

# Connect code reactivation

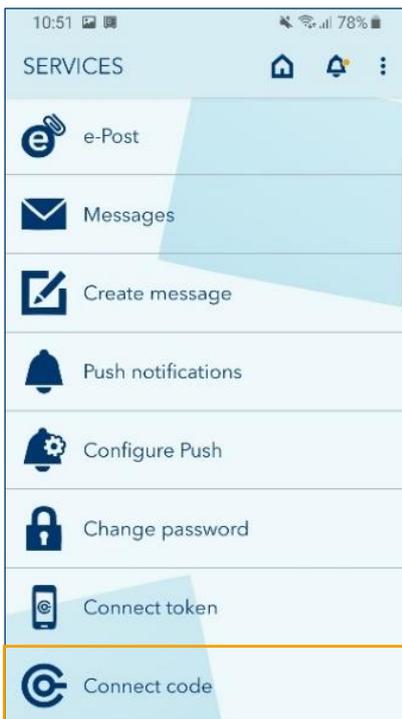
After being scanned for the first time, the Connect code is valid for a period of 24 hours before being automatically deactivated. If the Connect code was also activated on another device, the reactivation can also be performed on the device in question. Otherwise, please contact your client advisor. He or she will take care of the reactivation of your Connect card as quickly as possible. Both reactivation options (via e-banking / e-banking mobile) are described in detail below.

## Reactivation by clients via e-banking mobile

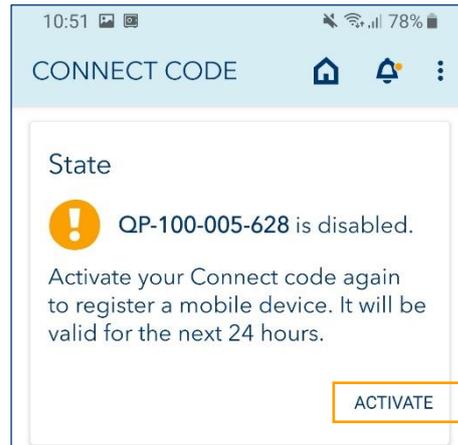
Step 1: log into the e-banking mobile app using your personal access data.



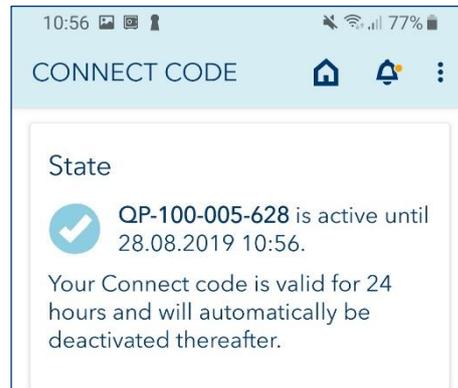
Step 2: select the "Services" menu item and then "Connect code".



Step 3: select "Activate" in order to activate the Connect code for 24 hours.



Following the successful activation, you will have the opportunity to scan your Connect card again.



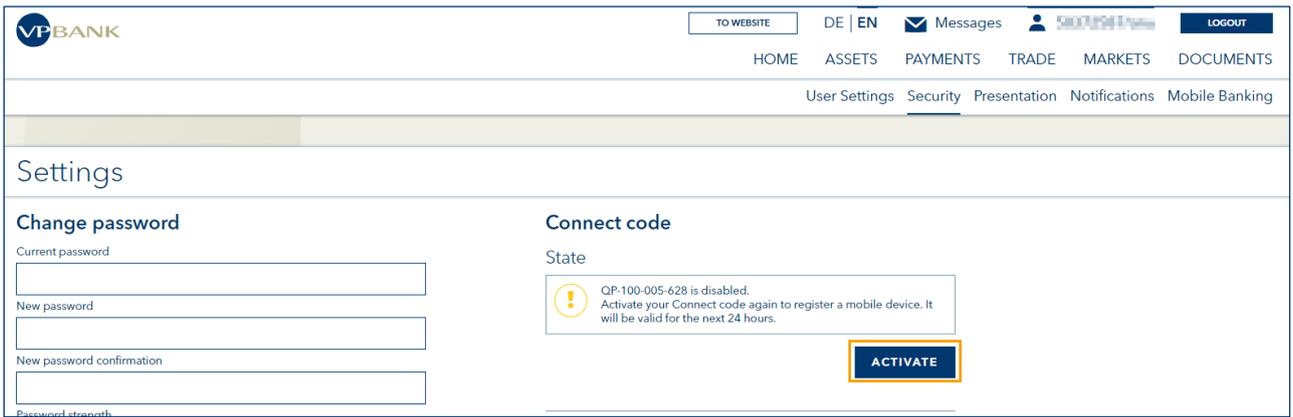
### Reactivation via the VP Bank client portal

Step 1: log into your e-banking account at [www.vpbank.com](http://www.vpbank.com) using your personal access data.

Step 2: click on your username and then select "Preferences" and "Security".



Step 3: now reactivate your Connect code by clicking on the "Activate" button.



Step 4: your Connect code is now valid again for 24 hours.

