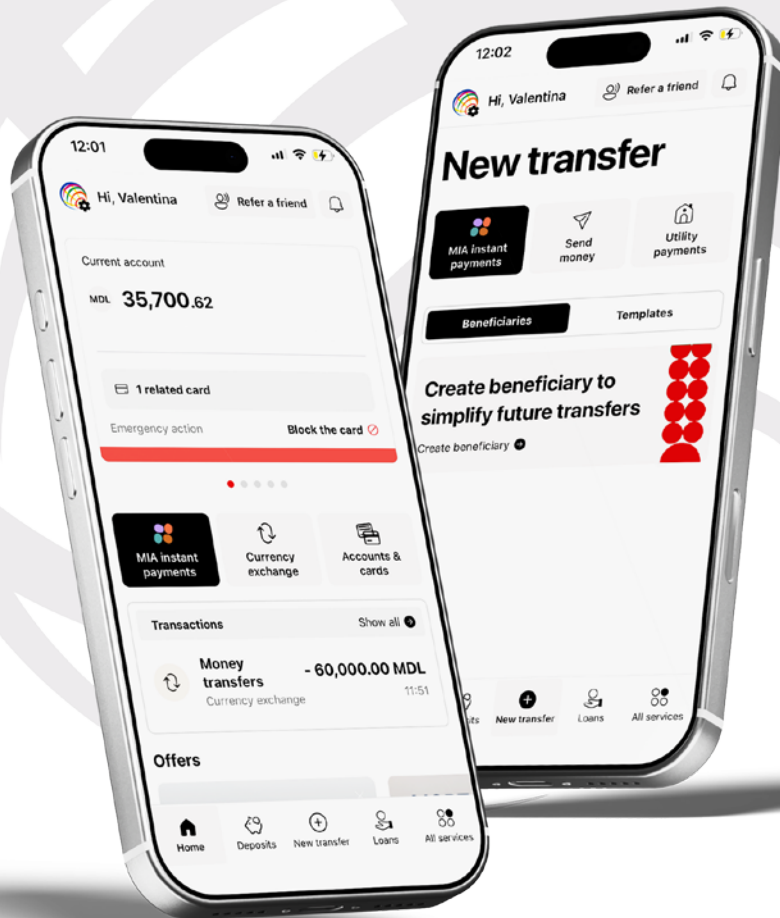




## Welcome to ProCredit Bank!

With the **new ProCredit Bank Moldova mobile app**, you always have your bank at hand.

In this guide, you will find the steps for installation, first login, and how to use the app.

In this guide, you will find the steps for installation, first login, and using the app.

*To access the ProCredit Bank Moldova app, you need to install the application on your phone.*

*The app is available on:*



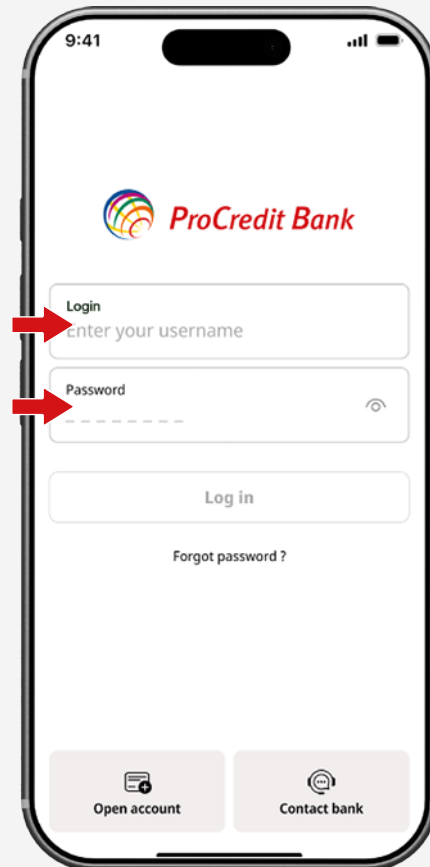
**Using the app on devices:** The application works on the principle of “one user – one single device”.

# First login to the app

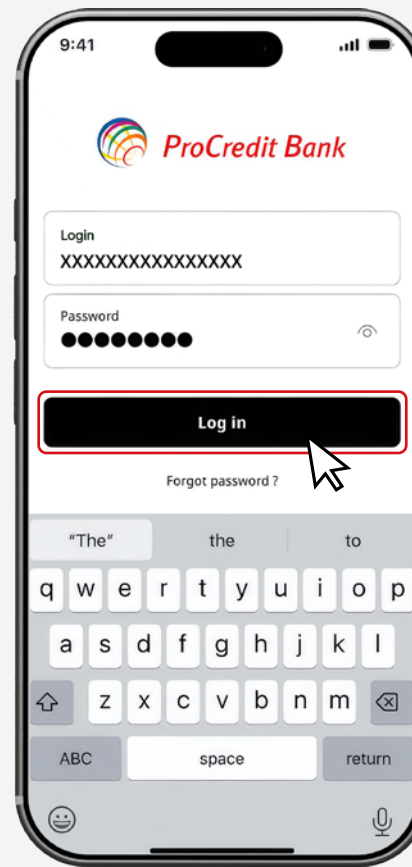
Access the  
**ProCredit Bank**  
mobile app

## Login steps

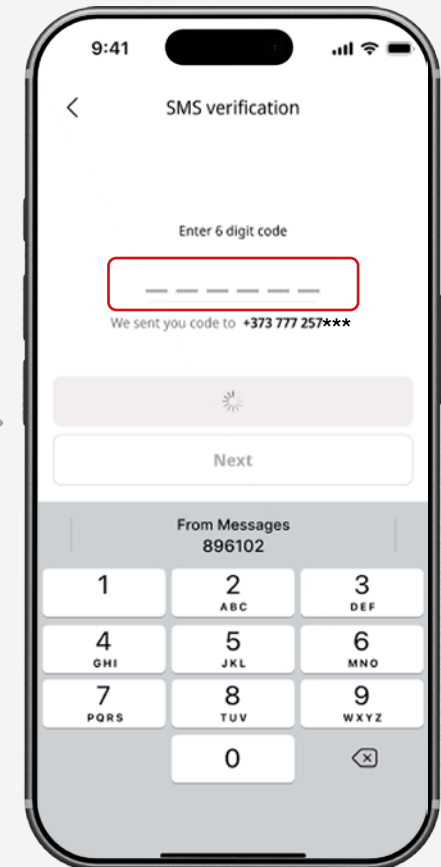
- 1** Enter:
- **Login**
  - **Password**



- 2** Tap the  
**Log in** button



- 3** Enter the **TAN code**  
received via SMS at the  
phone number registered  
in the bank's system



\*For your first login, use the username and password from the old app.

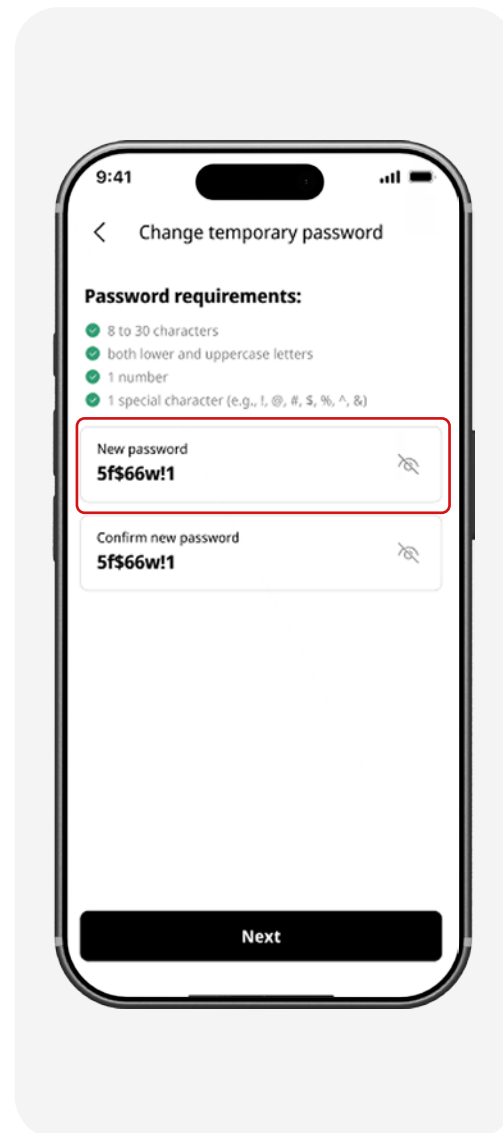
\*If you have forgotten your username or password, please call the Contact Center at 0800 000 10.

# Password setup

After validating the TAN code, you will need to set a new password.

**The password must meet the following criteria:**

- contain uppercase and lowercase letters
- contain at least one digit
- contain at least one special character



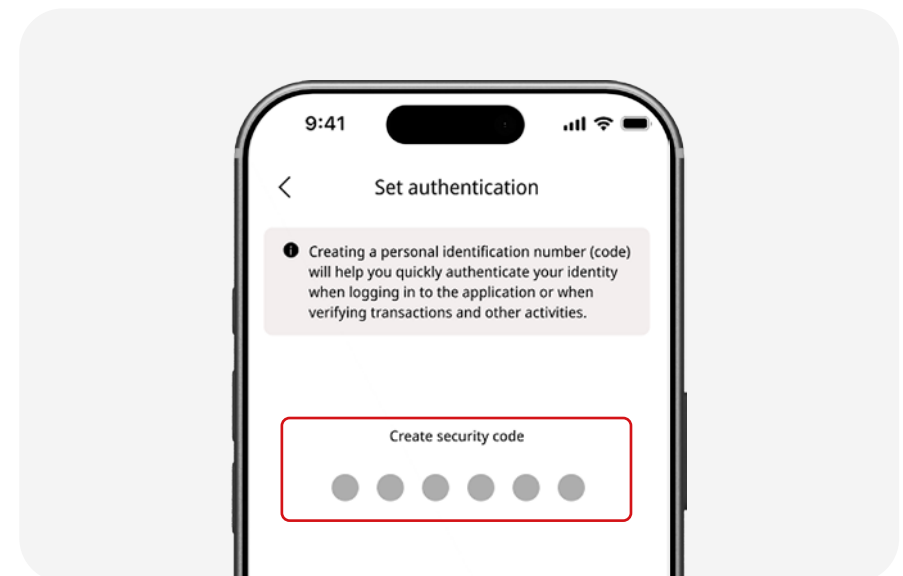
# Security code setup

**This code will be used for:**

- quick login to the app
- confirming transactions

## Steps

- 1 Enter a 6-digit code
- 2 Tap the Next button
- 3 Confirm the entered code (if requested by the app)



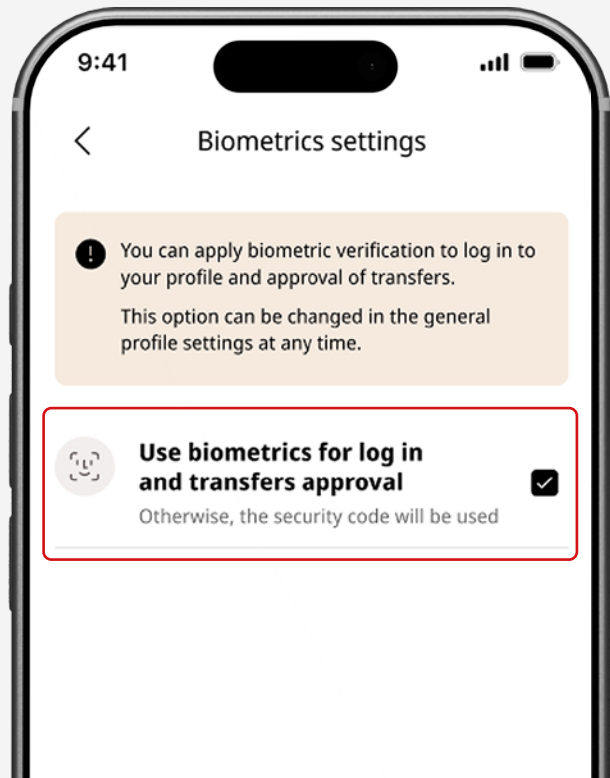
## Helpful tip

Choose a code that is easy to remember, but avoid simple combinations (e.g. 123456, 000000) for better security.

# Enable biometric authentication

Once activated, biometric authentication will be used for:

- quick access to the app
- confirming transactions



## Helpful tip

If biometric authentication is not available or does not work, the app will automatically use **the security code**.

## **Biometric authentication management**

If biometric authentication fails:

- you will be able to access the app using **the security code**

If the security code is also entered incorrectly:

- you will be redirected to the main screen
- you will need to enter again:
  1. **username**
  2. **password**
- afterwards, you will repeat **the first login steps**