



Mobile App

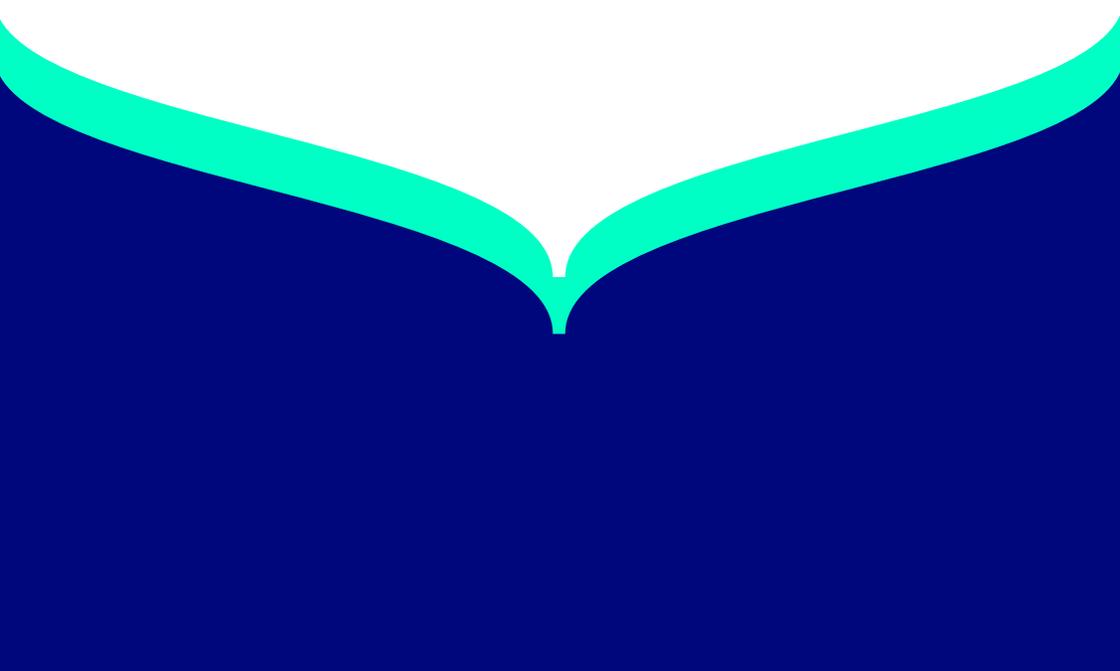
Step by Step Guide



**Bank of
Ireland**

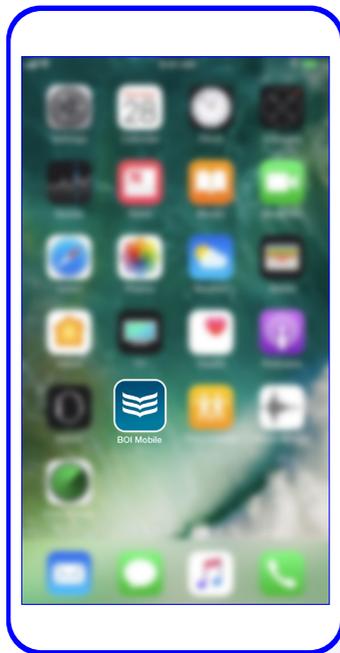
Bank of Ireland is changing its mobile banking app

An app is short for the word application. It sits on your mobile phone and lets you go directly to the website you want. It looks like a picture or a symbol and you will see lots of apps on your mobile phone.



This guide will help you through the following steps to make sure you can keep using mobile banking:

- ▶ Check your mobile phone number is correct
- ▶ Activate your mobile phone number
- ▶ Check your mobile phone is set up for the app
- ▶ Update the app

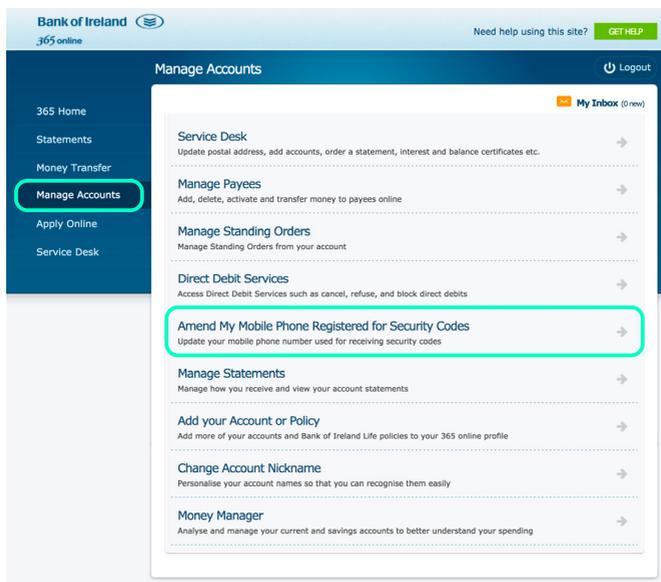


Here are the steps you need to take to update your mobile app

Bank of Ireland needs the mobile phone number you have at the moment.

Here's how to check your mobile number

- 1 Login to www.365online.com and choose 'Manage Accounts' on the left side of the screen.
- 2 Click on 'Amend My Mobile Phone Registered for Security Codes'.*
- 3 You'll see the last 4 numbers of your mobile number.



*If you've never provided a mobile phone number, click on 'Register your mobile phone for security codes' and complete the steps on the following pages.

If Bank of Ireland don't have the right phone number for you, or you're unsure:

- 1 Type in your phone number and confirm it. You can do this under 'Enter Details' which is in the middle of the screen. Click 'continue'.
- 2 You'll get a letter with an activation code in the post **5 working days** later. Use this code to activate your mobile number on 365 online.

Never share this code with anyone, for any reason. It might be a criminal trying to get your money.

Bank of Ireland  365 online Need help using this site? [GET HELP](#)

Amend My Mobile Phone Logout

365 Home
Statements
Money Transfer
Manage Accounts
Apply Online
Service Desk

Mobile Phone Amendment My Inbox (0 new) * = mandatory

If you wish to amend your mobile Phone Number used to receive security codes follow the steps below.

Amend Mobile Phone Steps:

1. Update your mobile number details below.
2. Within 5-7 working days you will receive a letter containing security code that must be used to complete the amendment process.
3. To complete log into 365 online and select 'Activate Mobile Phone' (found under 'Manage Accounts' in the left hand menu).

Mobile Phone Registered #####2597

Please Note
If you have already registered for the Mobile Banking App Pay to Mobile service you should unregister the current mobile number and re-register once you have activated your new mobile number. To unregister go to the 'Pay to Mobile' option under Money Transfer in the left hand menu.

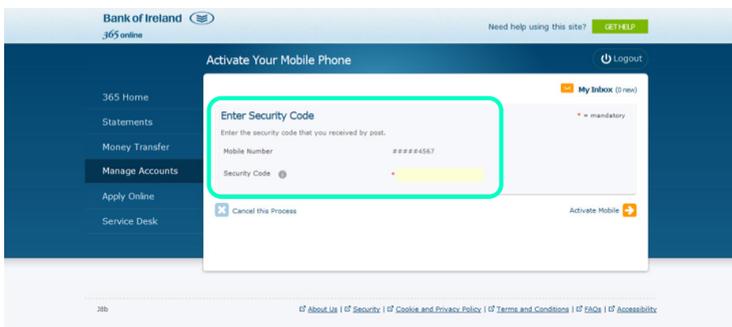
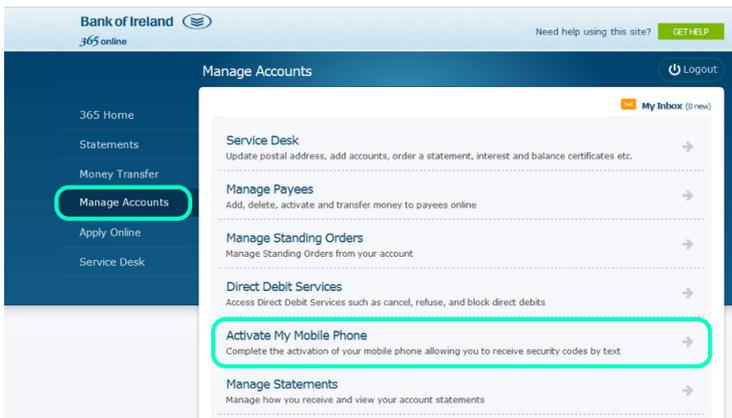
Enter Details

Mobile Phone Number

Confirm Mobile Phone Number

[Cancel this Process](#) Continue

- 3 Log back in to www.365online.com and go to 'Manage Accounts' on the left hand side of the screen to activate your number.
- 4 Click on 'Activate My Mobile Phone' and you'll be asked to put in the code you received in the letter.



You will also need to check if your mobile phone is set up, so that the app will work properly on it

First you will need to check if you have an Android or Apple phone. Apple phones have the Apple symbol on the back of the phone (🍏). If you don't have an Apple phone you probably have an Android phone.

To check this, go to "Settings" on your phone, then look for "About phone" and "Software information". If it says "Android version" then you have an Android phone.

If you have an Android phone, you will need at least software version 7.0 on your phone

To find out what you currently have, please follow the steps below:

- 1 Go to the "Settings" App
- 2 Scroll down on the Settings screen and look for an "About phone" or "System" option
- 3 On that screen, look for "Android version" to find out which version of Android is on your phone. If you need to change your software version, please follow the steps below:
 - ▶ Go to "Settings"
 - ▶ Tap "Software Update"



android

If you have an Apple phone, you will need to have at least iOS 12 on your phone

To find out what you currently have, please follow the steps below:

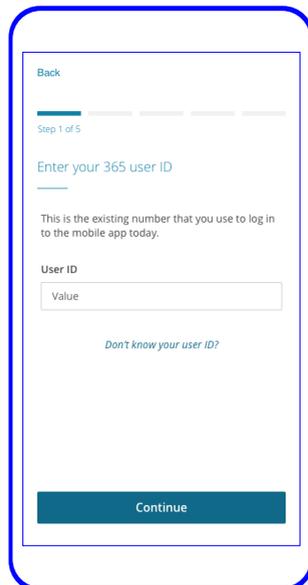
- 1 Go to "Settings"
- 2 Go to "General"
- 3 Tap "About". On this screen you will find the version of Apple software on your device. If you need to change your software version, please follow the steps below:
 - ▶ Go to "Settings"
 - ▶ Go to "General"
 - ▶ Tap "Software Update"



When the new app is available for you, you will have to go through a few steps to set up the app

You will need this information to set up the app:

- ▶ **Your existing 365 online 6-number PIN**
This is the number you use at the moment to log into mobile banking.
- ▶ **Your 365 online User ID**
This is an 8-number code that you received when you first set up online banking. It is also the number that you use when you log in to www.365online.com on the computer.
- ▶ **Your date of birth**
This will be shown like DD/MM/YYYY.



The image shows a mobile app interface for entering a 365 user ID. At the top, there is a 'Back' button. Below it is a progress indicator showing 'Step 1 of 5'. The main heading is 'Enter your 365 user ID'. A sub-heading explains: 'This is the existing number that you use to log in to the mobile app today.' There is a text input field labeled 'User ID' with a 'Value' placeholder. Below the input field is a link that says 'Don't know your user ID?'. At the bottom of the screen is a large teal 'Continue' button.

Follow these steps

It won't take long to set up your mobile banking on your phone.

- 1 Log in using your User ID.
If you don't know your User ID, text 'User' to 50365.
- 2 Enter your date of birth.
- 3 Enter your existing 365 online PIN.

1

Back

Step 1 of 5

Enter your 365 user ID

This is the existing number that you use to log in to the mobile app today.

User ID

Value

Don't know your user ID?

Continue

2

Back

Step 2 of 5

Enter your date of birth

We need this information to help make sure it's really you.

Date of birth

Day Month Year

DD MM YYYY

Continue

3

Back

Step 3 of 5

Your 365 PIN

Enter the 2nd, 4th and 5th digits of your PIN

2nd 4th 5th

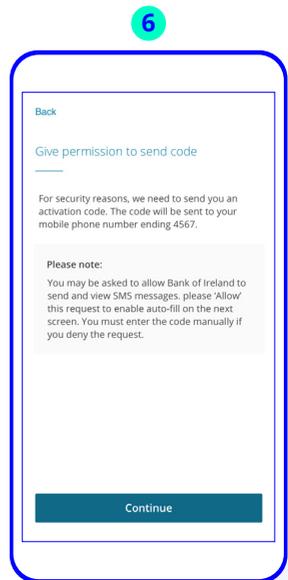
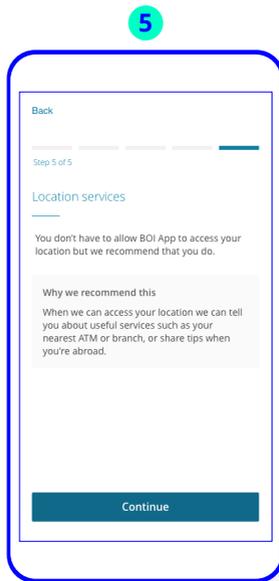
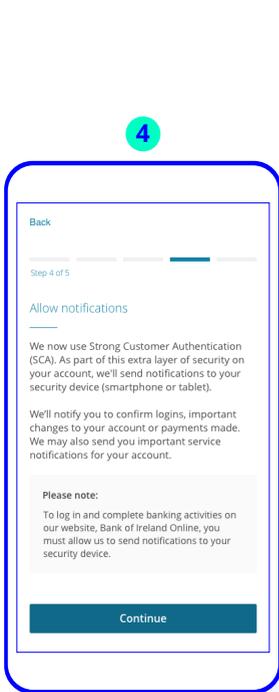
• • •

Forgot your PIN?

Continue

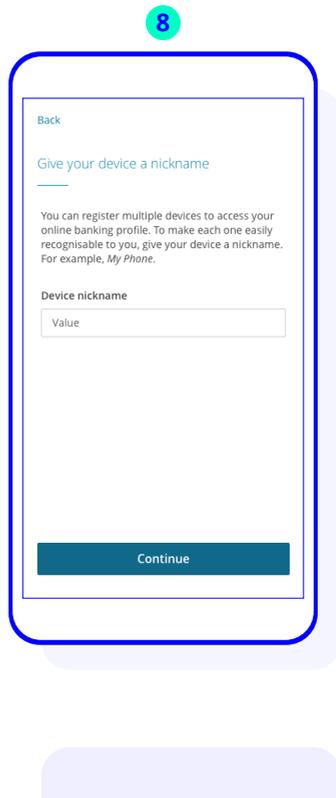
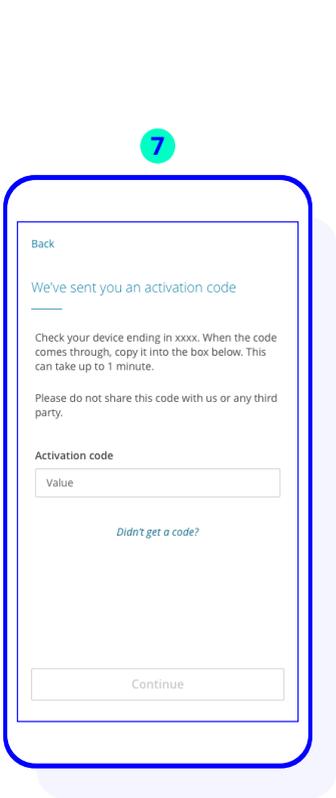
Follow these steps

- 4 & 5 You'll be asked to allow notifications and location services, you can allow these services if you want to.
- 6 Click continue to receive a code, you'll need this code to set up your mobile banking.



Follow these steps

- 7 You will get a text message with a code made up of numbers and letters. Enter this code into the app.
- 8 Give your mobile phone a nickname.

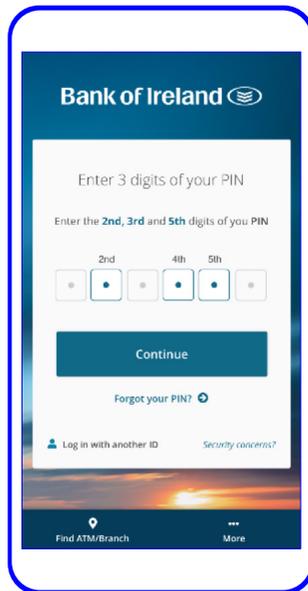
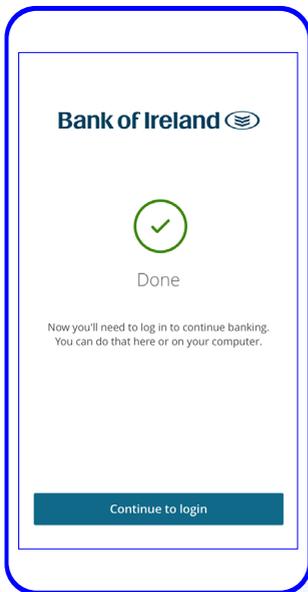


That's it!

The next time you log in, you will just need your 365 online 6-number PIN.



If you need any help setting up the app, call into your local branch or **call us on 0818 200 362**





Bank Safely - Security Information

Sometimes, fraudsters may phone you pretending to work for the Bank of Ireland. Bank of Ireland will never ask you to share personal information like your user ID, passwords, all 6 numbers of your PIN or activation codes. If you do tell someone this information, please phone Bank of Ireland on 1800 946 764 immediately.

Bank of Ireland is regulated by the Central Bank of Ireland.