

# Set up Mobile Banking

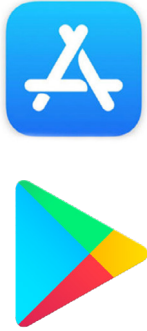


Your step by step guide

## 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\* and password\*\*

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

User ID  
.....

\*Screen 1

Password  
.....

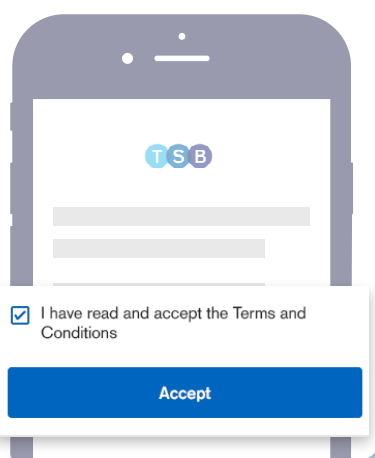
\*\*Screen 2

Next

## Step 5

### T&C's

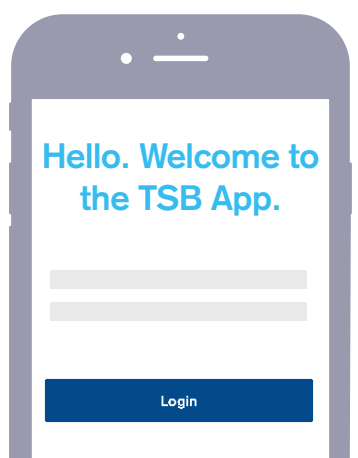
Read through these and if you're happy, tap **Accept**.



## Step 4

### Open the app

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



## Step 7

### Enter your memorable information

Next you'll be asked to enter **three characters** from your **memorable information**. If you can't recall your memorable information, you can reset this through the **password reset** process.

Enter 1st, 3rd and 6th character of your memorable information.

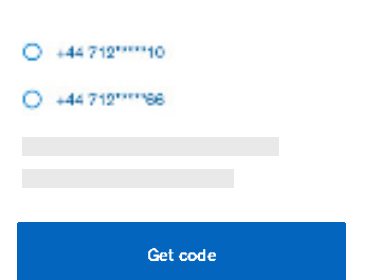
1st 3rd 6th

© Tap and hold to show

## Step 8

### Your phone number

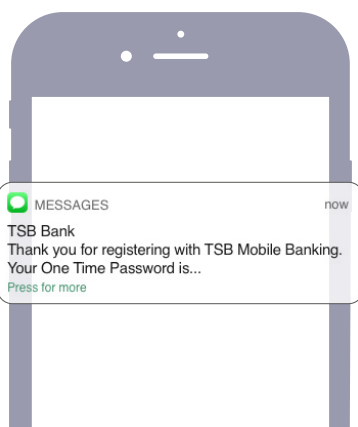
Select the number we can send a **One-Time Password** to. Tap **Get code**.



## Step 9

### Check your phone

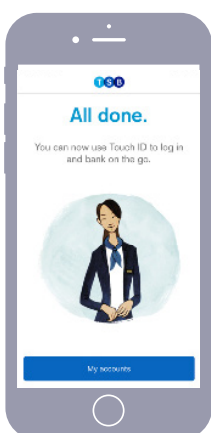
Now check your phone. You will receive a text message from TSB containing a **6 digit password**.



## Step 12

### All done

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



## Step 11

### Type in memorable information

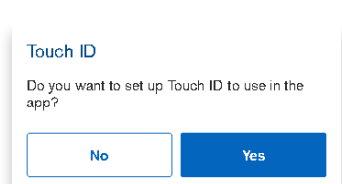
Type in your **memorable information** to confirm. You can skip this step if you don't want to login with your fingerprint or activate it later.



## Step 10

### Set up fingerprint login

If your phone supports fingerprint login, you'll be offered the chance to activate it. If you want to, tap **Yes**



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