



How to access your account via the Internet

Before attempting to access your accounts on line, you will require a 'code personnel' or access code.

Once in possession of your access code please follow the following instructions:

- Please access our website at the following address: www.ca-sudrhonealpes.fr, then click on "accédez à vos comptes".
- Please type in your account number, ie the digit number which appears on your RIB (account reference statement) under 'numéro de compte' (account number), then type your **digit access code XXXXXX** by clicking on the calculator pad, then '**confirmer**'.
- The next pages are a welcome page (click on 'suite' at the bottom) and the 'conditions générales' click in the box to accept, then '**suite**') and finally you will access the screen on which you define your chosen 6 digit PIN number (which must be different to your **6 digit access code**). For security reasons we ask you to change the 6-digit access code sent to you by post and to choose a new 6-digit PIN number, which you will then use each time you access your accounts.
- You will then reach the penultimate page on which you are asked to confirm **your e-mail address** and where you can click in the box to receive publicity information via e-mail. Should you not wish to receive such information, do not click in the box but simply click on '**suite**' at the bottom of the page.
- You must enter your PIN number **twice** by using the calculator pad (+ confirmer). Your request will now be validated by clicking at the bottom of this page and you can the access your accounts by clicking on '**accéder à vos comptes**' on the next page.
- Should you fail to correctly access your account on three occasions, your PIN number will automatically be cancelled. In this case, please contact your advisor in order to obtain a new access code and begin the process again.