



**Bank of Ireland is changing
its online banking service**



**Bank of
Ireland
UK**

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We're adding an extra step when you log in and use online banking, to enhance the security of 365 online. We will now ask you to confirm that it's you when you log on to your account and when you carry out online transactions, for example, when you make a payment.

In order to do this, you will need a security device with you when you bank online. This might be a smartphone or tablet which has the Bank of Ireland banking app on it, or physical security key, which is a small handheld gadget.

This guide will help you work through the steps to get set up for the new online banking service

It will explain:

- ▶ What a "security device" is and how to set it up
- ▶ How to check your mobile phone number is correct
- ▶ How to activate your mobile phone number, so that you can set up the app
- ▶ How to check your phone software and set up the new app for Android customers
- ▶ How to check your phone software and set up the new app for Apple customers
- ▶ What to do if you don't have a smartphone or tablet
- ▶ How to log on to 365 online, in future

What is a security device?

You will need a 'security device' with you when you log on to 365 online or carry out online transactions, for example, when you transfer money to someone else.

A security device is just a smartphone or tablet linked to your account and has the Bank of Ireland banking app downloaded onto it. If you don't have a smartphone or tablet, don't worry, you can use a physical security key instead (we'll explain what this is, later).

When you use online banking, we will send a message to your security device so that we can make sure that it is definitely you logging on to online banking or carrying out transactions.

All you need to do is download the Bank of Ireland banking app onto your smartphone or tablet.

It is important to know that you don't need to view your accounts on a smartphone or tablet. You can still look at your accounts on a computer or laptop, you just need the smartphone or tablet with you when you do, so we can send messages to it.

Using a security device is very safe. Even if you lose your security device, no one can access your online bank account because they would still need to know your 6-number PIN.

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

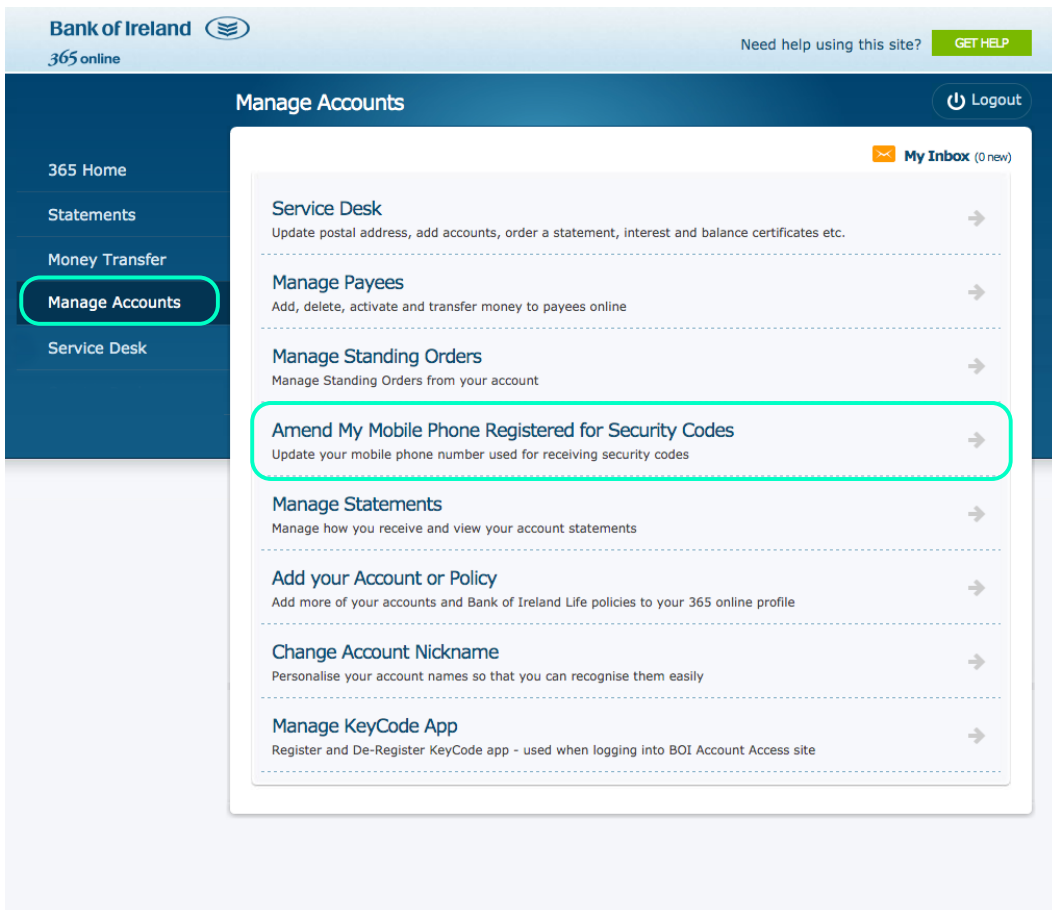
Setting up a security device

Before you set up your 'security device' by downloading the Bank of Ireland app, you need to check that we have your most up to date phone number. This is a very important step. **If your mobile phone number is not up to date, you won't be able to set up the Bank of Ireland app.**

Here are the steps you need to take to update your mobile phone number

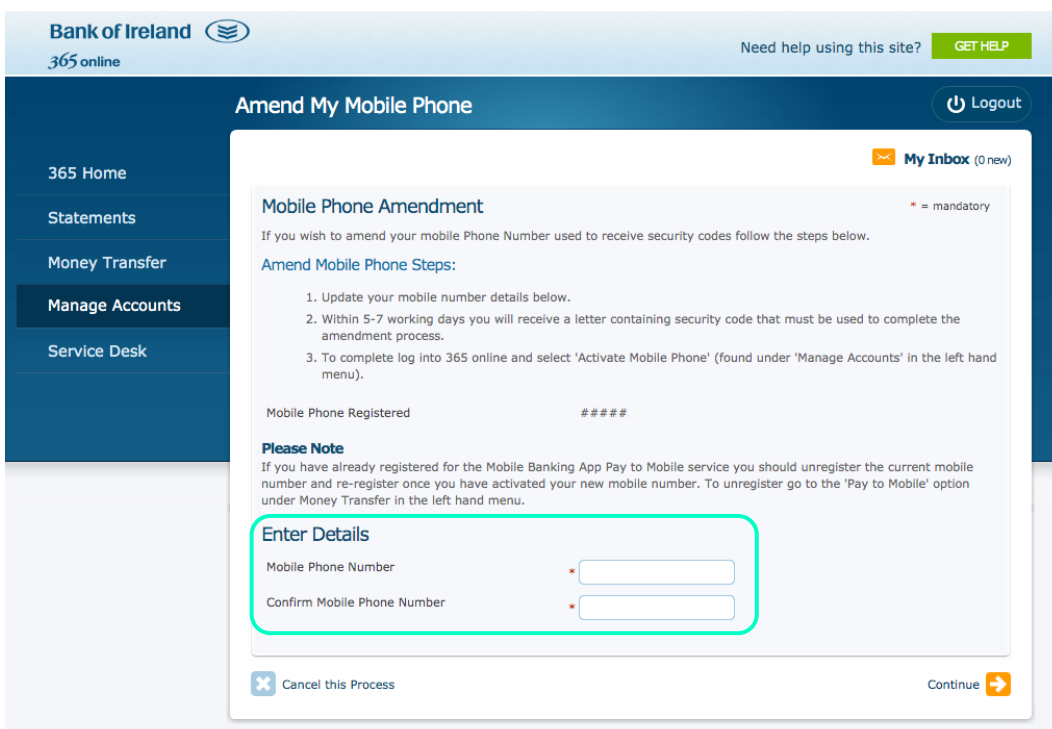
- 1 Login to 365 online and choose "Manage Accounts" on the left side of the screen
- 2 Click on "Amend My Mobile Phone Registered for Security codes"
- 3 You'll see the last 4 numbers of your mobile number. If this mobile number is correct, go to page 7

If you are updating your number for the first time, click on "Register your mobile phone number for security codes" and follow the instructions on page 5.



If Bank of Ireland don't have the right mobile phone number for you, or you're updating your number for the first time:

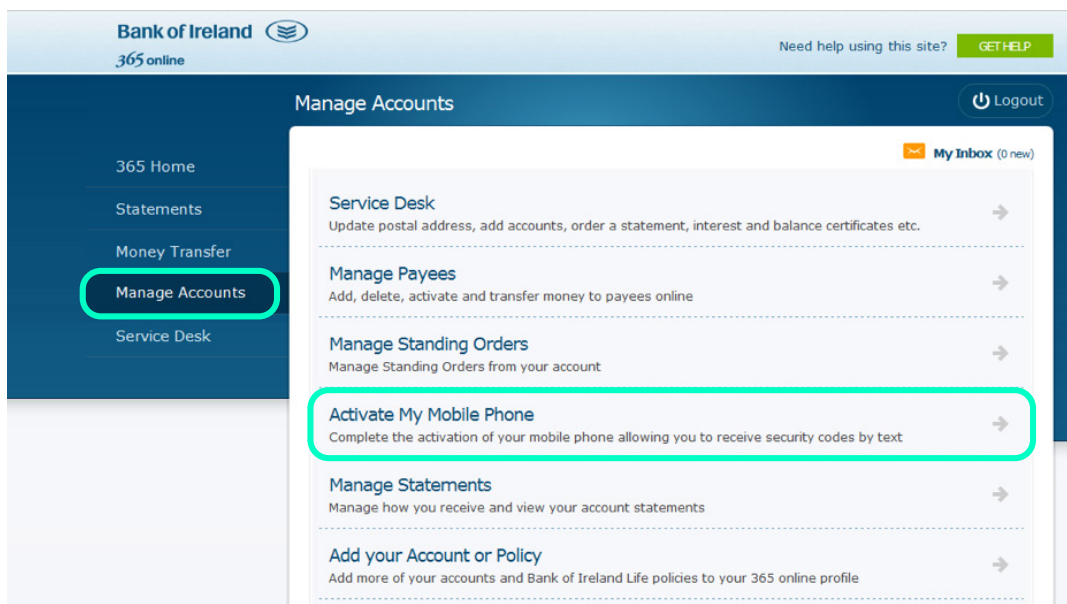
- 1 Type in your phone number and confirm it. You can do this under "Enter Details" which is in the middle of the screen. Click "continue".



- 2 You'll get a letter with an activation code in the post **5-7 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 fraudster 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.

Android Customers




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"

Downloading the app


- 1  Go to the Google play store on your Android phone
- 2 Search for "Bank of Ireland mobile banking"
- 3 click on "Install"
- 4 Open the Bank of Ireland mobile banking app.
- 5 Follow the instructions to set up the app. Go to page 11 for more information on how to do this.

Apple Customers




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"

Downloading the app

Once your phone number is set up and you've checked your software version, you need to download and set up the mobile banking app.

-  1 Go to the App store on your iPhone
- 2 Search for "Bank of Ireland mobile banking"

- 3 Click on "Get" iPhone users might be asked for your Apple ID and password, if you do not know your Apple ID go to the Apple website for support.
- 4 Open the Bank of Ireland mobile banking app.
- 5 Follow the instructions to set up the app. Go to page 11 for more information on how to do this.

How to set up the banking app

Once you've downloaded the app to your smartphone or tablet, follow the steps to get set up. It will only take a few minutes to complete the process and you will have your security device set up.

You will need to have the following items to hand to set up the new mobile app:

- 1 You must be set up for 365 online (check your correct number is registered – go to page 4 for instructions)
- 2 365 online User ID (If you have forgotten your user ID please text User to 50365 or check your documents when you first set up online banking) This is 6 or 8 numbers and is used to log on to online banking
- 3 6-number 365 online PIN . We will only ever ask for 3 of these 6 numbers
- 4 Date of birth

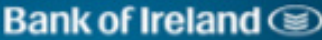
If you don't have a smartphone or tablet, you will need to use a physical security key.



It is much easier to use a smartphone or tablet, but if you don't have one you can use a physical security key. This is a small handheld gadget that shows codes you will need when you log on to 365 online, and, for example, make a payment to someone. You will need this with you anytime you use 365 online.


Logging on to online banking

When you log on to 365 online, you will be asked to set up a security device. You will only have to do this once. If you are using your smartphone or tablet, you just need to download the Bank of Ireland banking app and set it up. Otherwise Select “Don’t have a smartphone or tablet” and you will be given information on how to order a physical security key.



Time to set up your smartphone or tablet...

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1. Pick up your device
From now on, you must have your smartphone or tablet with you every time you bank online.
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2. Download or update BOI app
Search Google Play or App Store for 'BOI app'.
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3. Follow the instructions
Once downloaded, follow the on-screen instructions to set up your device.

Once it's set up, click the button below

[My device is set up](#)

[Don't have a smartphone or tablet? ↻](#)

That's it. When you order your physical security key, it will arrive by post within 10 working days and you will be given instructions on how to set it up. You will need the physical security key with you each time you use online banking.

What if I need help?



If you need help, please call our dedicated Bank of Ireland mobile app helpline, the details are below.

▶ **Calling from Northern Ireland or Great Britain?**

Please phone **0345 736 5555**

(opening hours: Monday to Friday: 9am to 5pm, Saturdays: 9am to 2pm, Bank Holidays: 9am to 2pm, Sundays Closed).

These hours are subject to change.

▶ **Calling from the Republic of Ireland?**

Please phone **0818 200 362**

(opening hours: 9am - 5pm Monday to Friday and 10am - 4pm Saturday & Sunday).

These hours are subject to change.

Call into one of our branches or visit our website for more information and support.



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.

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