

Mobile banking basics

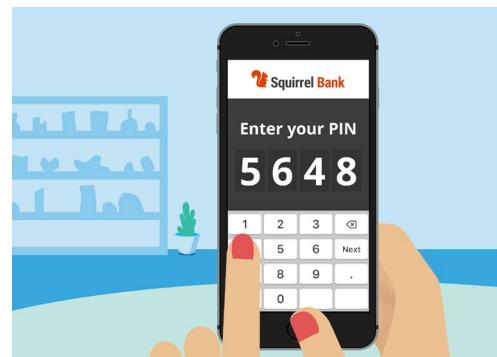
Let's practise some common mobile banking activities using Squirrel Bank. Remember, while the Squirrel Bank practice app will be organised a little differently to your own bank's app, the steps will be similar.

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

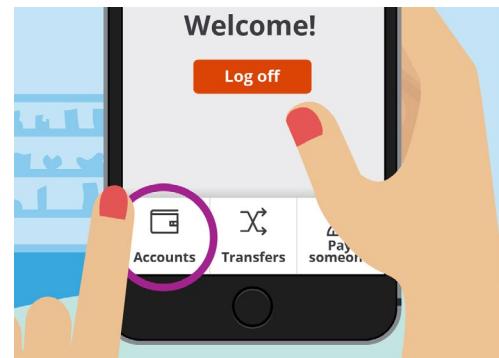
Viewing transactions

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.

Mobile banking basics

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.

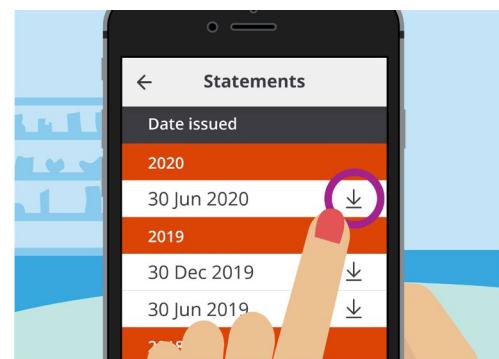


The Accounts tab lets you view balances, deposits and withdrawals for your accounts

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

Mobile banking basics

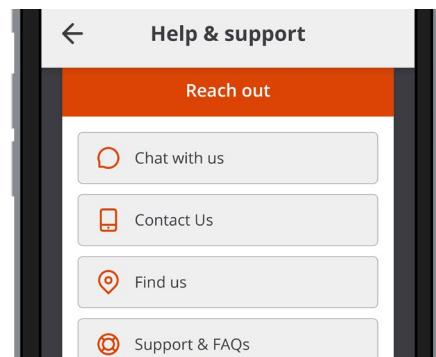
actually download to your device. On your bank's app, statements will generally download to the Downloads folder of your device.

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