

# Mobile banking basics

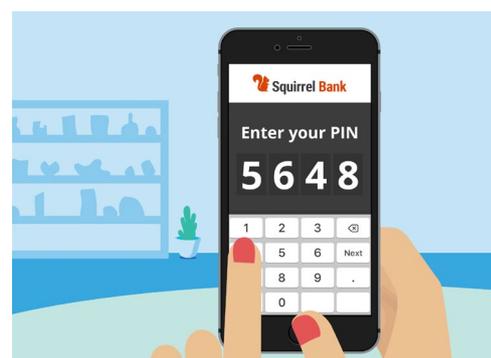
Let's practise some common mobile banking activities using Squirrel Bank. Remember, while the Squirrel Bank practice app will be organised a little differently to your own bank's app, the steps will be similar.

## Logging on and off

Your bank accounts are kept secure and private by your bank. To use them with mobile banking, you need to log on:

1. Using the Be Connected *Mobile banking basics* course, find the **Logging on and off** practice activity and tap on the **Start now** button.
2. Enter the **PIN 5648** by tapping on the numbers.
3. You will see that you have logged into mobile banking.
4. Now log off by tapping on the **Log off** button.

With your own mobile banking app, you will need to enter your full **password** and **Client ID** the first time. Once you've logged in, you can create a **PIN** and use that to log in to future mobile sessions. Some mobile banking apps let you log on using your **fingerprint** or **facial recognition**.



A PIN helps secure your mobile banking app

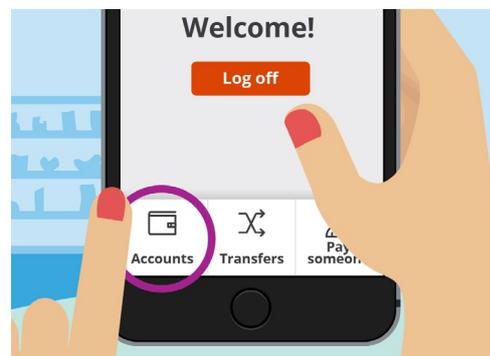
## Viewing transactions

Now that you can get into and out of the Squirrel Bank mobile app safely, let's check out a transaction:

1. Using the Be Connected *Mobile banking basics* course, tap on the **Start now** button for the **Checking a transaction** practice activity.
2. With most mobile banking apps you will see a list of your bank accounts. The mobile banking app for Squirrel Bank is slightly different. Tap **Accounts** at the bottom left corner.

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3. Now you will see a list of accounts. Tap on **Everyday Account** to see a list of transactions in that account.
4. **Transactions** are **payments** and **deposits** that have been made on an account.
5. Tap on a transaction **Transfer to Xx2345** in the list to see more information about that transaction.
6. Now, tap the back arrow at the top left of the screen until you return to the **Home** screen of the app.
7. Tap on the **Log off** button to safely log out of the app.

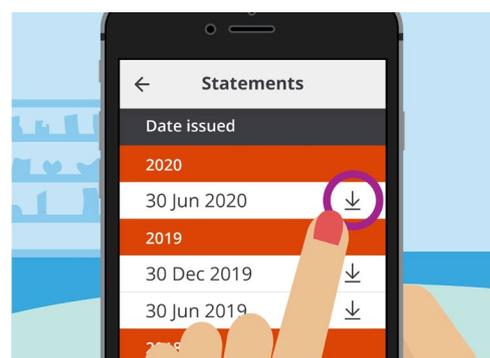


The Accounts tab lets you view balances, deposits and withdrawals for your accounts

## Managing your bank statements

Your mobile banking app will usually give you ready access to your bank statements:

1. Using the Be Connected *Mobile banking basics* course, tap on the **Start now** button for the **Managing statements** practice activity.
2. Tap **Accounts** at the bottom left corner.
3. Tap on **Everyday Account** to see a list of **transactions** in that account.
4. Tap **Statements** to see a list of the statements which are available.
5. You can download statements to your device. Tap **30 Dec 2020** to download the statement.
6. The app will tell you that you have successfully downloaded the statement. Remember, because this is a practice activity, the statement won't



Mobile banking apps let you download statements to your mobile device

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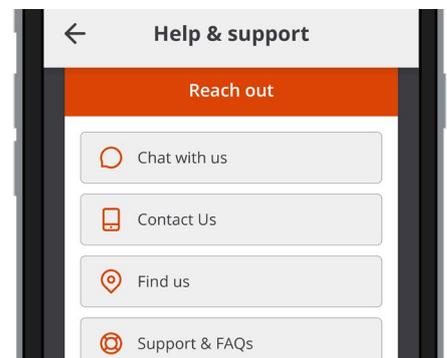
actually download to your device. On your bank's app, statements will generally download to the Downloads folder of your device.

7. Now, tap the **Back** arrow at the top left of the screen until you return to the **Home** screen of the app.
8. Tap on the **Log off** button to safely log out of the app.

## Getting help and support

Your mobile banking app will help you out if you need advice or want to make direct contact with your bank:

1. Using the Be Connected *Mobile banking basics* course, tap on the **Start now** button for **Getting help and support** practice activity.
2. Tap on the **Menu** icon at the top left.
3. Tap **Help & support** on the menu that drops down.
4. This shows several help and support options. Tap on **Contact Us** to see a contact telephone number and other ways of contacting Squirrel Bank.
5. Tap **Done**.
6. Tap on the **Log off** button to safely log out of the app.



Mobile banking apps have options for getting help