

Thank you for choosing to bank with us

You will soon have access to our Internet and mobile banking services. These tools make banking easy, with key features such as checking your balances, paying bills and transferring money.

If you do not have a passport: You can access your account by phone, where you can also do things easily yourself. To get started using Telebank, please call our Customer Care Center at this number: 915 02002.

How to get started using Internet bank

To get started using Internet bank, you will receive the following:

1. A temporary password by SMS or e-mail
The password is used with the One-time password/Engangskode på mobil app or the blue code chip
2. An SMS containing an 8-digit personal identification code to open the One-time password/Engangskode på mobil app
3. An e-mail with a 4-digit activation code to activate the One-time password/Engangskode på mobil app

Remember that all your passwords are private; do not share these with others. Not even with family members, friends, bank employees or the police.

How to use the One-time password/Engangskode på mobil app

You will need a one-time password to log on to the Internet bank or Mobile bank. The code is available from the One-time password/Engangskode på mobil app. Here's how:

1. Download the One-time password/Engangskode på mobil app (single-use password) from App Store or Google Play
2. Enter the 8-digit personal identification code you received by SMS
3. Enter the 4-digit activation code you received by e-mail
4. Create a personal code, or register your fingerprint
5. The app is now ready for use. You can use it to order a one-time password when you want to log in to the Internet bank or Mobile bank, or to accept payments

How to log in to the Internet bank

1. Go to www.sr-bank.no
2. Press "Logg inn" ("Log in")
3. Enter your personal identification number or D-number: 11 digits
4. Press "SpareBank1"
5. Open the One-time password/Engangskode på mobil app on your cell phone and select "Create one-time password", or get the code from the blue code chip
6. Enter your personal code or use your fingerprint, and then enter the code that appears in the app, or on the blue code chip

7. Enter the temporary password you received by SMS or e-mail
8. You will be asked to change the password to a personal password you make yourself. Create your password, and use it to log in every time you want to enter Internet bank in the future

Remember, if you would like to use the Internet Bank in English, click the icon next to the «Log out» button.

How to log in to Mobile bank (only available in Norwegian language)

1. Download the "Mobilbank" app from SpareBank 1 from App Store or Google Play
2. Open the app and press "Kom i gang" ("Get started")
3. Select "SpareBank 1 SR-Bank" from the list of banks
4. Enter your personal identification number or D-number: 11 digits
5. Identify yourself using "Uten BankID"
 - a) Enter the one-time password you receive from the One-time password/Engangskode på mobil app
 - b) Enter the personal password you created (see Item 8 above: "How to log in to the Internet Bank")
6. Create the personal PIN code you will use from now on
7. If your phone has a fingerprint reader you can also register your fingerprint or choose "Skip this step"
8. Press "Logg inn" ("Log in") using your PIN code or fingerprint

When will I receive my bank card?

Your bank card will arrive approximately one week after signing the agreements. If you registered a cell phone number with us, you should receive a message telling you when the card has been sent to your home address.

Remember to label your mailbox with your name. This will ensure that your bank card arrives safely by conventional mail.

Where can I find the PIN code for my bank card?

Your PIN code is available online, via the Internet bank or Mobile bank: Here's how:

1. Go to "Card" in the menu in Internet bank or Mobile bank
2. Select the menu item "Show PIN" / "Show PIN code"
3. Identify yourself using "Uten BankID" (if you are using Mobile bank)
4. Enter the security code, which are the three numbers found on the signature field on the back of your bank card
5. Press "Show PIN" – your code will be displayed for 30 seconds

If you do not have a passport: Your PIN code will be sent by conventional mail.

Remember that your PIN code is personal, do not share it with others. Not even with family members, friends, bank employees or the police.

Want to make a payment abroad?

Payment to foreign countries is possible in the Internet bank. You do this from the "Payment" menu item, then select "Make payments" and choose "Foreign".

The first time you make a foreign payment you will need to open the "Enable foreign payment" link and identify yourself using "Uten BankID" before the payment can be entered.

You are going to need the following information to make an international payment:

- Recipient's name and address
- Recipient's IBAN number
- Recipient's account number and BIC/SWIFT number
- What type of currency is used, and the amount
- Information about what the payment concerns

If you have any questions, feel free to chat with us online or use Facebook, or send an e-mail to post@sr-bank.no or call 915 02002; we are open every day from 07:00-24:00