

Online Banking User Guide

(2022 version)



ICBC 😥 ICBC Austria Bank

Table of Contents

I. General Provisions	- 1 -
II. User Login	- 1 -
III.Main Functions of ICBC Corporate Banking	- 7 -
1. Account Management	- 7 -
2. Payment	11 -
3. Customer Service	13 -
IV. Troubleshoot Installation Issues	15 -
A. Chrome browser	15 -
B. Internet Explorer browser	17 -



I. General Provisions

This manual describes briefly how to use ICBC Corporate Banking, which is the internet banking system provided by ICBC Austria Bank GmbH (hereinafter 'the Bank').

II. User Login

- a) Prior to First Login
- Client will receive the following after completing the procedure of applying for access to ICBC Corporate Banking.
 - User Name (User ID)
 - One-time password (six figures)
 - ICBC Password Token
 - Activation Code for the Token
- Activate the Token and set up the Token password according to the instruction manual.
- b) First Login
- Enter the website of the Bank: www.icbc-at.com;
- Click 'Corporate Banking' and then enter the internet banking system;





If you are using ICBC Internet banking system for the first time on your computer, you will need to download an Controller called Internet Banking Assistant;

Please enter the login information User ID: .c.6800 You have not installed the control of Internet	
Password: banking of Industrial and Commercial Bank of China. Please click download to complete installation and then restart the browser Enter Verification Code: 4p 6 e 2 Please click "OK" on the E-token	
Please enter the figure shown on your E-token Dynamic Password:	
4 Please click "Log in"	

Please follow the instructions and finish the installation process;





After you finish the installation of the Internet Banking Assistant, go back to the website of the Corporate Banking and continue with Log in.

- Fill out the User ID, One-time password and the Verification Code, use your Token to generate Dynamic code .

*Note: The Verification Code is case sensitive, the letters should have the same form as in the box.

030112.	demo	.c.6800
Password:	****	
Enter Verification Code:	efar efal	F C
lease click "OK" on th	ne E-token	
Please enter the figure	snown on your E-t	oken
Please enter the figure Dynamic Password:	*****	

- Click 'Accepted' to the terms and conditions for log in to Internet Banking;

ICBC <mark>遐</mark> <u>中国工商银行</u>	Corporate Overseas Banking	BANKING@HOME
Terms of service		
The terms ar	Accepted Rejection	



- Change the password according to the system's requirements;

*Note: If you lose your Corporate Customer Number. Please contact to your customer manager.

CBC 😣	中国上曲银行 Corporate Overseas Banking BANKING@HON
odify Password	
Current Password	f:
New Password:	
	It is suggested to enter a 8-digit password combining letters and numbers.Please avoid setting Password of low security
Confirm New Pas	sword:
Please enter the alidation code:	x4ej x 4 e j
Corporate Custon lumber:	ner 60219000000259
Reset	Confirm
交易提示	
1. S pas: afte of le	ince the logon password for the Internet banking you reserved at our business office is purely digital, system will request for sword change at the time of your initial logon in order to assure the safety of your password, you can continue to use only r password has been changed. Newly input password shall have a length between 6 and 30 digits and can be a combination etters and numbers.
2. lf as t	you forgot your password, you can change the password through this function after password reset at our business office s o strengthen the security of Internet banking

- Input the dynamic password generated by the Token and the Verification Code;



СВС 選 <u>म</u>	ഖ工商银行 Corporate Overseas Banking	BANKING@HOME
lodify Password		
Please confirm the		
nformation of the		
Please press [OK] on t	e token and finish the tranaction as quickly as you can befo	re timeout.
Please enter the		
dynamic password		
Please enter the verification code	e6b4 e 6b4	
		_

- Password has been changed successfully;

ICBC 🔢 <u>-</u>	中国工商银行	Corporate Overseas Banking	BANKING@HOME
Modify Password			
	Successfully changed your lo	gon password. The new password will take eff	ect at the next logon.
			Logon again

- Log in again with User Name and new Password.



ICBC 🔁 ICBC Austria Bank

User ID:	demo	.c.6800
Password:	****]
nter Verification Code:	efar ef ar	
lease click "OK" on the ligure	he E-token shown on your E-toke	'n
lease click "OK" on the figure Dynamic Password:	he E-token shown on your E-toke	n



III. Main Functions of ICBC Corporate Banking

1. Account Management

• Account list

Client can inquire and print the balance of all the registered accounts

System Announcement:					Loca	I time : 31-03-2020 15:32:10
Account management	Payment	Customer service				
Account management	Account managemer	t •Account list			C	Help
Account list	Account list					
Account details					-	
	Total Amount: EUR 🗸 92,7	85.12				
		Account number/alias	Туре	Current Balance	Available Balance]
	VXUXIXS MXIXL IXDXSXRXEXOX	XXXX XMXH(Austria)				i i
	A70710000000000000000000000000000000000		Demand	USD 100,402.78	USD 100,402.78	
4						

• Account details

- Client can inquire all the details of the registered account(s) for a certain period defined by the client .

- Client can print or download the account details in PDF or Excel format.

System Announcement:					Lo	cal time : 31-03-2020 15:33:1
Account management	Payment	Customer service				
Account management	Account managemen	t∙Account details				⑦Help
Account list	Account details					
Account details	Company Name	XUXIXS MXIXL IXDXS)	RXEXOXDXNX XMXH 🗸			
	Account No.					
	Currency	All 🗸				
	Inquiry scope	● Latest 10 pieces ✔	29-02-2020	•		
	More inquiry conditions	Inquiry				
	·				🛶 🖏 T	4
	Operation da	ate	Transaction description	fransaction amount	Balance	
	▶ 01-03-20	20	INTEREST	USD 402.78	USD 100,402.78	
	• 01-02-20	20		USD 100,000.00	USD 100,000.00	
	▶ 01-02-20	20		USD 0.00	USD 0.00	
	1-3 of 3				46 4 1 > 1	•



2.Payment

2.1 Transfer between registered internal corporate accounts

Transfer between registered internal corporate accounts

- Client can transfer internally within his account(s).

Note:

1.Fields marked with * are required.

2. Transfer between accounts with different currency would be exchanged by current foreign exchage rate of our bank.

System Announcement:			Local time : 25-05-2022 03:20:54
Account management	Payment Customer	service Investment & wealth management	
Payment	Payment • Transfer betwee	en registered internal corporate accounts	⑦Help
Transfer between registered internal	Transfer between registered internal co	rporate accounts	
External payment	Payor Name Account to be debited	XEXC EXrXpX XnXoXaXiXn IXdXsXiX X XaXhXoXoXy GXbX ✓	
Payment instruction management	Currency	EUR V Usable Balance:49,328.68	
My beneficiary	Payee Name	XEXC EXrXpX XnXoXaXiXn IXdXsXrX X XeXhXoXoXy GXbX \checkmark	
	Account to be credited	General Current Account 🗸	
	Currency	USD V	
	Transfer information		
	Amount *	EUR 1,111.00	
	Reference or reason for transfer		
	Execution date	● Immediate	
	Reversed		Submit

2.2 External payment

- Client can make payments in EUR, CNY and USD to other accounts in the Bank, other Europe



banks and in foreign banks . Note: Fields marked with * are required.

ernal transfe			1 1.1 05 05 0000
em Announcement:			Local time : 25-05-2022
bunt management	Payment	management	
ayment			
Transforder	Payment •External paym	pent	⑦ Help
registered internal	External payment		
corporate accounts	Payer	XEXC EXrXpX XnXoXaXiXn IXdXsXrX X XeXhXoXoXy GXbX 🗸	
External payment	Brument Assessed	Connect Current Account M	
Payment instruction	Payment Account		
management	Payment currency		
My beneficiary	Beneficiary's account name	XNXUXXIXI AXO CXMXE.	
	Beneficiary Account No.*	6800	
	Receiving Currency	EUR	
	Amount [∗]		
	Reference or reason for transfer		
	Execution date	Immediate	
	Peversed		Confirm
	Reversed		comm
ernational re	Payment Custom	er service Investment & wealth management	Local time : 25-05-2022
ernational re	Payment Custom	er service Investment & wealth management	Local time : 25-05-2022
ernational re tem Announcement: count management	Payment Custom	er service Investment & wealth management	Local time : 25-05-2022
ernational re tem Announcement count management	Payment Custom Payment External payment	er service Investment & wealth management nent	Local time : 25-05-2022 ⑦ Help
ernational re tem Announcement count management ayment Transfer between registered internal corporate accounts	Payment Custom Payment • External payment External payment	er service Investment & wealth management	Local time : 25-05-2022 ⑦ Help
ernational re tem Announcement icount management ayment Transfer between register between corporate accounts External payment	Payment Custom Payment • External payment External payment Payer	er service Investment & wealth management nent XEXC EXrXpX XnXoXaXiXn IXdXsXrX X XeXnXoXoXy GXbX V	Local time : 25-05-2022 ⑦ Help
ernational re tem Announcement: count management rayment Tragistered internal corporate accounts External payment Payment instruction	Payment Custom Payment External payment External payment Payment Account	er service Investment & wealth management nent XEXC EXIXpX XnXoXaX0Xn IXdXsXrX X XeXhXoXoXy GXbX General Current Account	Local time : 25-05-2022 Pelp
Argument Corporate accounts Corporate accounts Corporate accounts External payment Payment Instruction Management Corporate accounts Corporate acc	Payment • External payment Payment • External payment External payment Payrer Payment Account Payment currency	er service Investment & wealth management nent XEXC EXiXpX XnXoXaXiXn IXdXsXiX X XeXhXoXoXy GXbX General Current Account General Current Account Usable Balance:49,328.68	Local time : 25-05-2022 @Help
ernational re tem Announcement count management ayment Transfer between registered internal corporate accounts External payment Payment instruction management My beneficiary	Payment - External payment Payment - External payment External payment Payrer Payment Account Payment currency Beneficiary's account name*	er service Investment & wealth management Next EXC EX/XpX XnXoXaXXn IXdXsX/X X XeXhXoXoXy GXbX KEVR Usable Balance:49,328.68 TTT dddd	Local time : 25-05-2022 ⑦ Help
ernational re tem Announcement count management ayment Transfer between registered internal corporate accounts External payment Payment instruction management My beneficiary	Payment Custom Payment External payment External payment Payer Payment Account Payment currency Beneficiary's account name*	er service Investment & wealth management MEXEC EXIXpX XIXXOXAXIXII IXXXSXIX X XAXIXXOXXY GXDX V XEXC EXIXpX XIXXOXAXIXII IXXXSXIX X XAXIXXOXXY GXDX V EUR V Usable Balance:49,328.68 TTT dddd 101538000194000004	Local time : 25-05-2022 (7) Help
ernational re tem Announcement count management ayment registered interna corporate accounts External payment Payment instruction management My beneficiary	Payment Description Payment Description External payment Payer Payer Payment Account Payment Account Payment currency Beneficiary's account name* Beneficiary's account name*	er service Investment & wealth management ment XEXC EXrXpX XnXoXaXIXn IXdXsXrX X XeXInXoXoXy GXDX V General Current Account V EUR V Usable Balance:49,328.68 TTT dddd 101538000194000004 EUR	Local time : 25-05-2022 ⑦ Help
ernational re tem Announcement count management ayment register between corporate accounts External payment Payment instruction management My beneficiary	Payment Description Payment Description External payment Payer Payment Account Payment currency Beneficiary's account name* Beneficiary Account No.* Receiving Currency BiC*	er service Investment & wealth management nent XEXC EX/XpX XnXoXaXiXn IXdXsX/X X XeXhXoXoXy GXbX V General Current Account V EUR V Usable Balance:49,328.68 TTT dddd 101538000194000004 EUR ICBKCNBJXXX	Local time : 25-05-2022 (?) Help
ernational re tem Announcement count management ragistered internal corporate accounts External payment Payment instruction management My beneficiary	Payment Custom Payment • External payment External payment Payer Payment Account Payment currency Beneficiary Saccount No.* Receiving Currency BIC* Beneficiary country/location	er service Investment & wealth management nent XEXC EX:XpX XnXoXaXIXn IXdXsXiX X XeXhXoXoXy GXbX EUR General Current Account EUR Usable Balance:49,328.68 TTT dddd I01538000194000004 EUR ICBIKCNBJXXX CHINA (CN)	Local time : 25-05-2022 Pelp
ernational received and an angement account management accounts ac	Payment Custom Payment External payment External payment Payer Payment Account Payment currency Beneficiary's account name* Beneficiary Account No.* Receiving Currency BiC* Beneficiary country/location Address of Beneficiary*	er service Investment & wealth management nent XEXC EXIXpX XnXoXaXIXn IXdXsXiX X XeXhXoXoXy GXbX V XEXC EXIXpX XnXoXaXIXn IXdXsXiX X XeXhXoXoXy GXbX V LUR LUR LOBKCNBJXXX CHINA (CN) V	Local time : 25-05-2022 ⑦ Help
ernational re tem Announcement count management ayment Transfer between registered internal corporate accounts External payment Payment instruction management My beneficiary	Payment Custom Payment - External payment External payment Payer Payment Account Payment currency Beneficiary's account name* Beneficiary Account name* Beneficiary country/location Address of Beneficiary's Beneficiary's Tel*	er service Investment & wealth management Nent XEXC EXXXpX XnXoXaX0Xn IXdXsXrX X XeXhXoXoXy GXbX V XEXC EXXxpX XnXoXaX0Xn IXdXsXrX X XeXhXoXoXy GXbX V EUR V Jusble Balance:49,328.68 TTT dddd I01538000194000004 EUR ICBKCNBJXXX CHINA (CN) V XXXXXXXXXXXXXXX	Cocal time : 25-05-2022
ernational re tem Announcement icount management ayment Tragister between corporate accounts External payment Payment instruction management My beneficiary	Payment Custom Payment • External payment External payment Payer Payment Account Payment currency Beneficiary's account name* Beneficiary's ac	er service Investment & wealth management ment XEXC EX/XpX XnXoXaXIXn IXdXsX/X X XeXhXoXoXy GXDX V KEXC EX/XpX XnXoXaXIXn IXdXsX/X X XeXhXoXoXy GXDX V General Current Account V EUR General Current Account V EUR L03200194000004 EUR ICBHCNBJXXX CHINA (CN) V XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	Local time : 25-05-2022 (?) Help
ernational re tem Announcement count management ragistered internal corporate accounts External payment My beneficiary	Payment Custom Payment • External payment External payment Payer Payment Account Payment currency Beneficiary's account name* Beneficiary's account name*	er service Investment & wealth management nent XEXC EX:XpX XNX0XAXIXI IXdXsXiX X XeXhXxX0Xy GXbX XEXC EX:XpX XNX0XAXIXI IXdXsXiX X XeXhXxX0Xy GXbX (General Current Account CellR General Current Account (General Current (Gene	€ Local time : 25-05-2022 Pelp
ernational receiver Announcement count management registered internal corporate accounts External payment Payment instruction management My beneficiary	Payment Custom Payment - External payme External payment Payer Payment Account Payment currency Beneficiary's account name* Beneficiary account name	er service Investment & wealth management nent XEXC EX/XpX XnXoXaXIXn IXdXsXrX X XeXhXoXoXy GXbX V CEXR Vusable Balance:49.328.68 TTT dddd 101538000194000004 EUR ICBKCNBJXXX CHINA (CN) V XXXXXXXXXXI 123456769 EUR 1234567769 EUR	€ Local time : 25-05-2022 • Help
ernational receiver and a second seco	Payment Custom Payment - External payment External payment Payer Payment Account Payment currency Beneficiary's account name* Beneficiary account name* Beneficiary account name* Beneficiary country/location Address of Beneficiary* Beneficiary's Tel* Amount* Reference or reason for transfer Execution date Bearing method	er service Investment & wealth management Nent XEXC EX/XpX XnXoXaXIXn IXdXsX/X X XeXhXoXoXy GXDX V XEXC EX/XpX XnXoXaXIXn IXdXsX/X X XeXhXoXoXy GXDX V EUR V Usable Balance:49,328.68 TTT dddd 101538000194000004 EUR ICBKCNBJXXX CHINA (CN) V XXXXXXXXXX EUR 123456789 EUR 12345678 EUR 123457	€ Local time : 25-05-2022 • Help
ernational re tem Announcement icount management ayment Transfer between corporate accounts External payment Payment instruction management My beneficiary	Payment Custom Payment • External payment External payment Payer Payment Account Payment Account Payment currency Beneficiary's account name* Beneficiary's account name* Beneficiary country/location Address of Beneficiary* Beneficiary's Tel * Amount* Reference or reason for transfer Execution date Bearing method Remittance Purpose *	er service Investment & wealth management	Local time : 25-05-2022 Pleip
ernational recent	Payment Custom Payment External payment External payment Payer Payment Account Payment currency Beneficiary's account name* Beneficiary's account name* B	er service Investment & wealth management	€otters



SEPA remittance

System Announcement:				Local time : 25-05-2022 03:19:25
Account management		Payment Customer	service Investment & wealth management	
Payment		D		
Transfer between registered internal corporate accounts		External payment	nt	() Heip
External payment		Payer	XEXC EX/XpX XnXoXaXiXn IXdXSX/X X XeXhXoXoXy GXbX V	
Payment instruction management		Payment currency	EUR V Jusable Balance:49,328.68	
My beneficiary		Beneficiary's account name*	TTT dddd	
	٠	Beneficiary Account No.*	ES101538000194000004	
		Receiving Currency Beneficiary country/location	EUR AUSTRALIA (AU)	
		Amount*	EUR 121.00 •	
		Reference or reason for transfer		
		Remittance Purpose*		
		Urgent or not	©immeoiate ◎Yes ®No	
		Banking charges paid by	Paid by payer and payee	
		Reversed		Confirm

- Acquire the dynamic password with the Token;
- Enter the dynamic password and verification code;

System Announcement:	F)	Local time : 25-05-2022 03:35:48
Account management	Payment Custom	er service Investment & wealth management	
Payment	Remittance Purpose	donation	
Transfer between registered internal corporate accounts	Execution date Bearing method	Immediate Paid by payer and payee	
External payment	Banking Charges	EUR 10.00	
Payment instruction management	Telex Fee Remittance fee receivable	EUR 0.00 EUR 10.00	
My beneficiary	Remittance fee - Discount %	No discount	
	Remittance fee collected	EUR 10.00	
	Please enter the following numbers of The above picture includes 6 digits ra	n your Token: 00000912	
	Please press [OK] on the token and fi	ish the tranaction as quickly as you can before timeout.	
	Back		Confirm

- Press 'confirm' and then the payment order is sent to the next approver.



System Announcement:				Local time : 25-05-	-2022 03:38:00
Account management	Payment	Customer service	Investment & wealth management		
Payment Transfer between registered internal corporate accounts	Payment >E External payment Instruction waits f	xternal payment	serial numberACC266511	🕜 Help	
External payment					
Payment instruction management	Payment type	Interr	ational remittance		
My beneficiary	Payer	XEXC	EXrXpX XnXoXaXIXn IXdXsXrX X XeXhXoXoXy GXbX(Austria)		
	Payment Accoun	t 💳	General Current Account		
	Payment currence	Y EUR			
	Beneficiary's acco	ount name TTT de	ddd		
	Beneficiary Acco	unt No. 10153	88000194000040091		
	Receiving Curren	cy EUR			
	BIC	ICBKC	NBJXXX		
	Beneficiary count	try/location CHIN/	A (CN)		
	Address of Benef	ficiary XXXX	0,000000,00000		
	Beneficiary's Tel	12345	6789		

2.3 Payment instruction management

- Client can inquire the payment records and the status in a specified period;
- Client can click the Instruction No. to see the details of payments .

Image 14:							Loca	al time : 25-05-2022 03:4
Account management	Payment Cus	tomer service Investn ma	nent & wealth nagement					
Payment	Payment ▶ Payment	instruction management						⑦ Help
Transfer between registered internal corporate accounts	Payment instruction management	XEXC EXrXpX XnXoXa	XiXn IXdXsXrX X XeXh	XoXoXy GXbX 🗸				
External payment	Payment type	All		~				
Payment instruction management	Date	25-04-2022	· 25-05-2022					
My beneficiary	Instruction Status Amount	All	EUR V					
	•	O From	To	E	JR 🗸			
				Inquiry				
	Instruction No. ID of S	ubmit Person Transaction Time	Payment type	Payment Account	A/C No. of Beneficiary	Remittance Amount	t Status of Transaction	
	ACC266018 Dajian	gWang.c.6800 25-05-2022 08:35:2:	3 SEPA remittance		ES10153800019400	EUR 316.00	Payment Successful	F
	ACC266511 Dajian	gWang.c.6800 25-05-2022 03:37:46	International remitta nce		10153800019400	EUR 1,232.00	Wait for authorizatio <u>n</u>	•
	ACA69320 Dajian	gWang.c.6800 01-05-2022 10:03:43	Transfer between reg istered internal corpo rate accounts		68000001000	EUR 111.00	Payment Failed	•
	ACB54705 Dajian	gWang.c.6800 01-05-2022 10:00:44	External transfer		6800000100	EUR 12.00	Payment Successful	Þ

2.4 My beneficiary

Client can save the information of frequent beneficiaries. Client can choose from previously saved beneficiaries when making payment.



- Click 'Add new beneficiary';

				8 gaowen01
System Announcement:				Local time : 31-03-20
Account management	Payment Customer service			
Payment	Payment My beneficiary			⑦ Help
Transfer between registered internal	My beneficiary			
corporate accounts	Search: Beneficiary's account Beneficiary Account	Туре	Add new beneficiary Function	
External payment	wen	International remittance		
Payment instruction management	1-1 of 1		44 4 1 >>>>	
My beneficiary				
	•			

- Input the beneficiary's name, account number and receiving currency

System Announcement:				Local time : 31-03-20
Account management	Payment	Customer service		
Payment	Payment • My beneficiary			⑦ Help
I ransfer between registered internal corporate accounts	Beneficiary's account name*	ICBKCNBJBJM]	
External payment	Beneficiary Account No.*]	
Payment instruction management	Receiving Currency*	EUR ¥		_
My beneficiary	Reversed			Confirm
	•			

- Click 'Confirm' and the information is saved



System Announcement:					Local time : 31-03-2020 15:50:
Account management	Payment	Customer service			
Payment	Payment My beneficiary				⑦Help
Transfer between registered internal corporate accounts	My beneficiary Payee's Type				
External payment	Beneficiary's account name	ICBKCNBJBJM			
Payment instruction management	Beneficiary Account No. Receiving Currency	EUR			
My beneficiary	Back				Confirm
					_
My beneficiary					
Adding beneficiary succeeded					
Back					

3. Customer Service

3.1 ID security settings

Client can change password via this function.

- Input the current password, a new password, verification code and your Enterprise code;

System Announcement:			Local time : 29-04-2020 11:41:49
Account management	Payment Customer s	service	
Customer service	Customer service ID se	curity settings	⑦ Help
ID security settings	ID security settings		
Authentication medium management	Previous password	***	
Transaction log inquiry	New password	W X X X X X X X X X X X X X X X X X X X	
	Confirm new password	NYNNYNYNYNYN It is suggested to enter a 8-digit password combining letters and numbers.Please avoid setting <u>Password of low security</u>	
	Please enter verification code	cch3 cch3	
	Enterprise code	× 8100000000083	
	Reset		Confirm

- Input the verification code and the Enterprise Code(customer number);



System Announcement:		Local time : 29-04-2020 11:45:25
Account management	Payment Customer service	
Customer service ID security settings Authentication medium management Transaction log inquiry	Customer service > ID security settings ID security settings Please confirm transaction authentication information Please confirm transaction authentication information Please enter the dynamic password Please enter the dynamic password enter the dynamic password Please enter the verification code puhf puhf puhf Back	@ Help
-Successful result: System Announcement		Local time : 29-04-2020 11:47:04
Account management	Payment Customer service	
Customer service ID security settings	Customer service ID security settings	⑦ Help
Authentication medium	Successfully changed your logon password. The new password will take effect at the next logon.	

🏂 🔒

management Transaction log inquiry Transaction Time: 202004294237796 Transaction Time: 29-04-2020 11:47:02

3.2 Authentication medium management

- Overview of client's ID
- Client can check the Token authority
- Client can report loss of the Token
- Client can calibrate the Token

Please follow the instruction and input relative information.

System Announcement:			Local time : 29-04-2020 11:47:37
Account management	Payment Customer	service	
Customer service	Customer service • Aut	ientication medium management	⑦ Help
ID security settings	Authentication medium manageme	nt	
Authentication	Logon ID	test123.c.6800	
medium management	Authentication medium type	Electronic coder	
Transaction log inquiry	Serial number	2133100000011969	
	Status	Normal	
	<u>Check authority</u> Report Loss	Calibration of E-token	

3.3 Transaction log inquiry

Client can check the transaction log of the user (Usually for audit)



System Announcement:							Local time : 29-04-2020 11:4
Account management	Payment	ustomer service					
Customer service	Customer servi	_{ce} • Transactio	n log inquiry				⑦ Help
ID security settings	Transaction log inquiry						
Authentication medium	Tier-1 column name	All	~				
management	Tier-2 column name	All	~]			
Transaction log inquiry	Tier-3 column name	All	~]			
	Operation type	All	~]			
	 Start and end dates 	29-0	13-2020 - 29-04-20 kfzx-qiuqj 字体:(默	20 ▼ 2020-02-26 10:10 带格式的 从)Calibri, 字体颜色: 黑色	9:		
	Reset						Inquiry
	Seq. Date	Time	Company Name	User login ID	Business Type	Amount	Operation type
	1 30-03-2020	11:43:39	Erste Group Bank AG	test123.c.6800	Account management-Account list		Inquiry
	2 30-03-2020	11:43:39	Erste Group Bank AG	test123.c.6800	Account management-Account list	-	Inquiry
	3 30-03-2020	11:43:39	Erste Group Bank AG	test123.c.6800	Account management-Account list	-	Inquiry

IV. Troubleshoot Installation Issues

A. Chrome browser

When using Chrome browser, please check if the extension is enabled. Open MENU in Chrome browser in the right up corner, click on More tools, choose the function Extensions.

Here please activate the Extension for the ICBC Chrome Extension.

- Not activated yet







*Notes:

1. The correct Extension's name is ICBCNewChromeExtension, if your Extension name is ICBC Chrome Extension from Tendyron it is a wrong product.



2. Open the software of Internet Banking Assistant (Image 1), in function Software manger find in scroll down list this two products: Safe controls "ICBCChrome Extension" (Image 2) and "Safe controls NewChromeExtension" (Image 3); uninstall them and then install them again. Then try to Log in into Internet Banking.

Image 1:



Image 2:



Internet Banking	Assistant v2.0				
nternet Banking Checking	Academe	Software manager	Quick Links	Industrial and Comm	工商银行 hercial Bank of Chin
You can select	to install or uninst	all the following so	ftware.		
🧹 safe control	is ICBCEbankPlugi	ns safe controls fo	r using ICBC ebank	Install	Uninstall
🛹 safe control	s ICBCChromeExt	ension safe contro	ls for using ICBC ebank	Installed	Uninstall
🗸 U-Shield co	ntrols icbc_tdr_usl	okey_newchrome	safe controls for using IC	BC ebank Installed	Uninstall
4 77 01 14	ntrols icbc_FT_us	bkey_newchrome	safe controls for using IC	BC ebank	···· ·
V-Shield co				Install	Uninstall

Image 3:



B. Internet Explorer browser

When using Internet Explorer browser, please check if TLS1.2 is enabled.

Open Setting in Internet Explorer browser in right up corner 😨, clic on Internet options, in the newly open window choose the function Advanced. Ensure the the TLS1.2 box is chosen.



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