

# Getting started with the Mobile Banking App<sup>1</sup>

Let's look at the basics of logging in to the Health Professionals Bank Mobile Banking App, including how to register, manage your Access Code and set up facial recognition.

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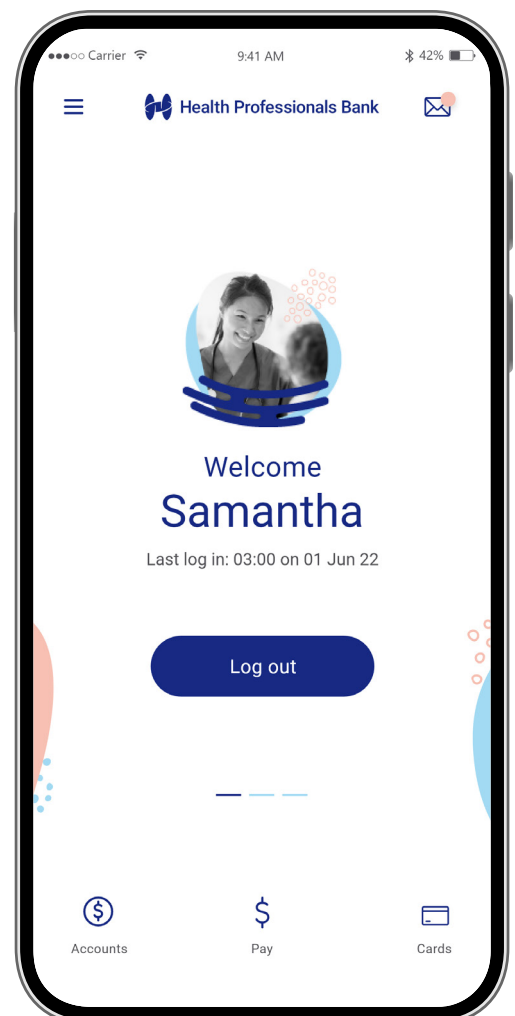
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## Download the app

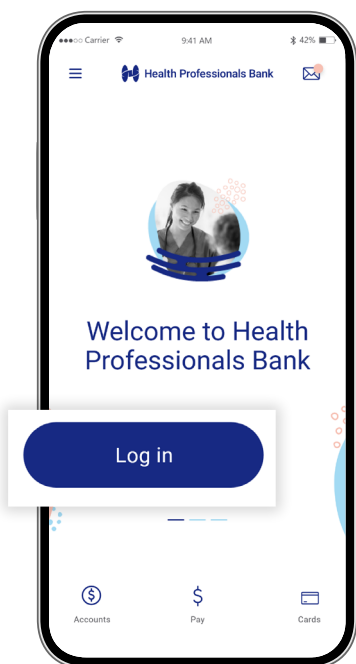
Make sure you have your Member Number and your Internet Banking Access Code, then simply download the app to get started.



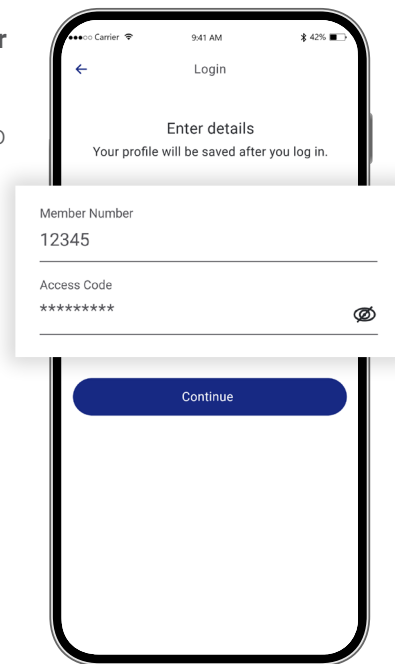
# How to register

## If you have an Internet Banking account with us

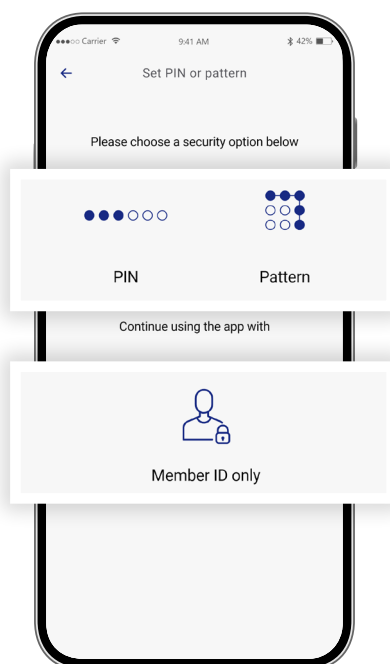
- 1 Open the app on your device and select **Log in**.



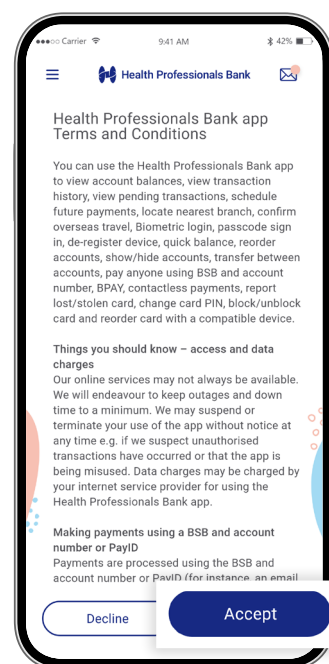
- 2 Enter your **Member Number** and the **Access Code** that you use to Log in to Internet Banking.



- 3 You'll be asked to choose a **PIN** or **Pattern** as your password to make logging in easy (you can also continue to use your Member Number and Access Code).



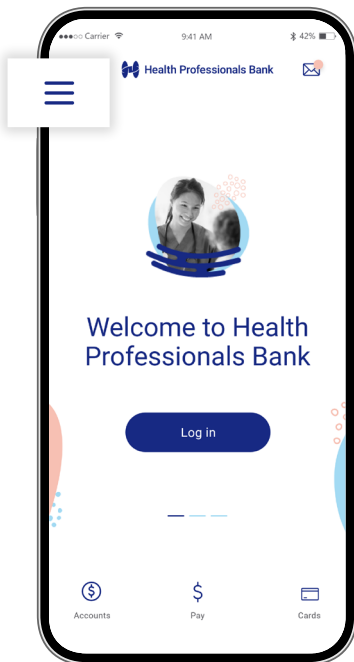
- 4 Read and accept the **Terms of Use**. That's it. You can now use the app for all your Mobile Banking needs.



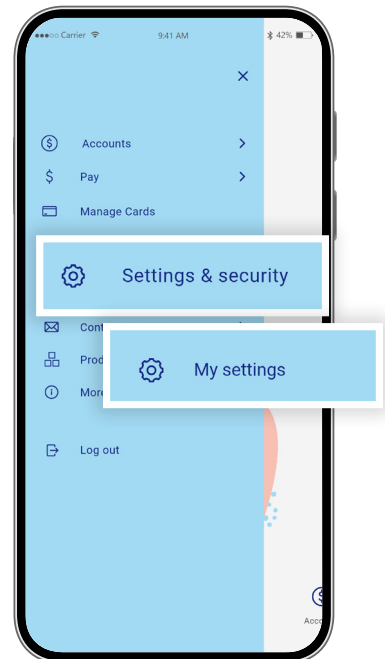
# Manage your Access Code

## Reset your log in details

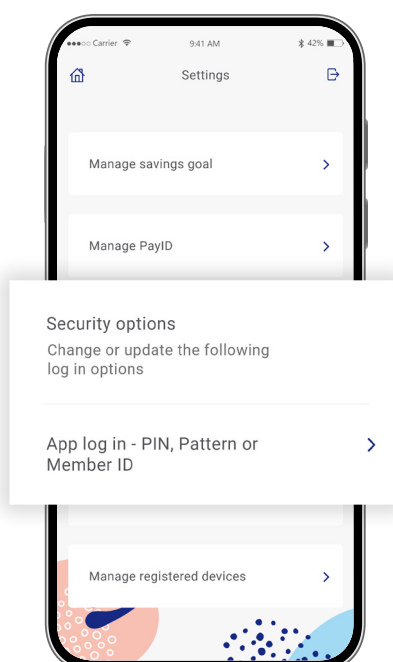
- 1 From the home screen, tap on the **three horizontal lines** in the top-left corner. The **main menu** will appear.



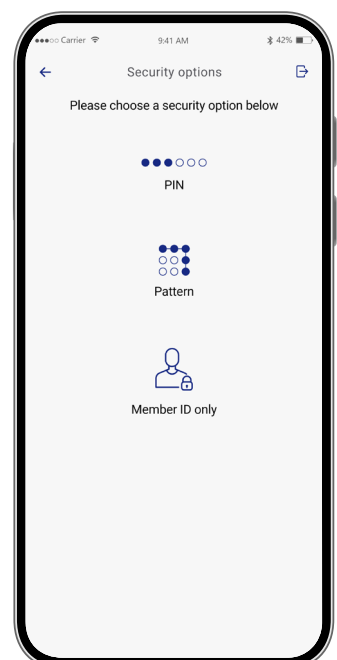
- 2 Select **Settings & security**, then **My settings**.



- 3 Go to **Security options**. You'll see the options to change your PIN and/or pattern, or turn Face ID on or off.



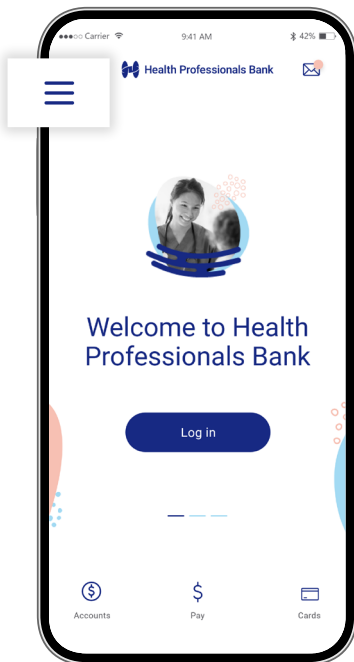
- 4 Before you can change your security options you will need to authenticate. Then select what you want to do and follow the prompts.



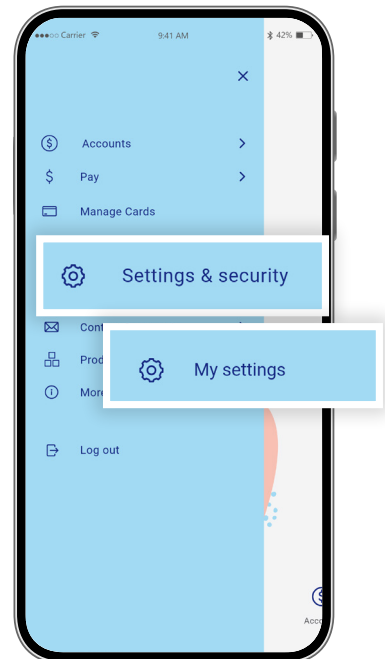
# Manage your Access Code

## Change or reset your Access Code

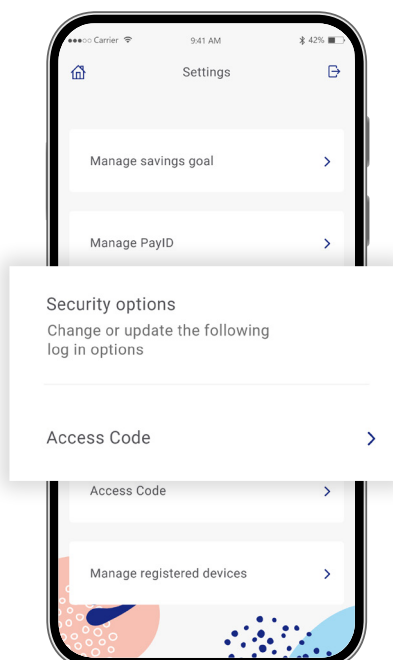
- 1 From the home screen, tap on the **three horizontal lines** in the top-left corner. The **main menu** will appear.



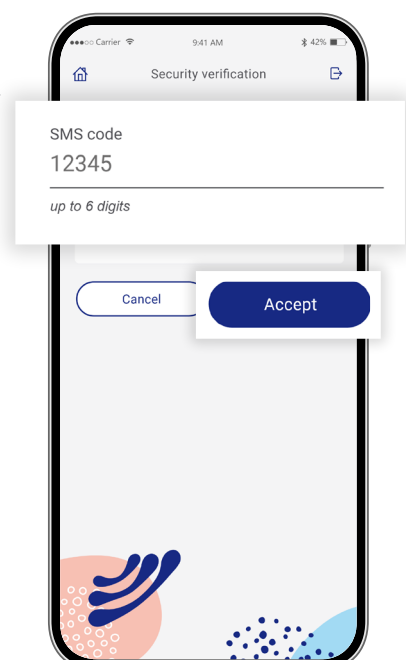
- 2 Select **Settings & security**, then **My settings**.



- 3 Go to **Security options**. You'll see the options to change your password, PIN or Pattern and your **Access Code**.



- 4 Select what you want to do and follow the prompts. **To verify it's you, enter the SMS code** we send to your mobile phone.

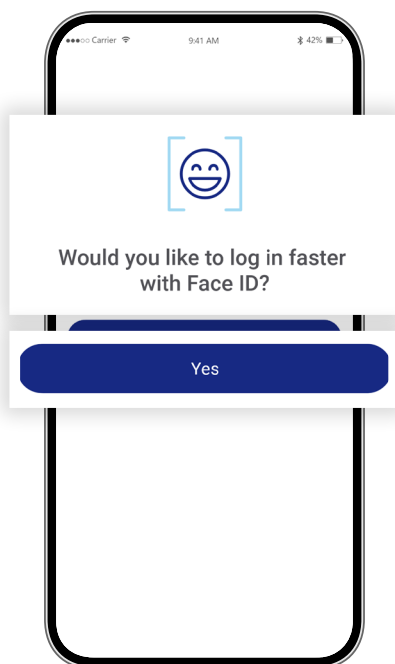


# Facial recognition

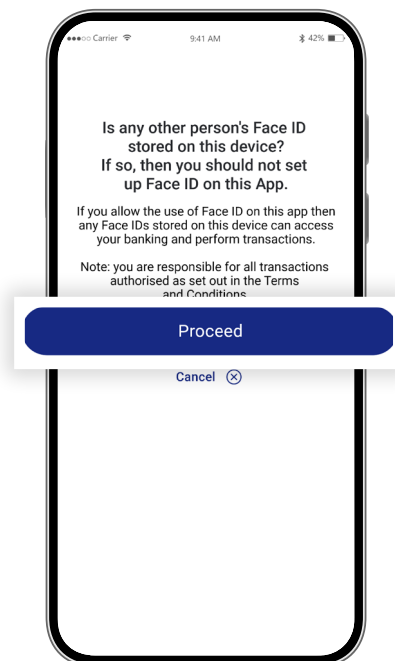
## Set up facial recognition (only for supported devices)

- 1** After setting up your PIN or Pattern, you'll receive a prompt asking, Would you like to log in faster with Face ID?

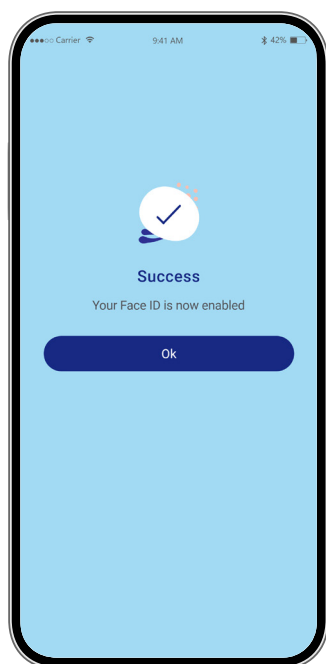
Tap **Yes**.



- 2** Tap **Proceed**.



- 3** Follow the prompts to set up Face ID. Once complete, you'll be able to log in to the app with your face, rather than entering a PIN or Pattern each time.



You can also turn Face ID on or off at any time by going to **Settings & Security > My settings > Face ID**.

