

Password

Log in

Register or recover access

Are you a private entrepreneur without an account with Raif yet?

Open private entrepreneur account

RBO Log in

File storage
Hardware storage

Select

Password

Log in

Register or recover access

Are you a private entrepreneur without an account with Raif yet?

Open private entrepreneur account

*Remote reissue of the advanced electronic signature key is available both through the WEB version of the system and through the Mobile Application.

**Browsers supported by the system:

- Microsoft Edge, latest current version
- Mozilla FireFox 15.0 and higher
- Opera 15.0 and higher
- Safari 6.0 and higher
- Google Chrome 29.0 and higher

1.2. To log in with a key saved in the file storage, you need to select the file with the electronic signature key and click on the field

EDS key-storage file

Select

, and select your key file in the window that opens. After the key file is selected in the field

Password

you need to enter the password to the ES key and press the button

Log in

Please note that when entering the password to the ES key, make sure that you enter the password on the same keyboard layout (keyboard language) in which you created the password.

To log in with the key stored in the hardware storage, you need to select the hardware device on which the ES key is stored. After the device is selected, you need to enter the password

Password

and press the button

Log in

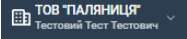
Please note!

- The Internet version of the system supports hardware storages such as Crystal-1, Almaz-1K, SecureToken-337, CryptoCard-337 / CryptoCard-338M (Author LLC).
- The mobile application supports work with tokens and Bluetooth tokens Crystal-1, Almaz-1K, which can also be used to work in the Internet version, provided that the media is connected to a PC/device.

Before you start logging in to the system, make sure that the necessary library installation packages are installed on your device.

To log in to the system on another device, if you store the ES key in the hardware storage: make sure that the required library installation packages are installed on your device.

2. Open the personal menu

In the upper right corner of the workspace, click  and select from the drop-down list  User profile. The screen displays the user's profile, where you can view the following information:

Homepage > User profile

Тестовий Тест Тестович

Position: Директор Signature group: 1

PROFILE	KEYS	RIGHTS TO ACCOUNTS	OTHER RIGHTS	DEFAULT ACCOUNTS	ENTRY HISTORY	ACCOUNT ASSUMED NAMES	AUTOCIENT																																																
User information EDIT <table border="1"> <tr> <td>Surname, name, patronymic</td> <td colspan="3">Position</td> <td colspan="4"></td> </tr> <tr> <td>Тестовий Тест Тестович</td> <td colspan="3">Директор</td> <td colspan="4"></td> </tr> <tr> <td>Signature group</td> <td>Employee registration date</td> <td colspan="2">Employee activation date</td> <td colspan="4"></td> </tr> <tr> <td>1</td> <td>20.02.2024</td> <td colspan="2">20.02.2024</td> <td colspan="4"></td> </tr> <tr> <td>Phone number</td> <td colspan="3">Email</td> <td colspan="4"></td> </tr> <tr> <td>+380665647773 (Mobile)</td> <td colspan="3">-</td> <td colspan="4"></td> </tr> </table>								Surname, name, patronymic	Position							Тестовий Тест Тестович	Директор							Signature group	Employee registration date	Employee activation date						1	20.02.2024	20.02.2024						Phone number	Email							+380665647773 (Mobile)	-						
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3. In the personal menu, select the "KEYS" tab

The tab displays information on the employee's keys, namely

- key ID,
- key status,
- key's type – AES (advanced ES key) QES (qualified ES key), Multi-client (the multiclient ES key),
- date of creation, date of activation,
- expiration date,
- key storage.

Homepage > User profile

Тестовий Тест Тестович

Position: Директор Signature group: 1

PROFILE	KEYS	RIGHTS TO ACCOUNTS	OTHER RIGHTS	DEFAULT ACCOUNTS	ENTRY HISTORY	ACCOUNT ASSUMED NAMES	AUTOCIENT																
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Show by 10 20 50 100

4. Perform remote key replacement

To do this, press the quick action button  on the key and select the "Remote key replacement" action in the drop-down list  Remote key replacement.

To perform the action, you must enter the key password.

Note! Remote replacement (reissue) can be used only for the advanced electronic signature key (bank key).

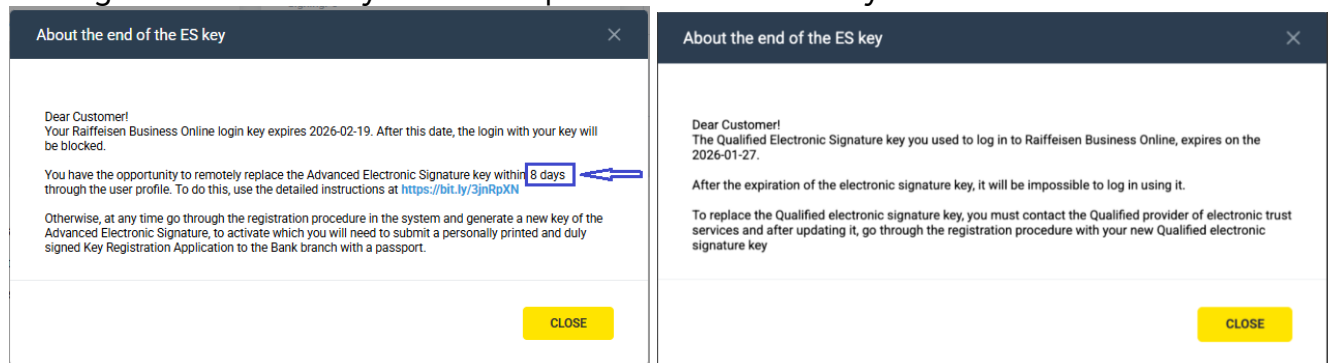
Note! The validity period for advanced electronic signature key (Bank's key) is 24 months.

The qualified electronic signature (QES) key cannot be reissued in the system. The service of remote reissue of the QES key must be requested from the relevant Electronic Trust Service PROVIDER that issued the current QES key. Such a service is provided by most of the PROVIDERS.

Note! Automatically configured system messages inform the user about the expiration date of the advanced/qualified ES keys:

- the text of the message about the expiration of the advanced ES key contains a [link](#) to a YouTube video instruction,
- if the key used by the user to log in to the system expires in less than 30 days, the system will inform about it:

Message displayed in the system regarding the advanced ES and qualified ES keys, daily, starting from the 30th day until the expiration date of the key:



SMS – message sent 7 days before the key expiration date

Do 01.08.23 neobkhidno zminyty klyuch Banku u RBO. Zminit klyuch dystantsijno u profili korystuvacha. Navchalne video: <https://bit.ly/3jnRpXN> Detali 0800505770

Do 01.08.23 zminit klyuch KEP dlya vkhodu v RBO ta projdit povtornu reyestratsiyu. Navchalne video: <https://rb.gy/rjx38> Detali 0800505770

Viber or e-mail – message sent 7 days before the key expiration date

Шановний клієнте!
Термін дії Вашого ключа Удосконаленого електронного підпису (ключ банку) у Raiffeisen Business Online закінчується 01.08.2023.
Після цієї дати вхід до системи з цим ключем буде обмежено.
Змініть ключ банку дистанційно у профілі користувача.
Скористайтесь відео-інструкцією за [ПОСИЛАННЯМ](#).

Шановний клієнте!
Термін дії Вашого ключа Кваліфікованого електронного підпису (КЕП) у Raiffeisen Business Online закінчується 01.08.2023.
Після цієї дати вхід до системи з цим ключем буде обмежено.
Для заміни ключа КЕП необхідно звернутись до Кваліфікованого надавача електронних довірчих послуг та після його оновлення пройти процедуру реєстрації з Вашим новим ключем КЕП у Raiffeisen

У разі додаткових питань звертайтеся до:

☎ Служба підтримки RBO: 0800505770, 0800400470,
0444954140 (у Києві та з-за кордону),
clientbank.support@raiffeisen.ua (пн-пт 8:00-22:00,
сб-нд 8:00-20:00)

☎ Інформаційний центр: 0800505045, 0800400445,
0445902498 (у Києві та з-за кордону)

З повагою, Райффайзен Банк

Business Online.

Скористайтесь відео-інструкцією за [посиланням](#).

У разі додаткових питань звертайтеся до:

☎ Служба підтримки RBO: 0800505770, 0800400470,
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0445902498 (у Києві та з-за кордону)

З повагою, Райффайзен Банк

**We wish you successful work.
It is more convenient with Raif!**

0 800 505 770 (in Ukraine)

+38 (044) 495 41 40 (in Kyiv and from abroad)

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