

## INSTRUCTIONS FOR USE OF MOBILE SIGNATURE IN ONLINE BANKING

To start using the mobile electronic signature (the m-signature) you must first contact the mobile services provider whose services you use and exchange the SIM card to the special Electronic Signature SIM card.

### 1. Signing in the online banking system (OB) with the m-signature.

- 1.1. Before you initiate the login, make sure keyboard of your mobile phone is unlocked.
- 1.2. Enter the address <https://online.sb.lt> in the web browser window.
- 1.3. In the login window that opens, follow these steps:
  - Select the Mobile Signature security feature (m-signature).
  - Enter User ID. This is the name given by Šiaulių bankas (the Bank), which is used for login to OB. It is referred to in par. 1.2 of the Online Banking Service Agreement (the Agreement).
  - Enter password. This is the Bank-assigned primary login password (the Primary Password) used to access OB. When logging for the first time, enter the primary password specified in par 1.2 of the Agreement, which must be changed to the password you have created after the first login.
  - Click the Login button. If you have entered your Username and Password correctly, you will be taken to the second OB login window.
  - In the second login window, enter the mobile phone number associated with your m-signature. If you already sign in the OB with m-signature, the mobile phone number will be loaded automatically (it can be changed after logging out and entering a new mobile number). Click on the Login button.
- 1.4. Follow the steps below on your mobile phone:
  - The message "<Mobile Operator>. Login is in progress. Number xxxx." appears on the screen of the mobile phone. Make sure the number on the mobile phone screen (xxxx) matches the number (xxxx) on the web browser window. If matches, please confirm (by pressing Good, OK, etc.) if it does not match, terminate the login.
  - "Authentication: Enter sPIN" appears on the screen of the mobile phone. Enter the m-signature security code - sPIN - and confirm it (by pressing Good, OK, etc.). If your mobile phone requires to confirm message sending twice, please confirm.
- 1.5. If you fail to confirm the login message within the set time and the message "The time for mobile authentication has expired" appears in the browser window, click on the Login button.

**2. Important.** If you do not receive the message on your mobile phone when initiating the login, close the OB window and re-initiate the connection. If you still do not receive the message or receive the message on your phone, confirm it, but the connection fails and the connection time ends, reboot your mobile phone and re-initiate the connection. If the connection still fails, it is recommended that you contact the mobile service provider you are using for assistance.

### 3. Signing of transactions in OB with m-signature.

- 3.1. Before initiating the signing, make sure that your mobile phone's keypad is unlocked.
- 3.2. Select the transaction (s) you want to sign, select the Signature Security feature "Mobile Signature", and initiate the signing.
- 3.3. Follow the steps below on your mobile phone:
  - The message "<Mobile Operator>. Signing is in progress. Number xxxx." appears on the screen of the mobile phone. Make sure the number on the mobile phone screen (xxxx) matches the number (xxxx) on the web browser window. If matches, please confirm (by pressing Good, OK, etc.) if it does not match, terminate the login.
  - "Signing: Enter sPIN" appears on the screen of the mobile phone. Enter the m-signature security code - sPIN - and confirm it (by pressing Good, OK, etc.). If your mobile phone requires to confirm message sending twice, please confirm.
- 3.4. If you fail to confirm the login message within the set time and the message "The time for mobile authentication has expired" re-initiate transaction signing

**4. Important.** If you do not receive the message on your mobile phone, cancel the transaction signing in the OB window and re-initiate it.

### 5. Changing the m-signature security code (sPIN).

- 5.1. If you suspect that the m-signature protection code (sPIN) became known to third-party, be sure to change it according to your mobile operator's instructions.

### 6. Help in the case of blocking the m-signature security code (sPIN).

6.1. You can make error in entering sPIN only for 4 times. If you enter the sPIN incorrectly for the fifth time, your m-signature is blocked. It is impossible to unblock this code, in order to use the m-signature, you will need to go to the shop of the mobile operator whose service you are using to change your SIM card.