PROCEDURE

FIRST CONNECTION TO MYQUINTETPRO.LU

QUINTET
PRIVATE BANK

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What do you need for your first connection?

To connect to myQuintetPro, you will have to respect certain conditions:

- First, make sure that your operating system is Windows 7 (or higher) or OSX, and Internet Explorer 10 (or higher), in order to connect to: https://www.myquintetpro.lu
- Check that you have an updated Citrix Workspace module to launch the myQuintetPro applications. You can download this module free from the following address:
  For Windows and Mac OS : https://www.citrix.com/downloads/workspace-app
  (*You can also refer to the procedure* ***"Installation of Citrix for Windows and Mac OS"***)
- Then check that you can access the following address: https://www.myquintetpro.lu on port 443 to be able to launch the applications via Citrix.

  Please find below the names and IP addresses that have to be allowed (on port 443):

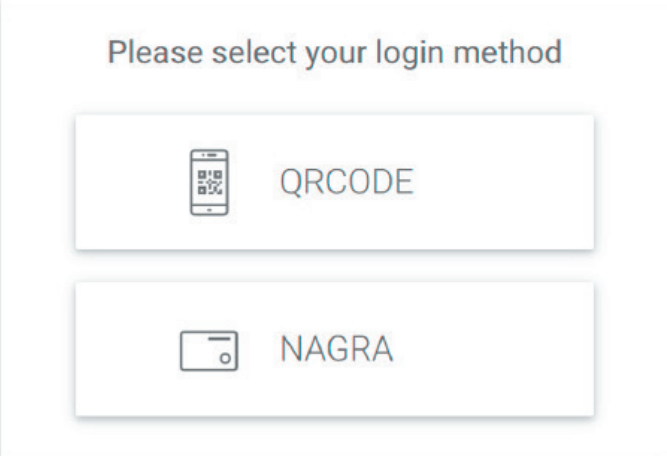
  – https://www.myquintetpro.lu (185.191.68.172)
  – https://idp-quintetgroup.tbiservices.com (194.6.163.247 + 80.169.233.247)
  – sts.tbiservices.com (194.6.163.168 + 80.169.233.168)

This step is only mandatory if you are behind a firewall. If yes, please give this address and port to your IT department to approve it on your firewall, If not, please ignore this step.

How to log in into myquintetpro?

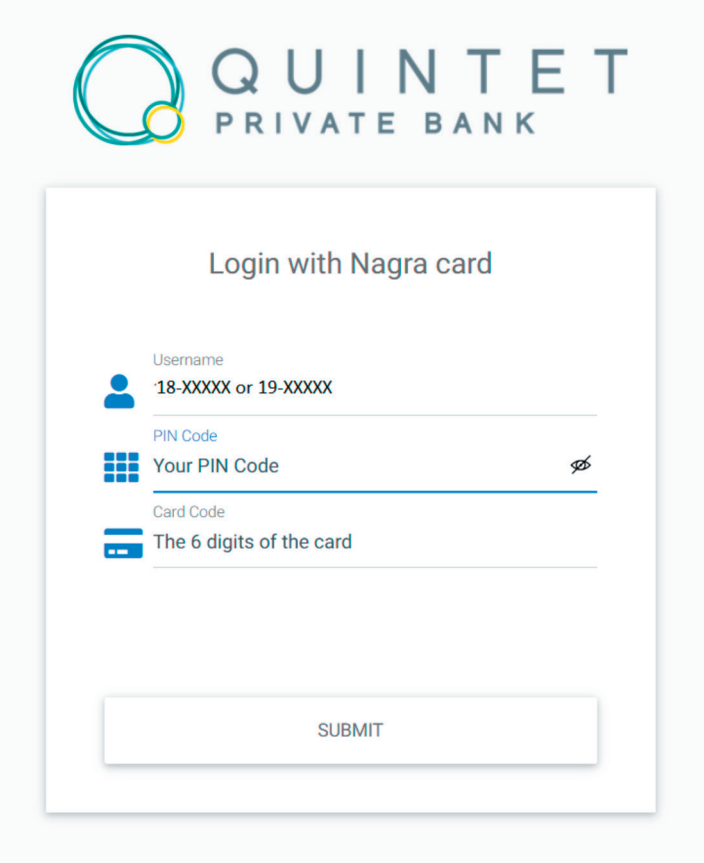
To log in into our system, please go to the the URL: https://www.myquintetpro.lu

You then have the possibility to connect either with a QR Code (using the myQuintet QR Code application | *You can refer to the procedure "**myQuintetPro QR code**"*), or with your smartcard.



If you choose to log in with the QRCode, then click on QRCODE and the QR Code will appear on the screen. You must scan it with your myQuintet QR Code application to authenticate yourself.

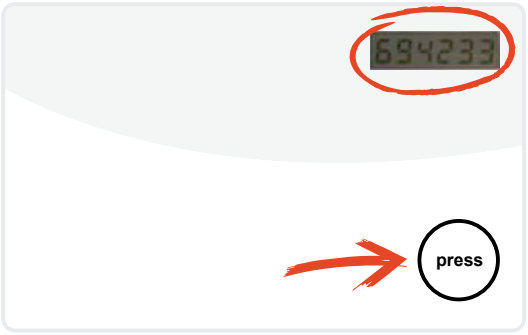
If you choose to log in with your smartcard, then click on NAGRA and then enter the login information as shown below:



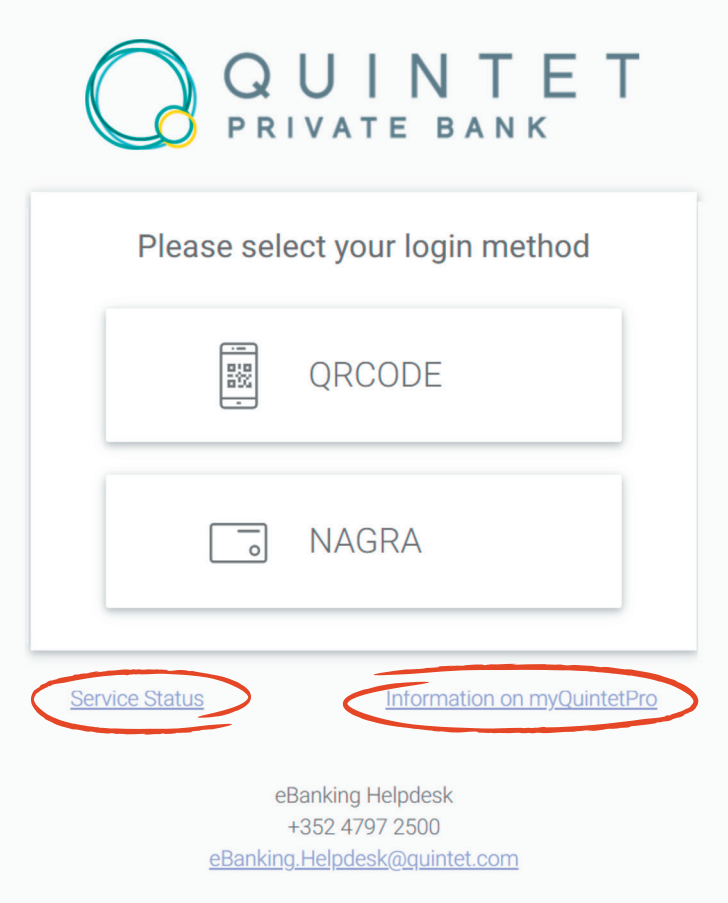
For information, the username and pin code, you received them by mail. The smartcard is sent by post.

Please for the PIN code, type it directly, do not copy paste the value from your e-mail to prevent a space or another character.

For the Card code, you have to push the button **"press"** to display the 6 digits



Please note that you now have the possibility, directly from the login page https://www.myquintetpro.lu, to view the status of myQuintetPro services as well as a page containing information and communications.



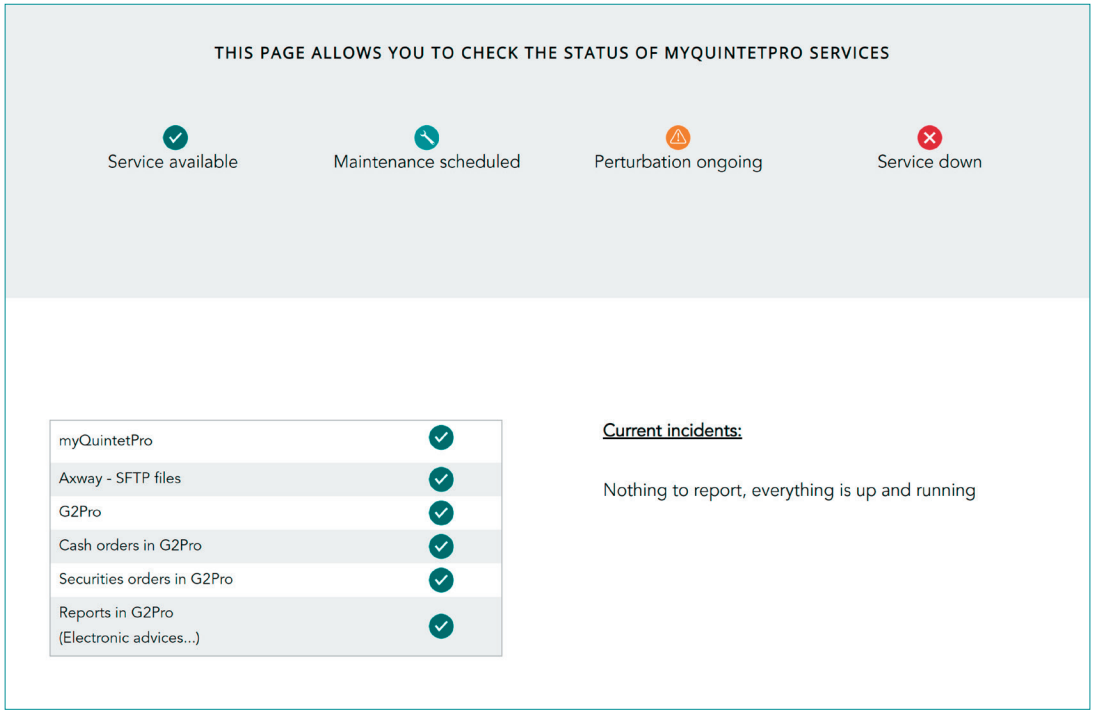


Figure 1 - Service Status

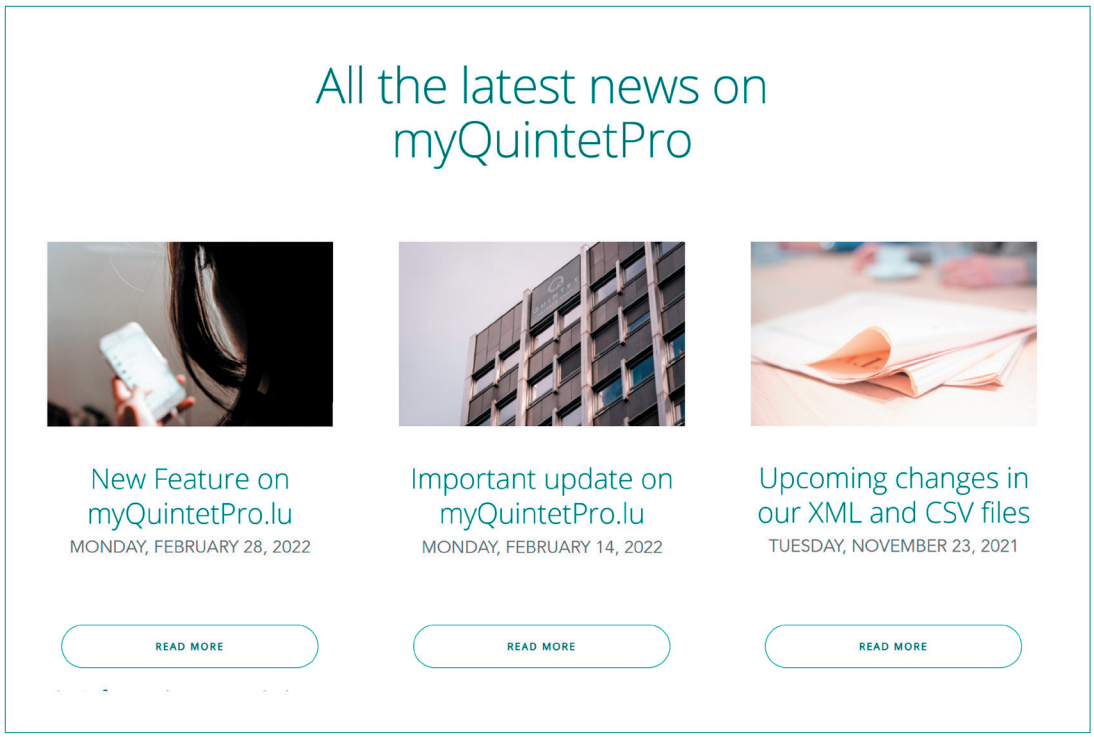
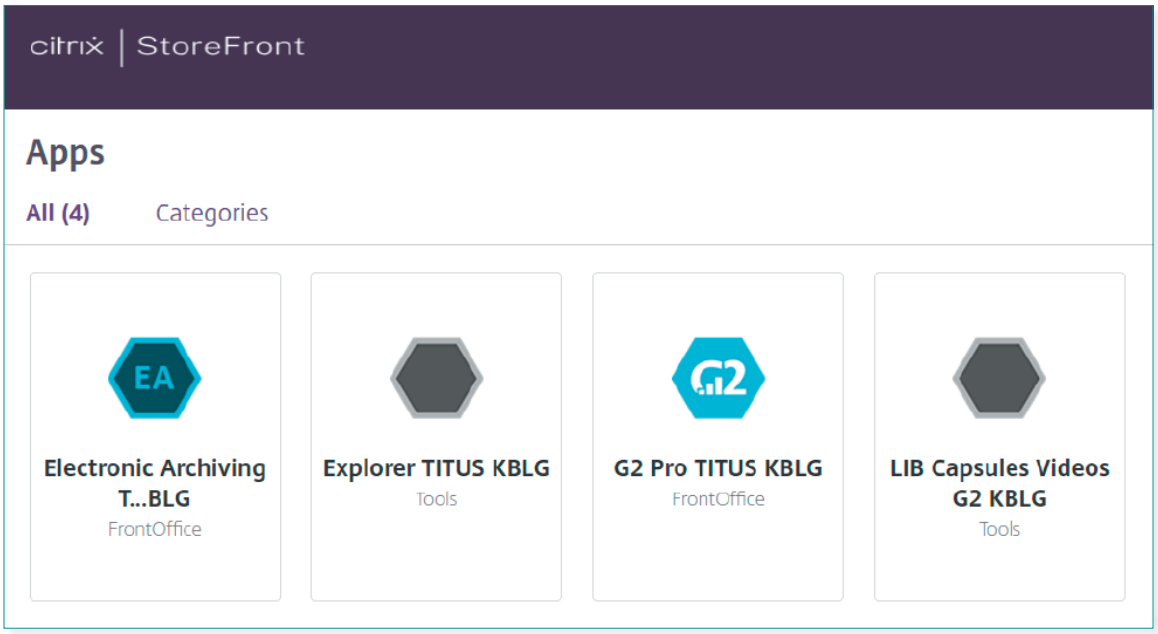


Figure 2 - Information on myQuintetProStatus

How to start the application?

Once you are connected, you will see the portal below:



Please, click on to start the G2 application.

When you click on G2 Pro TITUS KBLG, you will be asked for:

Please select "Open" to start the Citrix application and G2 Pro.

You will then see the following screens:

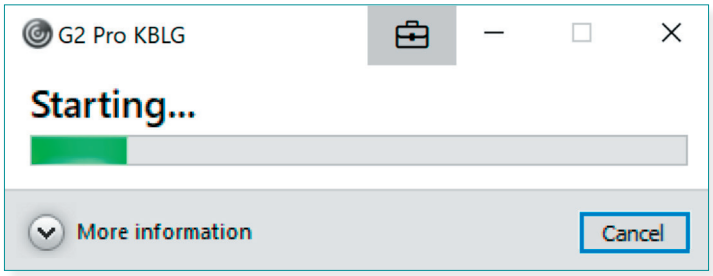


Figure 3 - Starting of Citrix

Figure 4 - RES ONE will lunch G2 PRO

Figure 5 - G2 PRO is starting

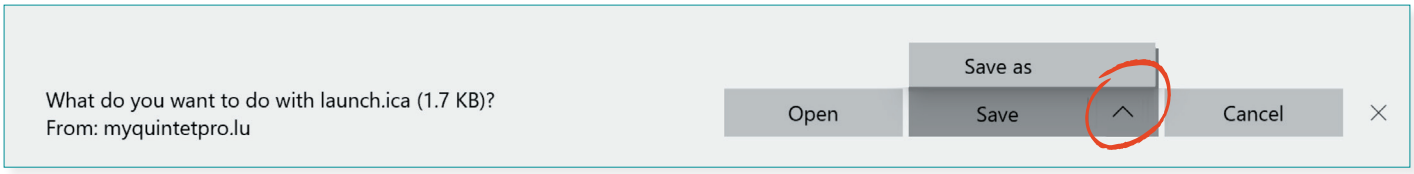
Please note that the launch of G2 PRO may take 1-2 minutes.

What can I do if Citrix do not start?

If you have a problem to launch Citrix or if the launch.ica file is not associate to your Citrix client, please follow this procedure to associate the launch.ica file to Citrix Workspace.

After clicking on the icon on the portal, please save the file.

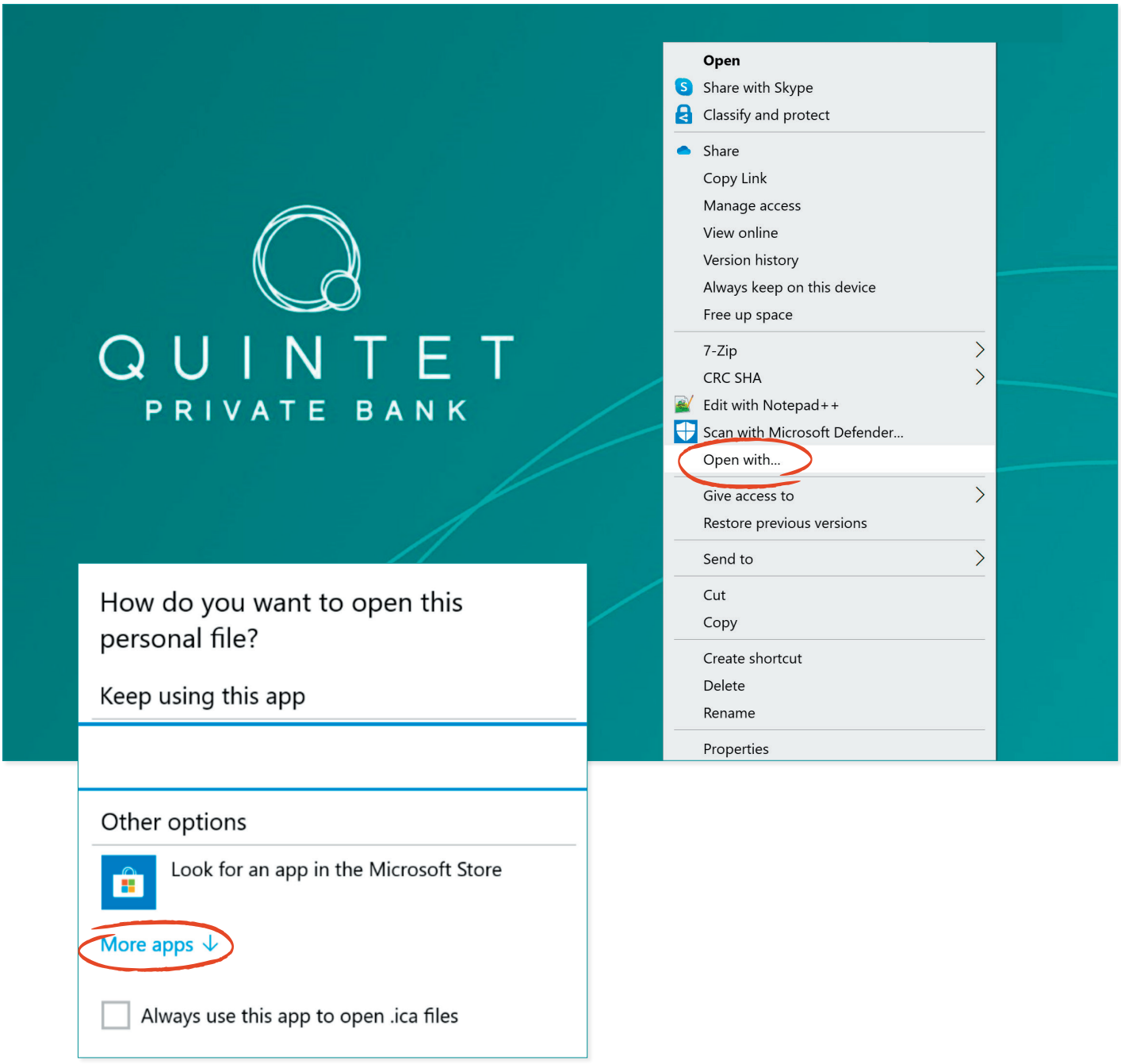
Click on the top arrow and select "Save as"



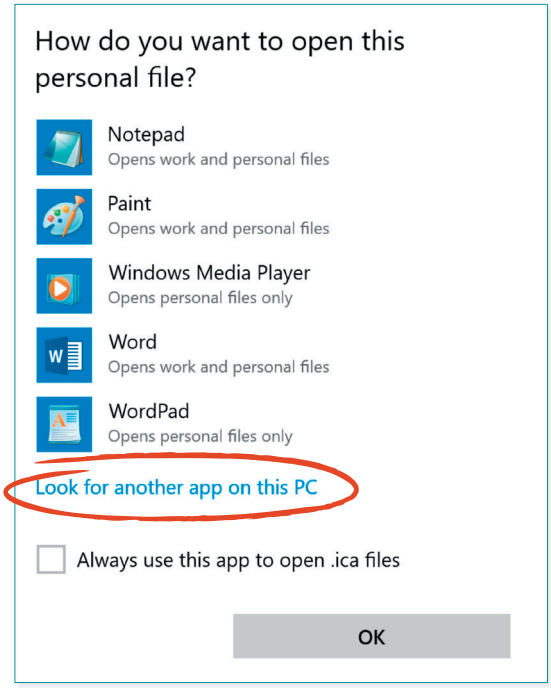
Save the file on your desktop for example.

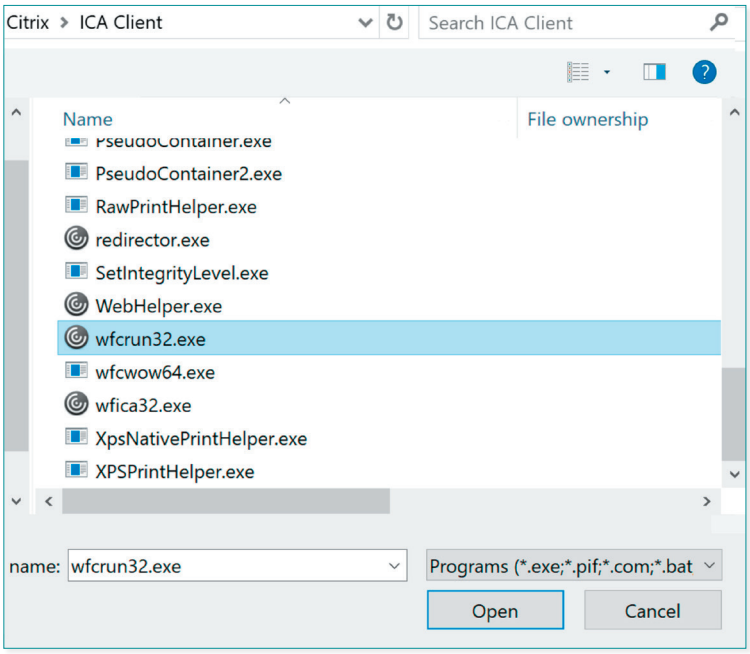
Select the file "launch.ica" on your desktop (or the download folder) and make a right click on this file.

Select: "Open with…"

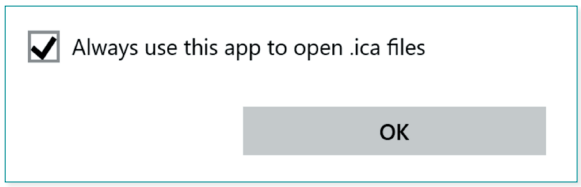


And at the very bottom, select **"Look for another app on this PC"** and on your computer, search for the program **wfcrun32.exe** in the folder **"C:\Program Files (x86)\Citrix\ICA Client"**.





Check the box: "Always use this app to open.ica files" and finish with OK



G2 Pro should start now.

Need support?

If you need support, do not hesitate to contact us, Monday to Friday from 8h00 to 17h00 (Lux Time)

- BY PHONE: 00 352 4797 2500
- BY E-MAIL: eBanking.Helpdesk@quintet.com

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