Mobile App
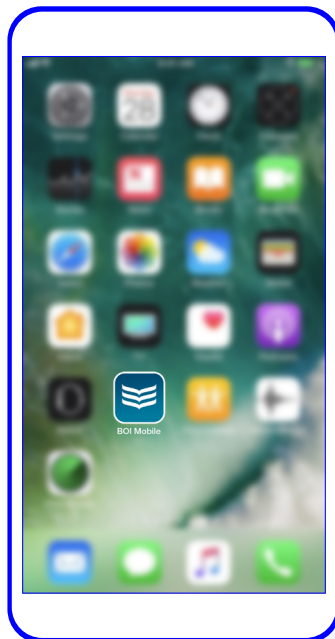
Step by Step Guide

Bank of Ireland
UK

Bank of Ireland is changing its mobile banking app

An app is short for the word application. It sits on your mobile phone and lets you go directly to the website you want. It looks like a picture or a symbol and you will see lots of apps on your mobile phone.

This guide will help you through the following steps to Make sure you can keep using mobile banking:

- ▶ Check your mobile phone number is correct
- ▶ Activate your mobile phone number
- ▶ Check your mobile phone is set up for the app
- ▶ Update the app
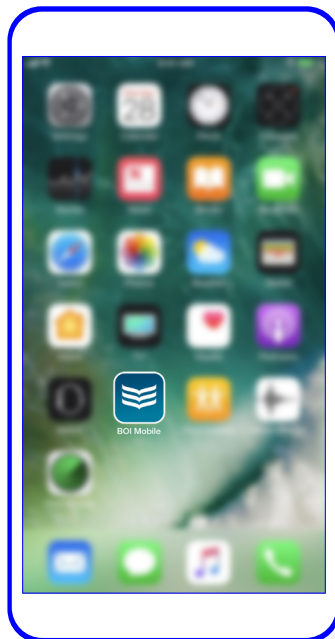
Here are the steps you need to take to update your mobile app

Bank of Ireland needs the mobile phone number you have at the moment.

Here's how to check your mobile number

1 Login to www.365online.com and choose 'Manage Accounts' on the left side of the screen.

2 Click on 'Amend My Mobile Phone Registered for Security Codes'.

3 You'll see the last 4 numbers of your mobile number.
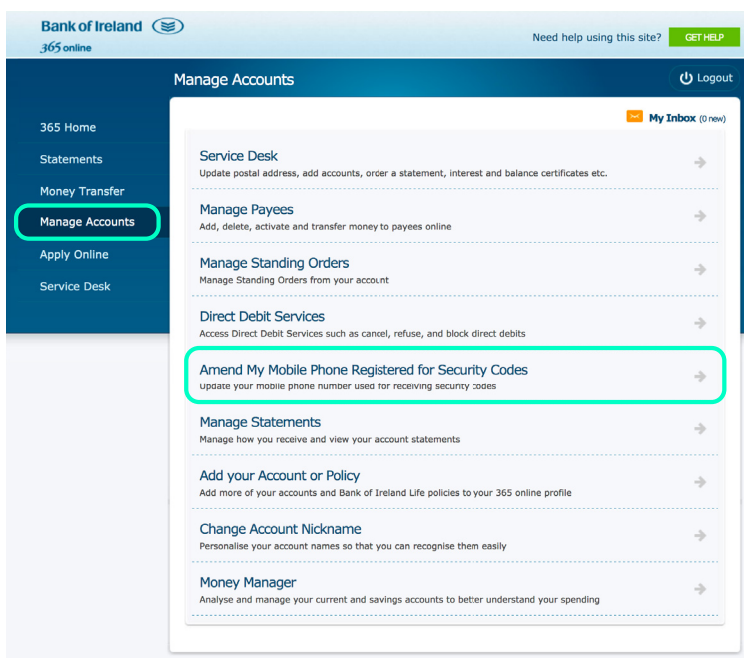
If Bank of Ireland don't have the right phone number for you, or you're unsure:

1 Type in your phone number and confirm it. You can do this under 'Enter Details' which is in the middle of the screen.
Click 'continue'.

2 You'll get a letter with an activation code in the post **5 working days** later. Use this code to activate your mobile number on 365 online.

> Never share this code with anyone, for any reason. It might be a criminal trying to get your money.

3 Log back in to www.365online.com and go to 'Manage Accounts' on the left hand side of the screen to activate your number.

4 Click on 'Activate My Mobile Phone' and you'll be asked to put in the code you received in the letter.
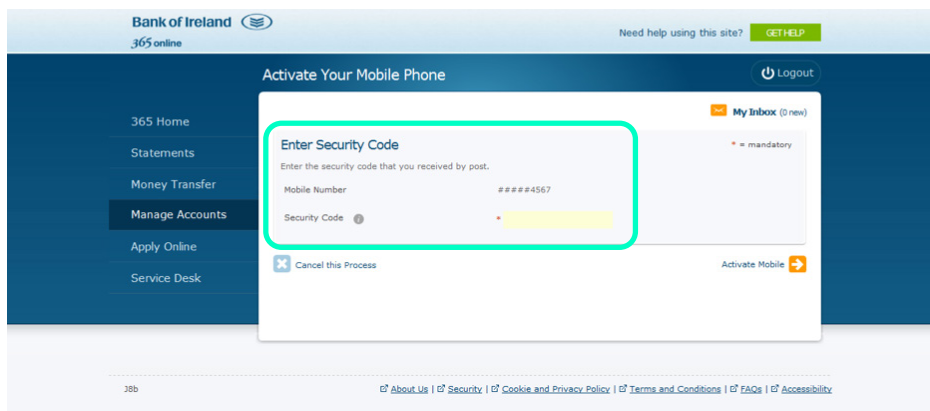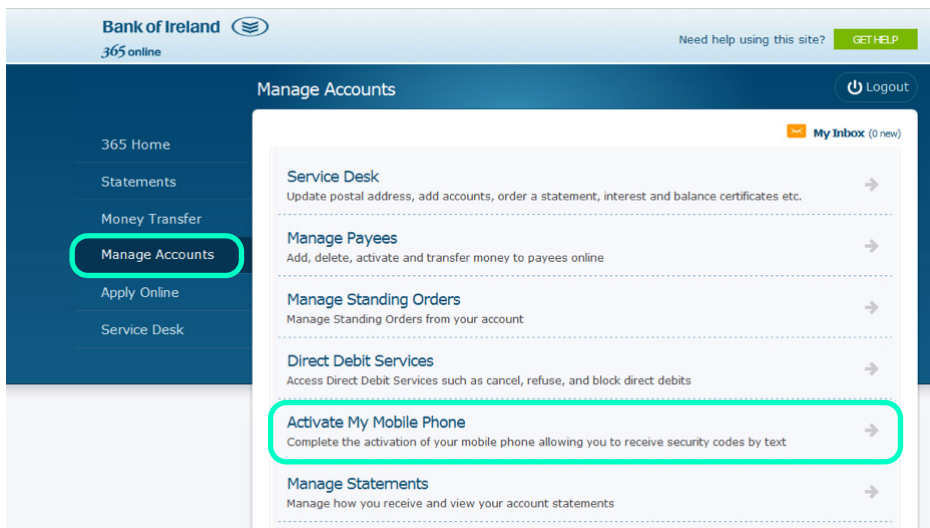
You will also need to check if your mobile phone is set up, so that the app will work properly on it

First you will need to check if you have an Android or Apple phone. Apple phones have the Apple symbol on the back of the phone (). If you don't have an Apple phone you probably have an Android phone.

To check this, go to "Settings" on your phone, then look for "About phone" and "Software information". If it says "Android version" then you have an Android phone.
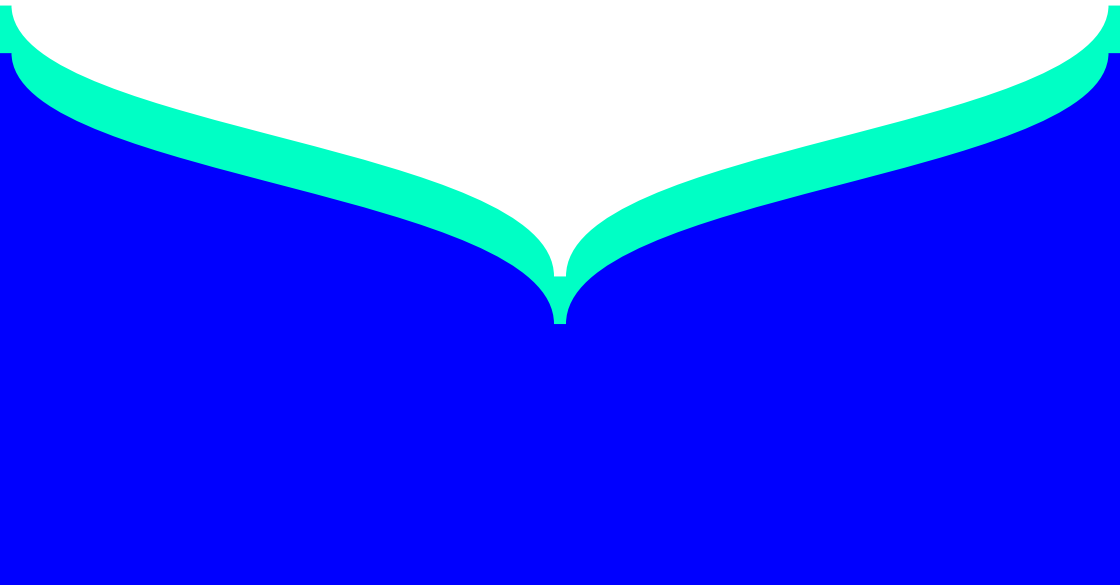
If you have an Android phone, you will need at least software version 6.0 on your phone

To find out what you currently have, please follow the steps below:

1 Go to the "Settings" App

2 Scroll down on the Settings screen and look for an "About phone" or "System" option

3 On that screen, look for "Android version" to find out which version of Android is on your phone. If you need to change your software version, please follow the steps below:

- ▶ Go to "Settings"
- ▶ Tap "Software Update"

android

If you have an Apple phone, you will need to have at least iOS 12 on your phone

To find out what you currently have, please follow the steps below:
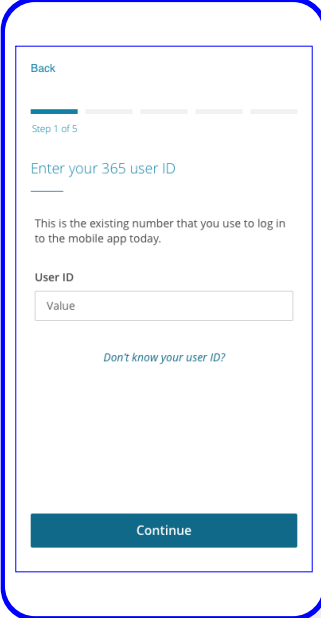
1 Go to "Settings"

2 Go to "General"

3 Tap "About". On this screen you will find the version of Apple software on your device. If you need to change your software version, please follow the steps below:

- ▶ Go to "Settings"
- ▶ Go to "General"
- ▶ Tap "Software Update"

When the new app is available for you, you will have to go through a few steps to set up the app

You will need this information to set up the app:

▶ **Your existing 365 online 6-number PIN**
This is the number you use at the moment to log into mobile banking.

▶ **Your 365 online User ID**
This is an 8-number code that you received when you first set up online banking. It is also the number that you use when you log in to www.365online.com on the computer.

▶ **Your date of birth**
This will be shown like DD/MM/YYYY.

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Step 1 of 5

Enter your 365 user ID

This is the existing number that you use to log in to the mobile app today.

User ID

Value

Don't know your user ID?

Continue

Follow these steps

It won't take long to set up your mobile banking on your phone.

1 Log in using your User ID. If you don't know your User ID, text 'User' to 50365.

2 Enter your date of birth.

3 Enter your existing 365 online PIN.

Follow these steps

4 You'll be asked to allow notifications and location services,

5 You can allow these services if you want to.

6 Click continue to receive a code, you'll need this code to set up your mobile banking.

5

4

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Step 4 of 5

Allow notifications

We now use Strong Customer Authentication (SCA). As part of this extra layer of security on your account, we'll send notifications to your security device (smartphone or tablet).

We'll notify you to confirm logins, important changes to your account or payments made. We may also send you important service notifications for your account.

Please note:
To log in and complete banking activities on our website, Bank of Ireland Online, you must allow us to send notifications to your security device.

Continue

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Step 5 of 5

Location services

You don't have to allow BOI App to access your location but we recommend that you do.

Why we recommend this
When we can access your location we can tell you about useful services such as your nearest ATM or branch, or share tips when you're abroad.

Continue

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Give permission to send code

For security reasons, we need to send you an activation code. The code will be sent to your mobile phone number ending 4567.

Please note:
You may be asked to allow Bank of Ireland to send and view SMS messages. please 'Allow' this request to enable auto-fill on the next screen. You must enter the code manually if you deny the request.

Continue

Follow these steps

7 You will get a text message with a code made up of numbers and letters. Enter this code into the app.

8 Give your mobile phone a nickname.

7

Back

We've sent you an activation code
––––––

Check your device ending in xxxx. When the code comes through, copy it into the box below. This can take up to 1 minute.

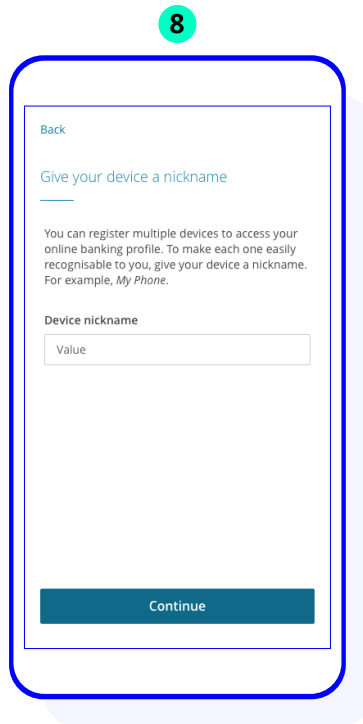Please do not share this code with us or any third party.

Activation code

Value

Didn't get a code?

Continue

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Give your device a nickname
––––––

You can register multiple devices to access your online banking profile. To make each one easily recognisable to you, give your device a nickname. For example, *My Phone*.
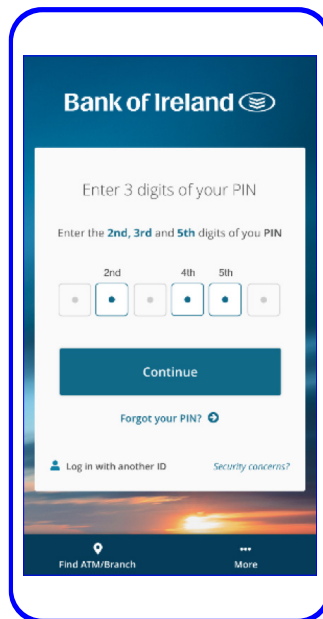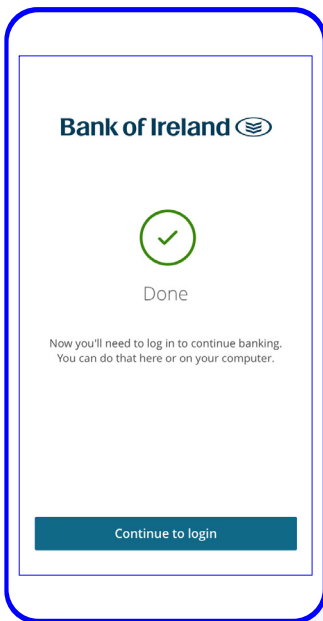
Device nickname

Value

Continue

That's it!

The next time you log in, you will just need your 365 online 6-number pin.

If you need any help setting up the app, call into your local branch or **call us on 03456 006 552**

Bank of Ireland

Done

Now you'll need to log in to continue banking.
You can do that here or on your computer.

Continue to login

Bank of Ireland

Enter 3 digits of your PIN

Enter the **2nd, 3rd** and **5th** digits of you **PIN**

2nd   4th   5th

Continue

Forgot your PIN?

Log in with another ID   Security concerns?

Find ATM/Branch   More

We can provide this document in Braille, in large print and on audio tape or CD.

Please ask any member of staff for details.

Bank of Ireland UK

Bank Safely - Security Information

Sometimes, fraudsters may phone you pretending to work for the Bank of Ireland. Bank of Ireland will never ask you to share personal information like your user ID, passwords, all 6 numbers of your PIN or activation codes. If you do tell someone this information, please phone Bank of Ireland on **0800 121 7790** immediately.