

FAQs Open Banking API

Version 1.3

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1 Introduction & General Information

In this document you will find the most common questions and answers about the Open Banking APIs and the related Developer Portal.

1.1 Description and availability of APIs

You can find more information on the available APIs and related benefits on the following pages:

<https://developer-ch.credit-suisse.com/api/p/d/home>

2 Onboarding & Login

2.1 How do I register to use Open Banking B2B APIs?

For registration and onboarding details, please see here:

<https://developer-ch.credit-suisse.com/api/p/d/get-started/get-started>

2.2 How do I login to the Open Banking Developer Portal?

Once the onboarding registration process has been completed, you will receive a confirmation e-mail and a SMS. Details are described in the “Developer guide: Open Banking API”.

3 Security & Usage

3.1 How can I reset my password within the Open Banking Developer Portal?

Please use the “Forgot your password?” option from the Login screen to reset your password. For more details please check the “Developer guide: Open Banking API”.

3.2 What happens if I lost my mobile phone?

Please contact the support in order to perform a reset of your mobile number. Afterwards the onboarding flow needs to be performed again to define a new password and setup the Two-Factor Authentication (2FA).

3.3 I haven't received any e-mail, what should I do?

If you haven't received any e-mail notification after the onboarding registration process has been completed or after requesting a new password, please contact the support.

3.4 The url within the notification e-mail is not working, what should I do?

Please contact the support to re-initiate the notification e-mail.

3.5 Two-Factor Authentication is not working, what should I do?

Please reset your password by using the “Forgot your password?” option from the Login screen.

3.6 Is there a test certificate available?

To test your API a test certificate is provided within the Developer Portal.
For more details please check the “Developer guide: Open Banking API”.

3.7 How do I get a production certificate?

The production certificate needs to be provided by you.
It must fulfill specific guidelines, for more details please check the “Developer guide: Open Banking API”.

3.8 I lost the client credentials for my application, how can I recreate them?

If you lost the client credentials for your application, you can directly recreate them within the Developer Portal by pressing the “Generate new credentials” button. For more details please check the “Developer guide: Open Banking API”.

3.9 Defect or lost OAuth token

In case of a defect or lost token, new client credentials need to be generated within the Developer Portal and added to your application. The old client credentials and old access tokens get invalidated and cannot be used to access the API(s) any longer after regeneration. For more details please check the “Developer guide: Open Banking API”.

4 Testing

4.1 Is there a sandbox available?

For connectivity testing, we recommend that the provided ping API is being used, it is available in the production and also test environment. To test the functionality of available APIs, a set of mock test data is provided. For more details please check the “Developer guide: Open Banking API”.

4.2 Is the data within the sandbox real customer data?

No, the Sandbox contains only synthetic test data.

5 Support details

To report an issue or question please contact “openbanking.support@credit-suisse.com”.