

How to guide

Managing your profiles

A profile in the mobile app represents a different entity such as an individual account or a joint account. You can add multiple profiles, each with its own customer number, and manage them all within the app.

There are slight visual variations for iOS vs Android devices.

This guide includes:

1. How to add new profile
2. How to switch profile
3. How to remove profile

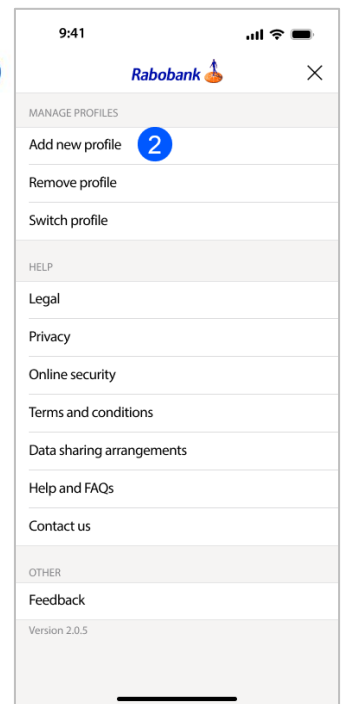
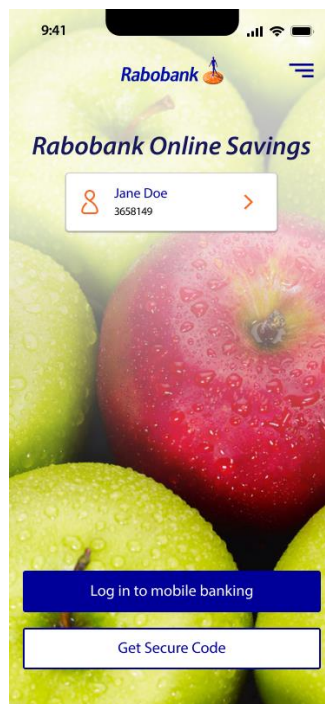
1. How to add new profile

Step 1: Click the slide menu.

Note: The slide menu is on the opposite side depending on the device. It is top right for iOS and top left for Android

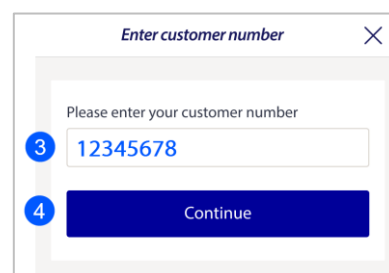
Step 2: Click 'Add new profile'

Note: A new profile in the app would be a new set of account details that you add. For example, if you already have an individual account, you could add a new profile for a joint account



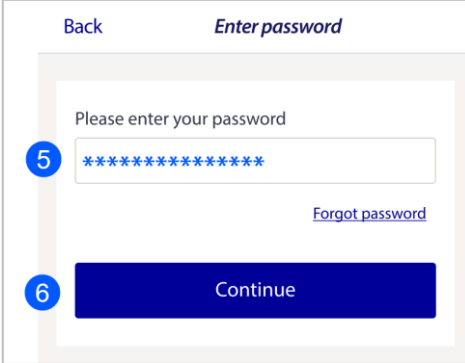
Step 3: Enter your customer number for the new profile

Step 4: Click 'Continue'



Step 5: Enter your password

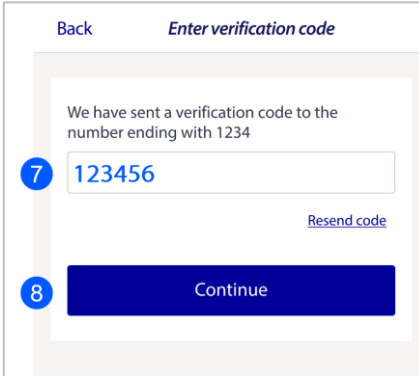
Step 6: Click 'Continue'



Step 7: Please enter the verification code received via text message.

Note: If required, click 'Resend Code' to receive the message again.

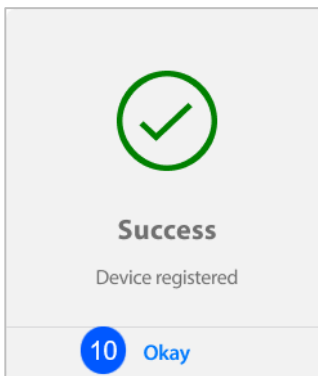
Step 8: Click 'Continue'



Step 9: Create and confirm a PIN for your new profile. This PIN is unique to this profile

A pop up with the message 'Device Registered' will be shown. You have successfully added a new profile

Step 10: Click 'Okay'

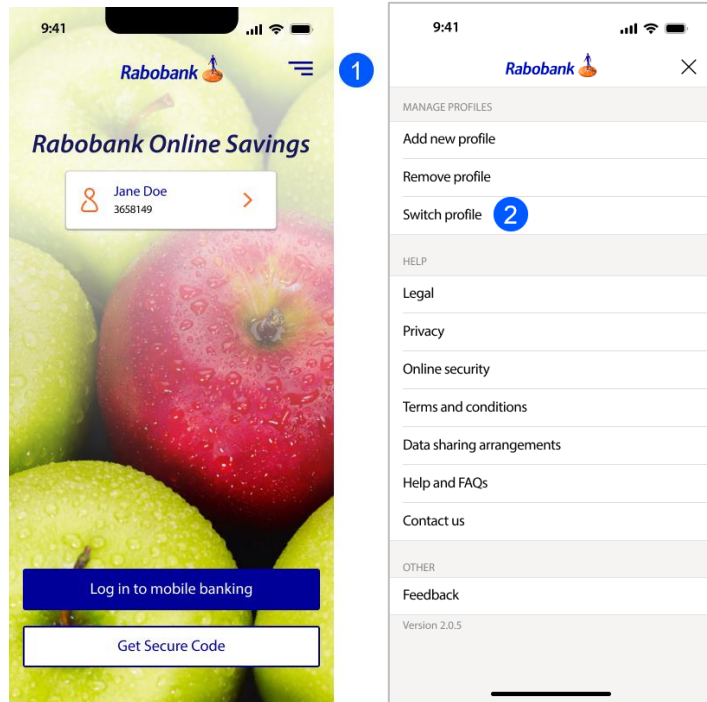


2. How to switch profile

Step 1: Click the slide menu

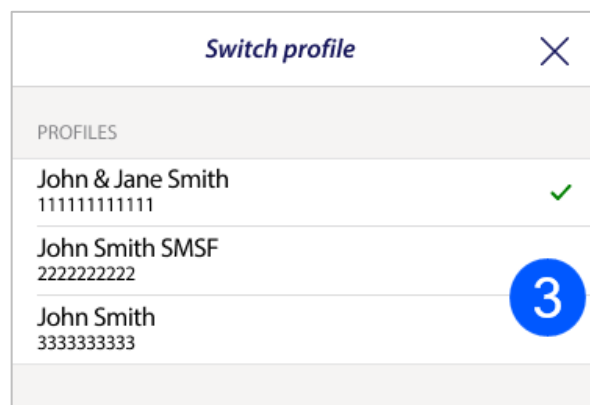
Note: The slide menu is on the opposite side depending on the device. It is top right for iOS and top left for Android

Step 2: Click 'Switch profile'



Step 3: Select the profile you would like to switch to

Note: The current profile has a green tick, you can switch to a profile that is listed

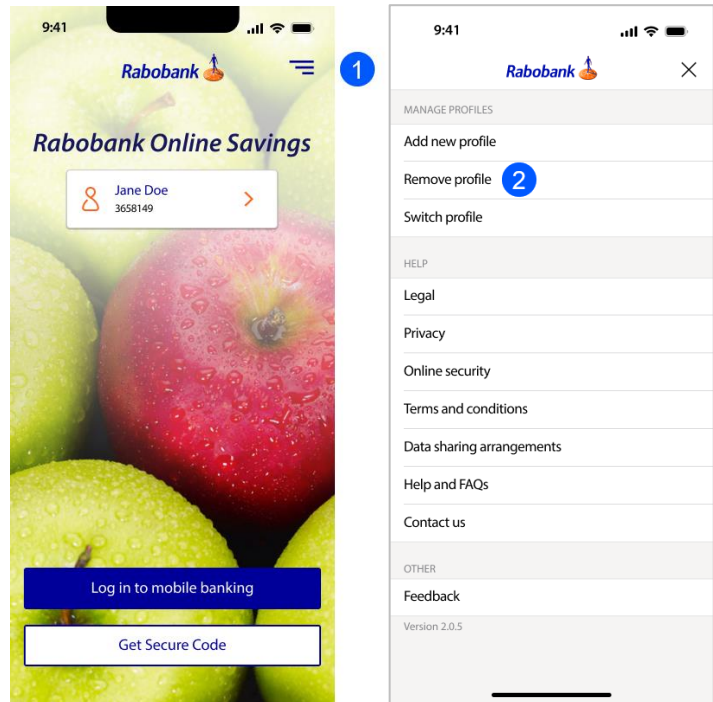


3. How to remove profile

Step 1: Click the slide menu

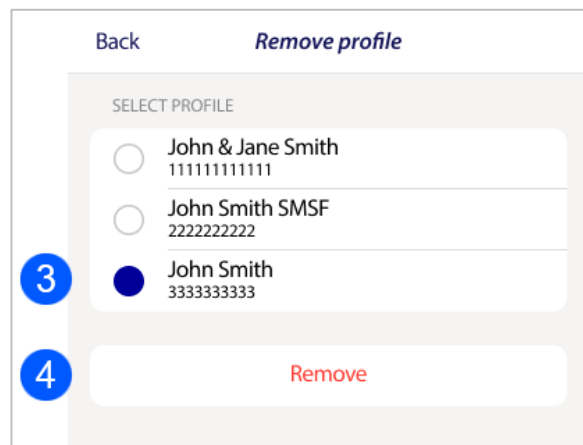
Note: The slide menu is on the opposite side depending on the device. It is top right for iOS and top left for Android

Step 2: Click 'Remove profile'



Step 3: Select the profile you wish to remove

Step 4: Click 'Remove'



Step 5: Enter the 6 digit PIN for the profile you are removing

A pop up with the message 'Profile removed' will be shown. You have successfully removed the profile

