



**Bank of Ireland is changing
its tablet banking service**



**Bank of
Ireland**

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We're working on a new banking app to replace your existing tablet banking app. Our new banking app will offer enhanced security features and new functionality, and is available for both tablets and mobile phones.

This guide will help you through the steps to set up the new banking app on your tablet

To be able to continue using your banking app on the tablet, you will be required to delete the existing Bank of Ireland app on your tablet and replace it with the new banking app. This step by step guide will help you get set up.

It will explain:

- ▶ How to check your mobile number
- ▶ How to check your tablet software and set up the new app for Android customers
- ▶ How to check your software and set up the new app for Apple customers

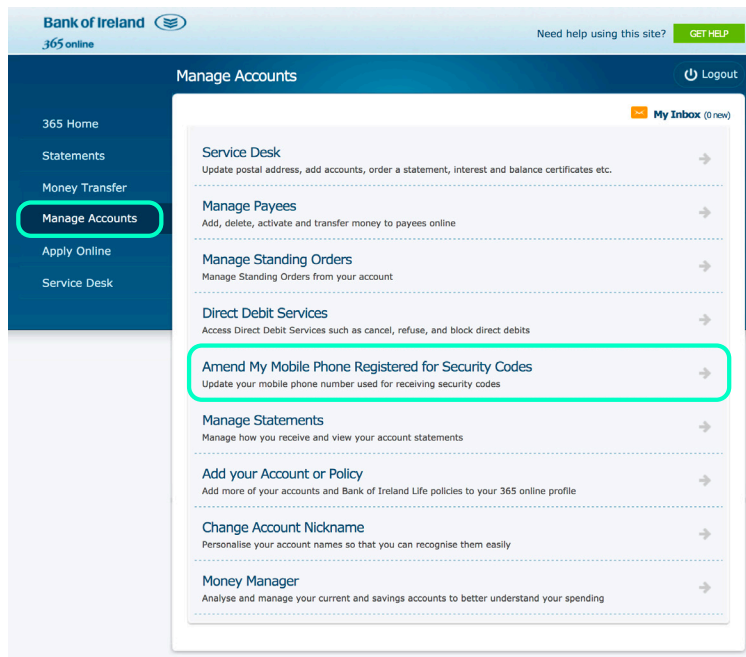
Check your mobile number

Before setting up the new app, you will need to make sure you have your current mobile phone number registered and activated on 365 online.

Here are the steps to take to check and update your mobile number:

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

- 1 Login to 365 online and choose 'Manage Accounts' on the left side of the screen.



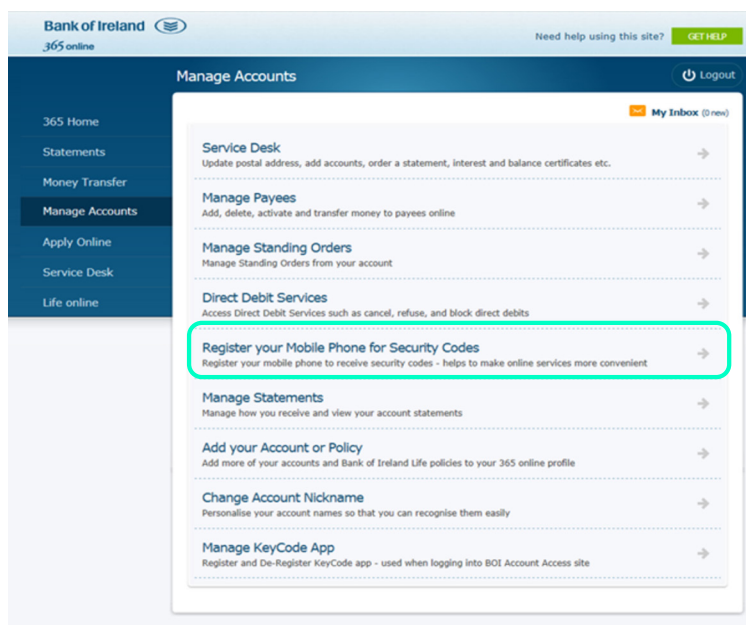
- 2 Click on 'Amend My Mobile Phone Registered for Security Codes'.
- 3 You'll see the last 4 numbers of your mobile number.

If 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.
- 2 Click 'continue'. 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. For security reasons you should never share this code with anyone.
- 3 When you receive the new code, log back in to 365 online 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.

How do I register my mobile number for the first time?

- 1 Login to 365 online and select “Manage accounts”
- 2 Go to “Register your mobile phone for security codes”
- 3 Update your mobile phone number.
- 4 We will send you an activation code by post. This takes 5 working days. For security reasons you should never share this code with anyone.
- 5 When you receive the new code, login to 365 online and go to ‘Manage Accounts’ on the left-hand side of the screen to activate your number.
- 6 Click on “Activate my Mobile Phone” and you’ll be asked to put in the code you received in the letter.






Android Customers

Check you have the correct software on your tablet

If you have an Android tablet, you will need a minimum software version of **6.0** installed.

To find out what version you currently have on your tablet, 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.

On that screen, look for “Android version” to find out which version of Android is installed on your device.

If you need to update your software version, please follow the steps below:

- 3 Go to “Settings”
- 4 Tap “Software Update”

Once you have your mobile phone number updated and activated, and have checked your software version, you can download the new banking app.

How do I download the new app?

Delete the existing Bank of Ireland tablet app:

- 1 Go to menu
- 2 Go to settings
- 3 Choose applications
- 4 Choose the Bank of Ireland banking app and select uninstall

Install the new Bank of Ireland app:



Go to the Play store and search for “**Bank of Ireland mobile banking**” and click “Install”.

Follow the instructions on screen to set up the new banking app.

Go to page 10 for more details on how to do this.




Apple Customers

Check you have the correct software version on your tablet


If you have an Apple iPad, you will need to have a minimum software version of *iOS 12* installed.

To find out what version you currently have on your iPad, 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 installed on your device.

If you need to update your software version, please follow the steps below:

- 4  Go to "Settings"
- 5 Go to "General"
- 6 Tap "Software Update"

Once you have your mobile phone number updated and activated, and have checked your software version, you can download the new banking app.


How do I download the new app?

Delete the existing Bank of Ireland tablet app:

If you use an iPad there might be a few ways to delete the app.

- 1 Touch and hold the Bank of Ireland app
- 2 Tap Delete App
- 3 Tap Delete

or

- 1 Touch and hold any app on the Home screen (the apps should begin to wiggle)
- 2 Tap  on the app you want to remove, then tap Delete

Install the new BOI app:



Go to the App store and search for "**Bank of Ireland mobile banking**". Select "Get".

You might be asked for your Apple ID and password, if you do not know your Apple ID go to the Apple website for support.

Setting up the app

When you have downloaded the app and clicked on it, you will be prompted to follow the set-up process.

You will need to have the following items to hand to set up the new banking app:

- 1 You must be set up for 365 online (check your correct number is registered, follow instructions above)
- 2 365 online User ID – this is a 6 or 8 number code that you received when you first set up online banking (If you have forgotten your user ID please text User to 50365 from the mobile phone your current Bank of Ireland online banking has registered. If you are abroad, text User to +353 87 179 0971)
- 3 365 online PIN – 6 numbers
- 4 Date of birth

Once you have all these details to hand it will only take a matter of minutes to complete the set up process.

During the set up process, you will receive an activation code by SMS to your mobile phone, so please ensure you have your mobile phone with you when setting up the app on your tablet.

For security reasons, never share this activation code with anyone including Bank of Ireland.

That's it!

The next time you log in, you will just need your 365 online 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.