How you log in to Deutsche Bank BluePort via photoTAN and authorize payments

If you haven’t yet installed the „DB Secure Authenticator“-app on your smartphone, you can download it for free from the Apple App Store or the Google Play store. As an alternative to the App, you can use a photoTAN reader.

Secure Login Method
— Visit the BluePort website [https://blueport.db.com](https://blueport.db.com) and enter your username and password.
— Scan the displayed code and receive a TAN on your smartphone or reader. Use it to log in.

Payment Transactions and Authorization via EBICS per „DB Secure Authenticator“-App
— Enter the payment details as usual in the entry screen of Deutsche Bank BluePort.
— Scan the displayed code and receive a TAN on your smartphone or reader.
— Check your payment details and enter the generated TAN: your payment order will be executed.

As an alternative to your smartphone you can use photoTAN with a special reader. Order a reader from your client advisor.

Payment Transactions and Authorization via FinTS per 2FA procedure of your respective bank
— Enter the payment details as usual in the entry screen of Deutsche Bank BluePort.
— In order to execute a payment order please use the authorization method (2FA) of your respective bank.

Guidance Notes on Security:
If you have lost your smartphone or it has been stolen, please delete the device immediately in Deutsche Bank BluePort under “Settings”, “Manage security procedures”, or contact us at: +49 (0) 69 910-10030 (customer service: Mon - Fri, 7 - 18 o'clock, access blocking 24/7 possible).

If you sell your smartphone, please first uninstall the “DB Secure Authenticator” app from the device. Also delete the device in Deutsche Bank BluePort under “Settings”, “Manage security procedures”.

In case of loss of your smartphone/reader or forgetting your password, please use your recovery code.
How to activate the photoTAN method

1. Please open https://blueport.db.com in your browser and log in. You will be redirected to the self-service portal for activation of your app or reader. Click under „My Devices“ on „Activate“.

2. To activate the app, start it, confirm the “Terms of use” and define your 6-digit access code to the app. For the reader, press the on/off button (middle) for 2-3 seconds to activate the app and click “Continue”. Afterwards click on “Activate device” (applies to app as well as reader).

3. Scan the QR Code in the self-service portal with your smartphone or reader. Then enter the 12-digit activation code in the self-service portal and click on “Next”. To confirm the input in the app, click on “Activate token”.

4. You will now receive a confirmation link via e-mail; open that e-mail (not on your smartphone) and click on the “Continue” link.

5. You will be provided with a new QR code. By scanning, another activation code is displayed, which you also enter in the self-service portal.

6. A recovery code will now be produced in the self-service portal. Please keep it safe.

7. By clicking on the user name in the upper right corner you get to the "Logout“ function and exit the self-service portal. Close the browser window and open BluePort in a new window at https://blueport.db.com.

8. You can now use Deutsche Bank BluePort.