

Instructions for first log in Alpha Web Banking

I. Logging in

1. Go to the site of Alpha Bank www.alphabank.bg
2. Choose Alpha Web Banking.
3. Write User ID and Password, received from the Bank.
4. Choose language: Bulgarian or English
4. Press "Login".
5. When you log in the system for the first time a screen for **change of the password** will appear
Enter old password
Enter new password
Confirm the new password
Please observe the following rules:
The password should contain between 8 and 12 symbols.
The password can contain lower case, upper case and figures.
The password can begin with lower case, upper case or figure.
The password should contain at least one lower case, at least one upper case and at least 2 figures.
6. For the next login in the system after successful check of the User ID and Password is opened a page containing your User ID and the date of your last log in the system. The access to the functions and services corresponds to the rights described in the Application.

II. Activation of the Token for generating of active transactions

1. Choose Customer Services
2. From the menu at left choose the command Verisign Token.
3. Choose command Activation Token.
4. Enter two consecutive generated passwords from the Token and write them down in the fields Password 1 and Password 2. (Please have in mind that after generating the first password you have to wait until it disappears from the screen and then the second one will be generated).
5. Press the button Activate Token
6. You will receive a message from Verisign if the Token is activated successfully or not. If the Token is not activated successfully, please try again or contact the Bank.



III. For information for accounts and transfers choose Transfers from the menu in the head of the screen

1. **Accounts** - information about accounts' balances and movements
2. **Beneficiaries** - an option to create templates with for any kind of transfers: Internal, Transfers in BGN and Transfers in foreign currency
3. **Transfers** - this command from the menu is used to initiate transfers: Internal, Transfer in BGN and transfer in foreign currency.
Please fill in carefully all the fields for the transfer, check the data on the screen for verification and only after that confirm the payment.
Have in mind the time constraints of the Web Banking system as follows: initiation of transfers through Alpha Web banking on a 24*/7 bases.
** Authorization of payments is possible only on the day of their initiation.*

Domestic Payments:

Transfers ordered through BISERA: Transfers ordered up to 13:00 h will be executed on the same working day. Transfers ordered between 13:00 and 16:30 h will be executed on the same working day, but the transaction value day will be next working day. Transfers ordered after 16:30 h will be executed on the next working day, with transaction value day - next working day.

Transfers ordered through RINGS: Transfers ordered up to 14:00 h will be executed on the same working day. Transfers ordered after 14:00 h will be executed on the next working day, with transaction value day - next working day.

International Payments:

Transfers ordered through SWIFT: Transfers with value date "SPOT" ordered up to 14:00 p.m. will be executed on the same working day. Transfers with value date "SPOT" ordered after 14:00 p.m. will be executed on the next business day. Transfers with value date "SAME DAY" ordered up to 13:00 p.m. will be executed on the same working day. Transfers with value date "SAME DAY" ordered after 13:00 p.m. will be executed on the next working day.

Transfers ordered through Alphanet: Transfers ordered through AlphaNet will be accepted and executed up to 14:00 p.m. on the same working day.

IV. For password change please choose Administration from the menu in the head of the screen. Please follow the rules on the page for change of password

V. Logout

1. Press the button Logout in the upper right corner.
2. The system shows a short summarized report for the session in a new window.

If you need further information don't hesitate to contact us at 02/810 34 34