

# FAQs Open Banking API B2B

Version 1.1

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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 of Credit Suisse 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:

- Functional overview: <https://www.credit-suisse.com/ch/de/unternehmen/financial-institutions/services/open-banking-api.html>
- Technical specification: <https://developer-ch.credit-suisse.com/api/c/cls/auth>

## 2 Onboarding & Login

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

For registration and onboarding details please see the “Business Guide: Open Banking API B2B”.

### 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:

- Confirmation e-mail: will contain your user name and a link to the Developer Portal login page - the provided link needs to be used in order to complete the onboarding process
- SMS: will contain your temporary password. Be aware that the link in the e-mail is only valid for 24hrs.

## 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 B2B”.

### 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.

It can be downloaded by pressing the “Download test certificate” button. Once it has been downloaded, it must be upload via the “Upload new certificate” button.

The test certificates generated on this site should not be used for any other purpose than testing against the test APIs. For more details please check the “Developer guide: Open Banking API B2B”.

### **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 B2B”.

### **3.8 I lost the client credentials for my app, how can I recreate them?**

If you lost the client credentials for your app (user name or password) you can directly recreate them within the Developer Portal by pressing the “Generate new credentials” button.

Please note that for security reasons, the password will only be shown once the button “Generate new credentials” is pressed, afterwards it will disappear. For more details please check the “Developer guide: Open Banking API B2B”.

### **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.

The old client credentials and old access tokens get invalidated and cannot be used to access the API(s) any longer.

For more details please check the “Developer guide: Open Banking API B2B”.

## **4 Testing**

### **4.1 Is there a sandbox available?**

For connectivity testing, we recommend that the provided ping API is being used.

To test the functionality of available APIs, a set of mock data is provided in the Open API 3.0 specification.

### **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](mailto:openbanking.support@credit-suisse.com)".