

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 a new profile
2. How to switch profiles
3. How to remove a profile

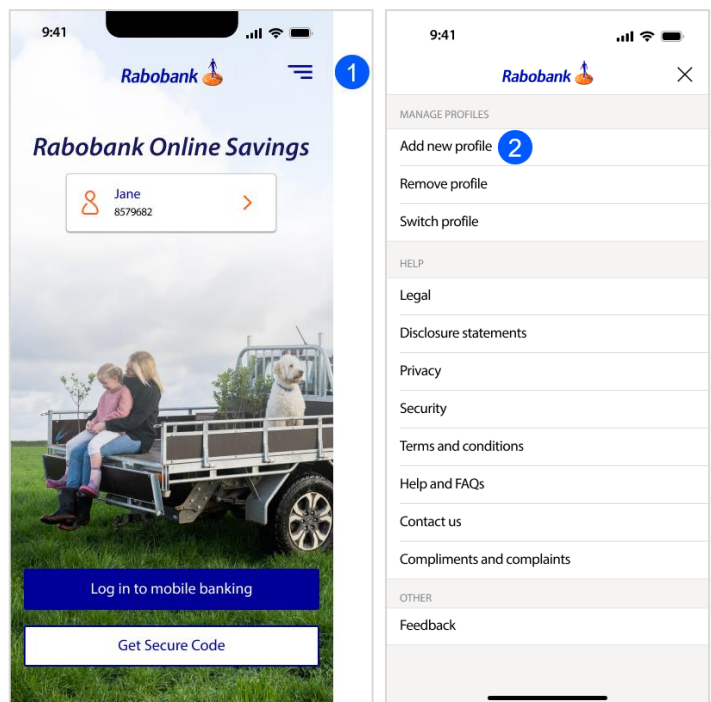
1. How to add a new profile

Step 1: Click the slide menu.

Note: The location of the slide menu depends on the device. It can either be found on the top left or top right hand corner of the device.

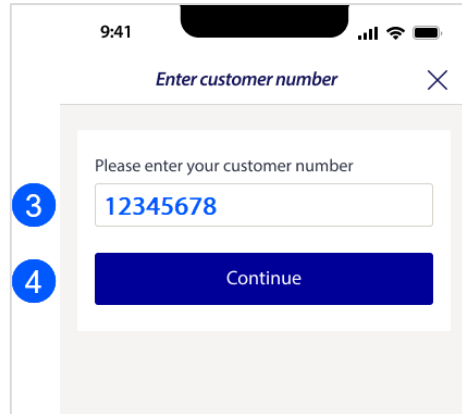
Step 2: Click 'Add new profile'

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'



9:41

Enter customer number

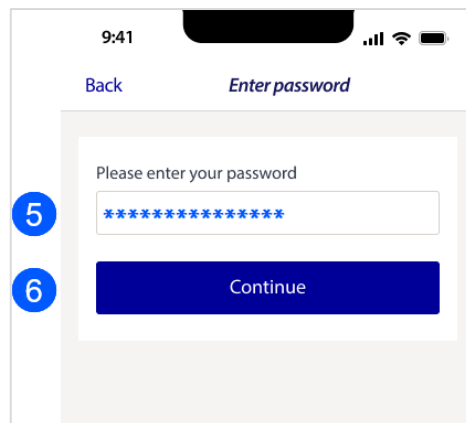
Please enter your customer number

12345678

Continue

Step 5: Enter your password

Step 6: Click 'Continue'



9:41

Back Enter password

Please enter your password

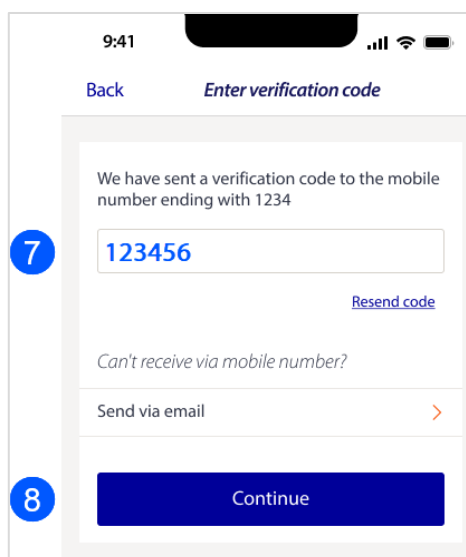
Continue

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

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

Note: You can select the button 'Send via email' if you prefer to receive the verification code via email.

Step 8: Click 'Continue'



9:41

Back Enter verification code

We have sent a verification code to the mobile number ending with 1234

123456

[Resend code](#)

Can't receive via mobile number?

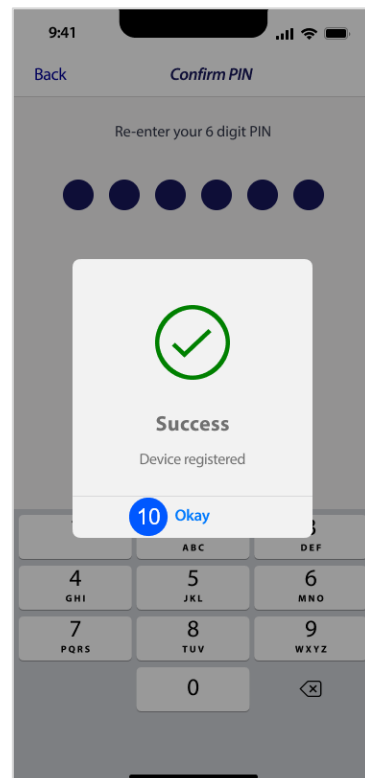
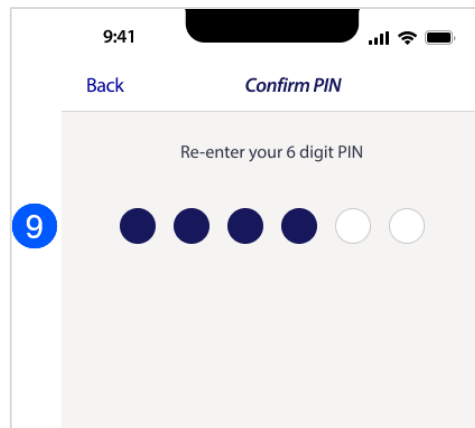
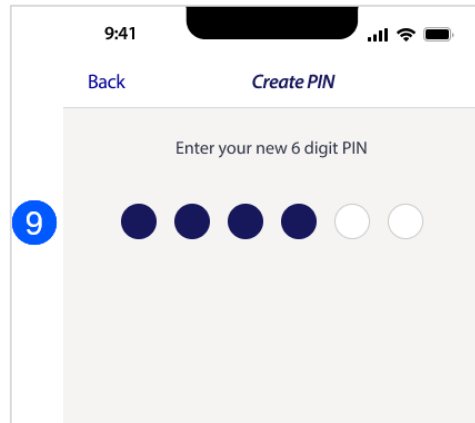
Send via email

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'

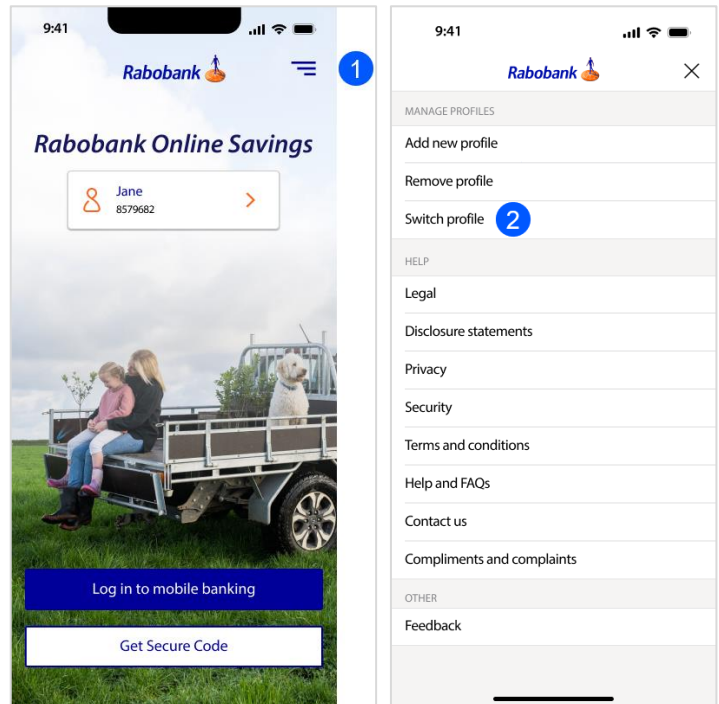


2. How to switch profiles

Step 1: Click the slide menu

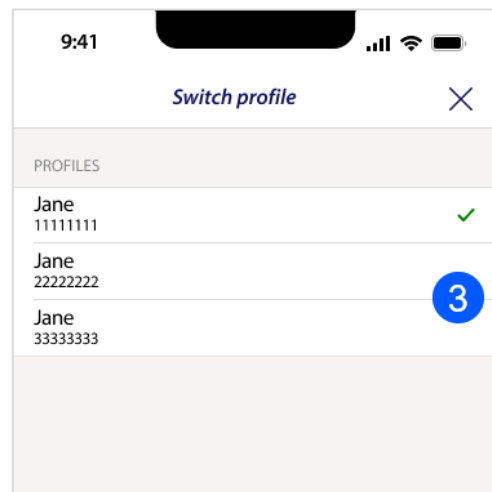
Note: The location of the slide menu depends on the device. It can either be found on the top left or top right hand corner of the device.

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 another profile that is listed

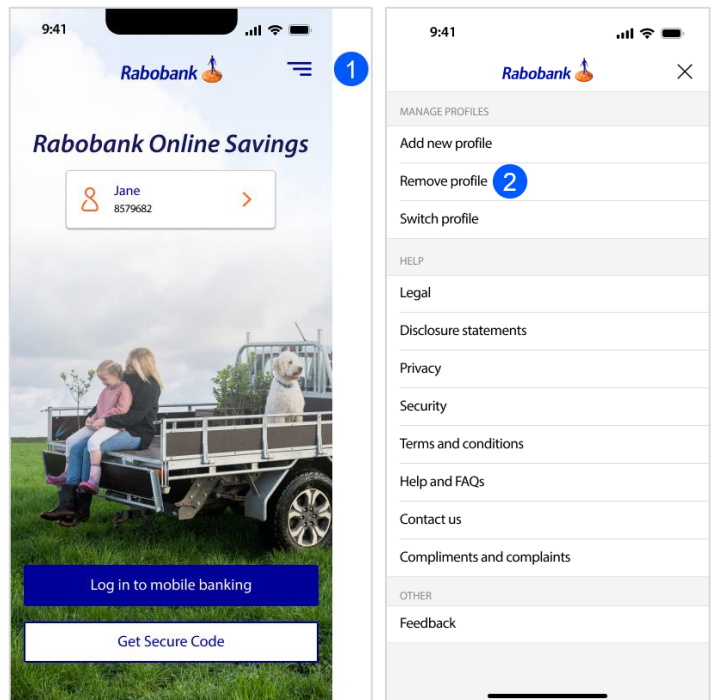


3. How to remove a profile

Step 1: Click the slide menu

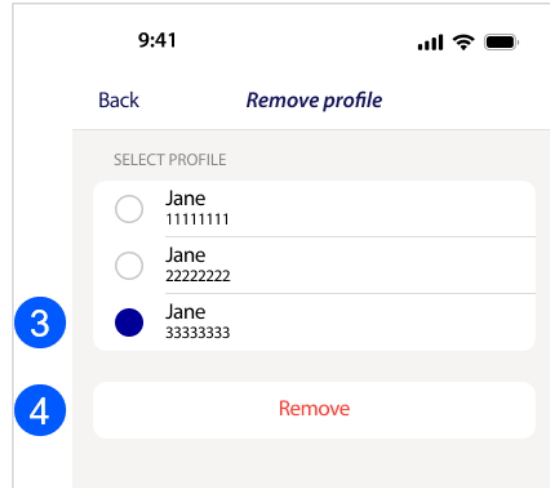
Note: The location of the slide menu depends on the device. It can either be found on the top left or top right hand corner of the device.

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

