

Getting started with the Mobile Banking App¹

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

How to register

If you have an Internet Banking account with us pg 2

Managing your Password

Reset your log in details pg 3

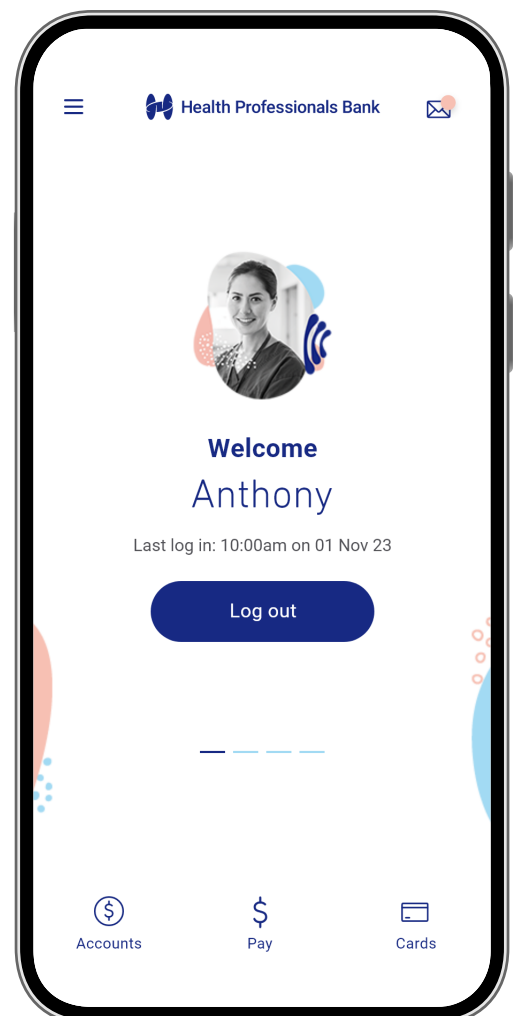
Change or reset your Password pg 4

Facial recognition

Set up facial recognition pg 5

Download the app

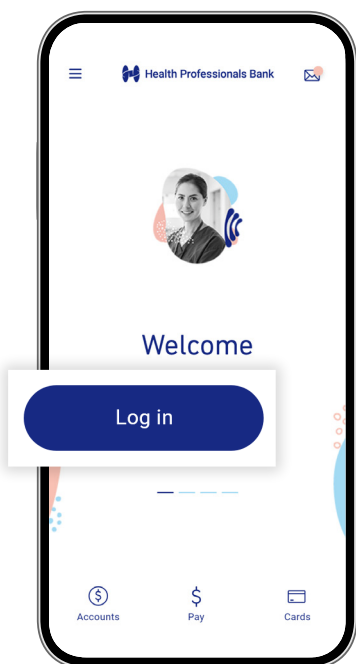
Make sure you have your Member Number and your Internet Banking Password, then simply download the app to get started.



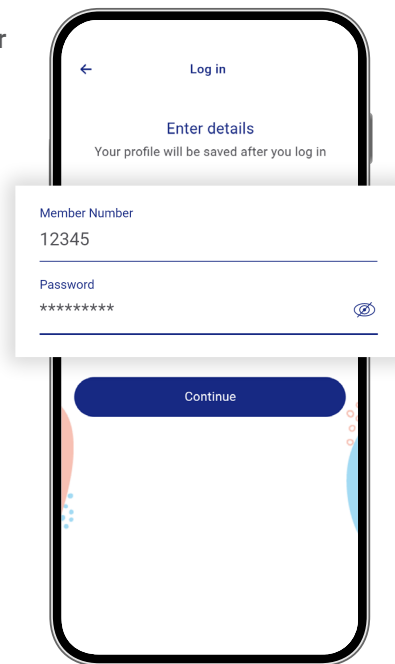
How to register

If you have an Internet Banking account with us

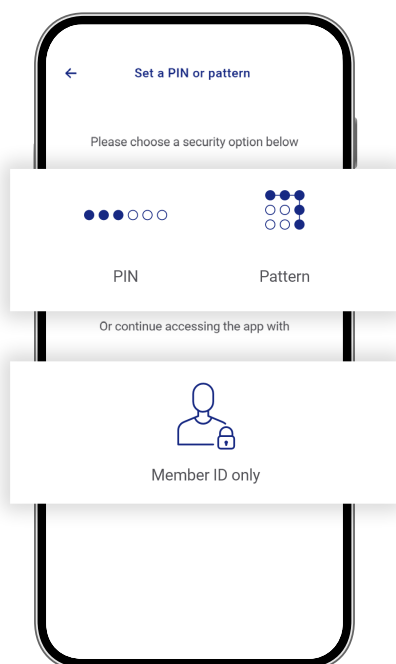
- 1 Open the app on your device and select **Log in**.



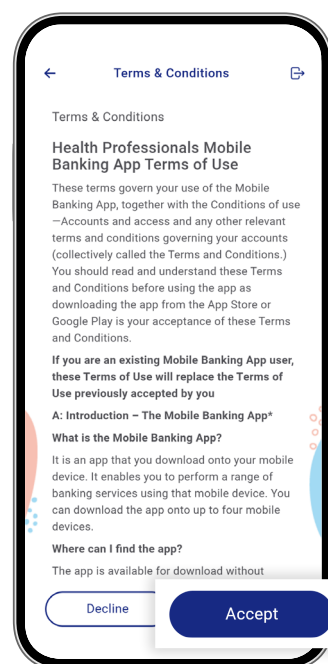
- 2 Enter your **Member Number** and the **Password** that you use to log in to Internet Banking.



- 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 Password).



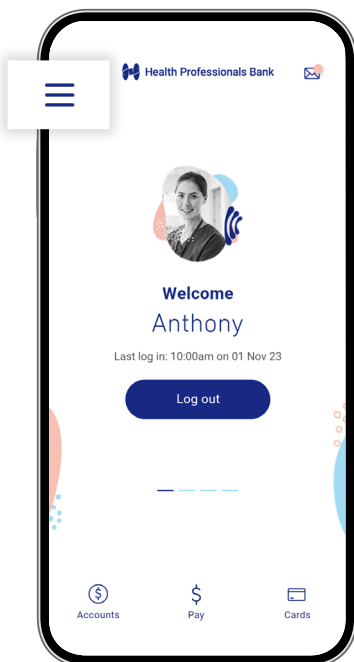
- 4 Read and accept the **Terms of Use**. That's it. You can now use the app for all your Mobile Banking needs.



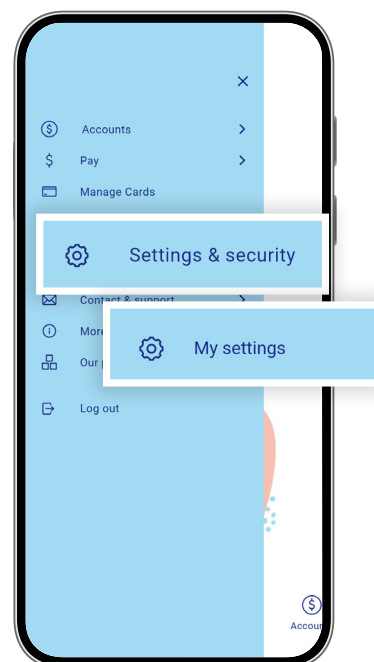
Manage your Password

Reset your log in details

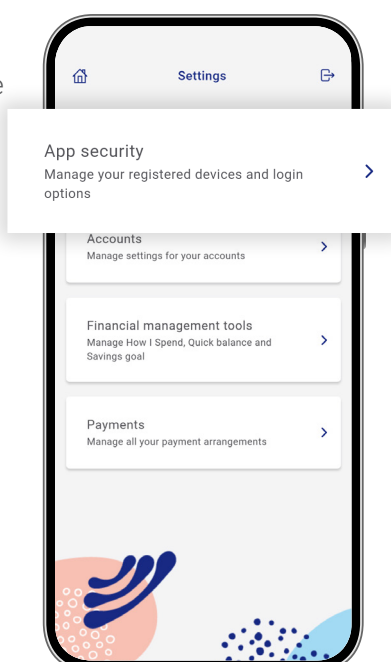
- 1 From the home screen, tap on the **three horizontal lines** in the top-left corner. The **main menu** will appear.



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

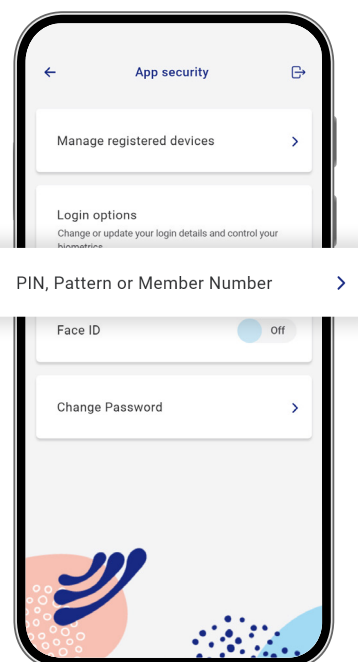


- 3 Click on **App security**. You'll see the option to change your PIN and/or pattern, or turn Face ID on or off.



- 4 Before you can change your security options you will need to authenticate.

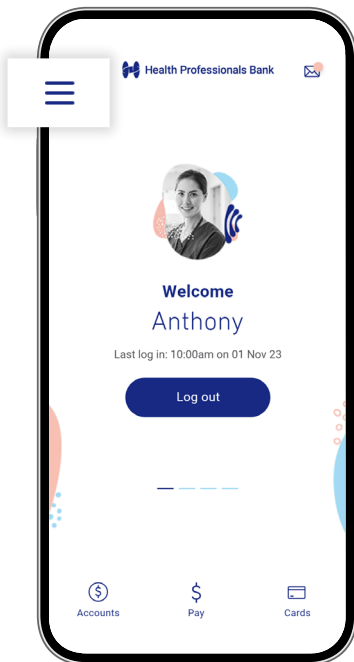
Then select what you want to do and follow the prompts.



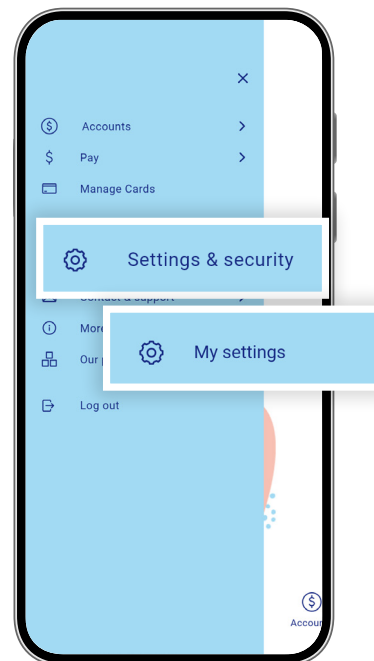
Manage your Password

Change or reset your Password

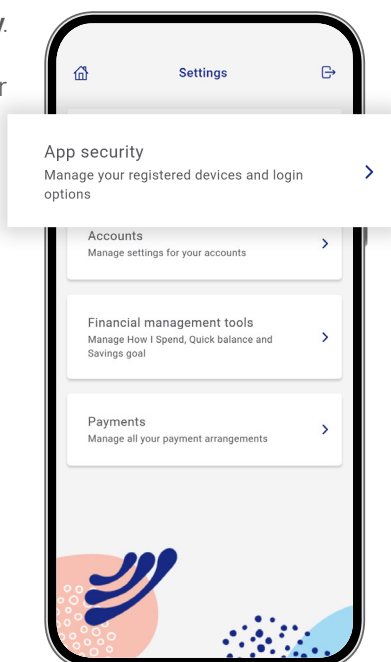
- 1 From the home screen, tap on the **three horizontal lines** in the top-left corner. The **main menu** will appear.



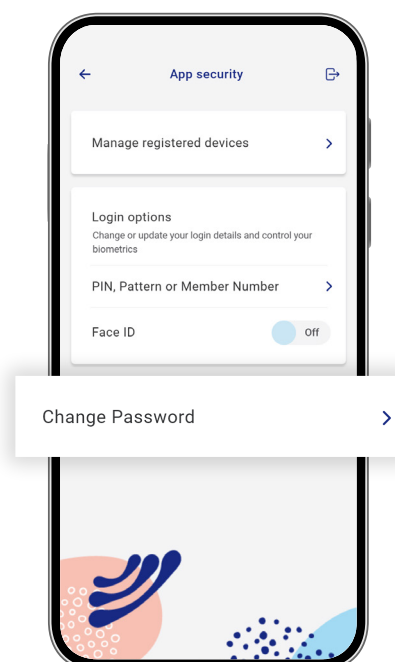
- 2 Select **Settings & security**, then **My settings**.



- 3 Click on **App security**. You'll then see the option to change your **Password**.



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

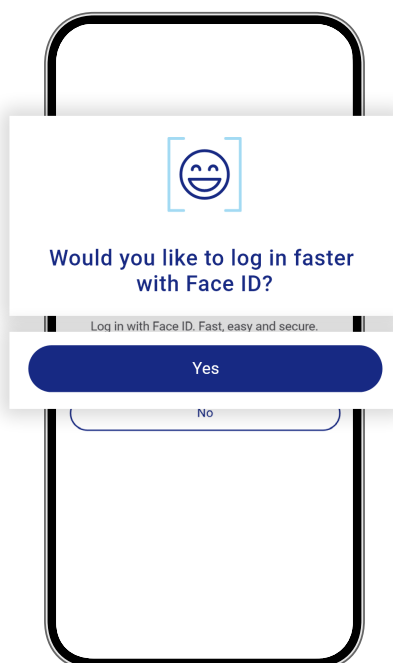


Facial recognition

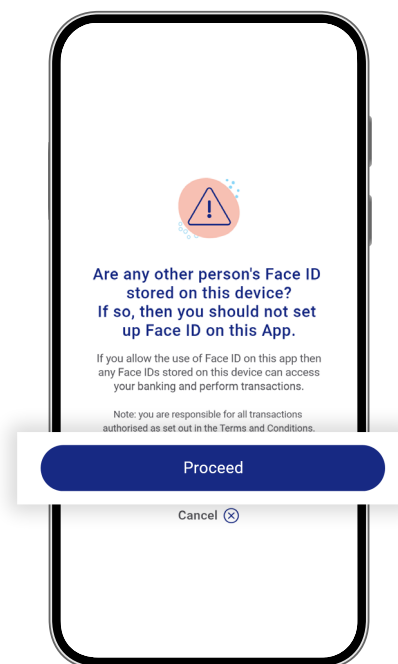
Set up facial recognition (only for supported devices)

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

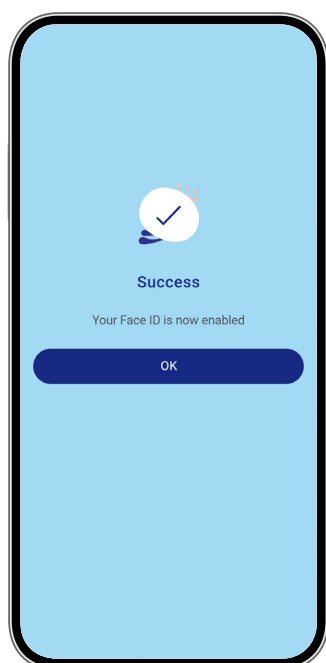
Tap **Yes**.



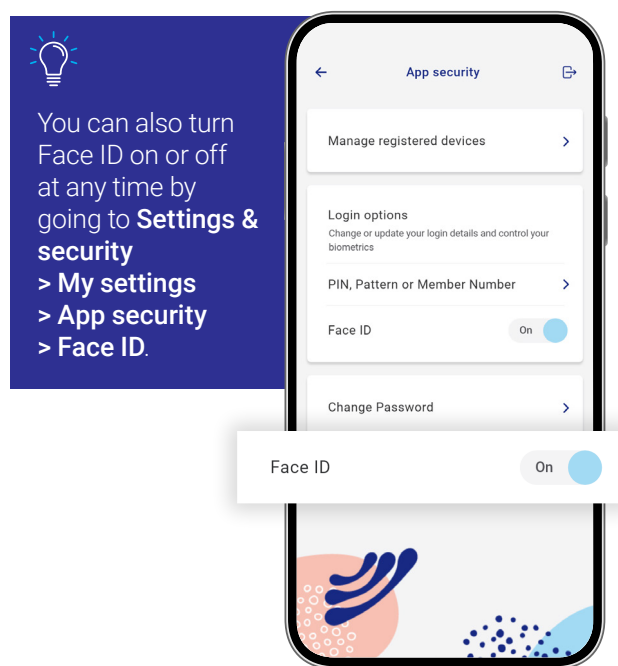
- 2** Tap **Proceed**.



- 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** > **App security** > **Face ID**.



Important information: 1. You should consider whether this service is appropriate for you before acquiring it. For additional information please refer to our Security Guide for electronic transactions and the Mobile App Terms of Use. Internet connection is needed to access the Mobile App. Normal mobile data charges apply. We test mobile banking to ensure compatibility with the majority of popular devices, but cannot guarantee compatibility with all devices and operating systems. 2. PayID Terms of Use apply in respect of any PayID you create, attempt to create or request that we create for an Account and must be read together with any other terms and conditions that apply to the relevant Account. The complete PayID Terms of Use can be reviewed and accepted before you create any PayID within your Internet Banking. 3. The phones screens shown are for illustration purposes. There may be slight colour, wording or display variances between Android and iOS and the version you are viewing on. Health Professionals Bank is a division of Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981 | DB03255-HPB-0824-GettingStarted