

# Set up Mobile Banking



Your step by step guide

## Step 1 Go to App Store

Visit the **App Store** on your Apple device or **Google Play** app on your Android device.



## Step 2 Find the app

Search 'TSB Mobile Banking App' at the top of the screen.



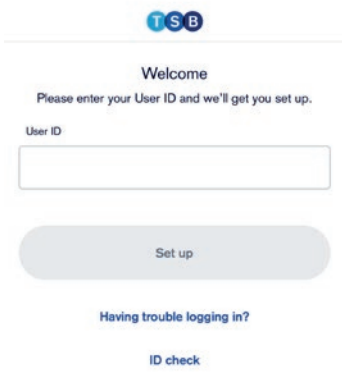
## Step 3 Download the app

Tap on **Get** on Apple and **Install** on Android. The download will start.



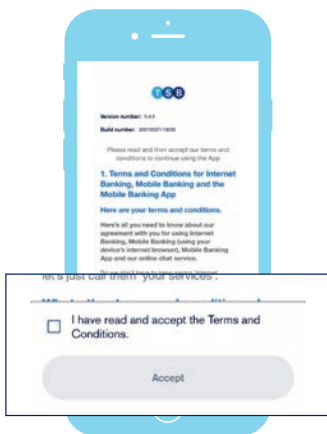
## Step 6 Enter your user ID

You'll need to use the **user ID** you use for Internet Banking. If you can't remember your details, you can **request a user name reminder**.



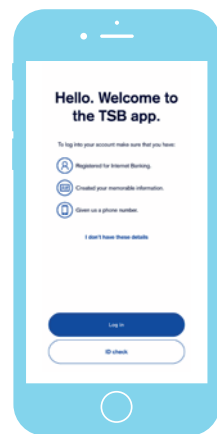
## Step 5 T&C's

Read through these and if you're happy, tap **Accept**.



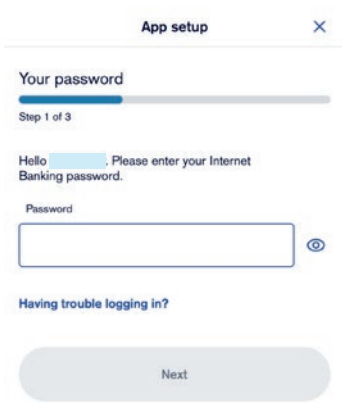
## Step 4 Download the app

Open the TSB Mobile Banking app and then tap on **Login**.



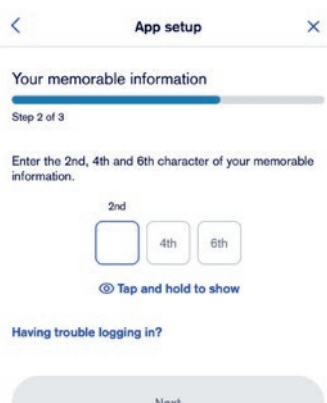
## Step 7 Your password

Next you'll be asked to enter your **Internet Banking password**.



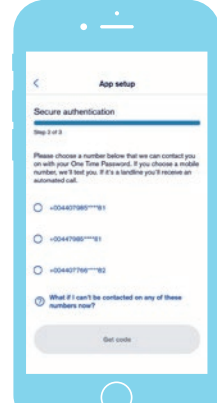
## Step 8 Type in memorable information

Type in your **memorable information** to confirm.



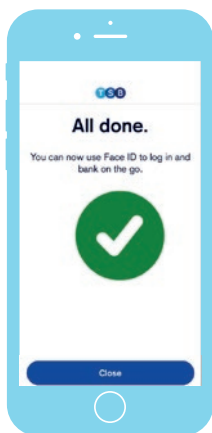
## Step 9 Get your One Time Password

Enter a number and tap **get code**.



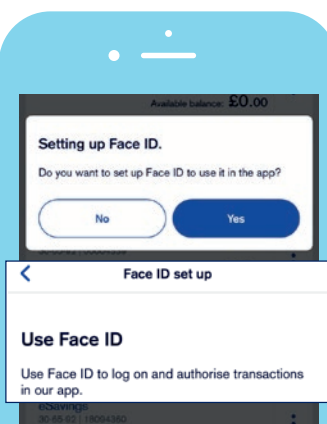
## Step 12 You're all done

Now you're ready to manage your accounts on your terms in the TSB app.



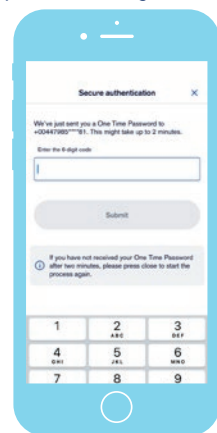
## Step 11 Set up Touch ID or Face ID

Use **Touch ID** or **Face ID** to log on and authorise transactions in our app.



## Step 10 Enter your One Time Password

Enter the **6-digit code** you were sent by text message.



Still need help? Visit [help and support](#) on our website.