



Quick Start Guide for your mobile device

Clarien iBank Mobile gives you fast, secure access to your accounts on your mobile device. It's the easy-to-use mobile app that lets you bank whenever you want, wherever you are.

LET'S GET STARTED

1. You must be a registered iBank Client to enroll in iBank Mobile. To sign up, visit a Clarien Bank branch or call the Client Service Centre at **441-296-6969**.
2. Sign onto your iBank profile from a desktop or web browser and enroll in Clarien iBank Mobile. Simply go to **Self Management** and select **Enroll to Clarien iBank Mobile**.
3. Download the Clarien iBank Mobile app from the Google Play Store or iOS App Store.

CLARIEN SOFT TOKEN

Looking for an alternative to your hard token? **Clarien Soft Token** is the secure, convenient way to authenticate your login and transactions in iBank and iBank Mobile.

Getting Set-up to use Clarien Soft Token is simple – here's how:

1. Download Clarien Soft Token app from the Google Play Store or iOS App Store.
2. Send a Secure Message via iBank to request your Digital Token registration details.
3. Your **Authentication** and **Registration codes** will be sent to you directly.
4. Once you enter your Authentication and Registration codes, you will be required to set up your PIN and re-confirm it.
5. Once your PIN has been set up, you will be able to generate your OTP (One Time Password) in order to log in and verify transactions.

*If your device supports fingerprint authentication, you can use your fingerprint rather than your PIN to log in and verify transactions.

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HOW DO I ACCESS CLARIEN iBANK MOBILE?

1. Launch Clarien iBank Mobile app
2. Enter your User Name and Password
3. Select **Login**

Will I still need a token to access my iBank profile from a desktop/web browser?

Yes. You will still require a token to sign into your iBank from a desktop/web browser due to additional services such as being able to send Secure Messages. You will only be able to read your Secure Message for iBank Mobile.

HOW DO I VIEW MY ACCOUNTS?

1. After login, all your accounts will automatically appear on screen
2. Select an account to view details, transaction history and current balance

MAKE A BILL PAYMENT

1. Select **Transfers** icon at the bottom of your screen
2. Select **Bill Payment**
3. Select **From Account** to choose preferred account
4. Enter amount
5. Select **Biller** and enter name and account details
6. Select **Recurring Payment** to automatically set up future payments
7. Select **Submit** then **Confirm** after reviewing transaction details
8. Select **Save this transaction as template** option if required
9. Select **Close** or **Done**

TRANSFER FUNDS BETWEEN YOUR CLARIEN ACCOUNTS

1. Select **Transfers** icon at the bottom of your screen
2. Select **Own Accounts Transfer**
3. Select **From Account** and **To Account** to choose preferred accounts
4. Enter **Amount** and **Date**
5. Select **Recurring Payment** to automatically set up future payments
6. Select **Submit** then **Confirm** after reviewing transaction details

CHANGE YOUR PASSWORD

1. Select the **User** icon at the bottom of your screen
2. Select **Change Username** or **Change Password**

TRANSFER FUNDS TO ANOTHER CLARIEN ACCOUNT

1. Select **Transfers** icon at the bottom of your screen
2. Select **Intrabank Transfers**
3. Select **From Account**
4. Enter **Beneficiary Bank** and **Beneficiary Account** details
5. Enter **Amount** and **Date**
6. Select **Recurring Payment** to automatically set up future payments

VERIFY TRANSACTION

Using soft token

1. Select **Send Message** to confirm transaction
2. Select **Accept**
3. Enter your 4-digit PIN number then OK (or use your fingerprint)
4. Return to Clarien iBank Mobile app
5. Select **Save this transaction as template** option if required
6. Select **Close** or **Done**

Using hard token

1. Select **Use your token device** option. An 8-digit Challenge Response will appear
2. Select **OK** button on your token
3. Enter your 4-digit PIN number
4. Select **OK** button then select **SIGN** button
5. Enter the 6-digit number on your mobile app
6. Select **Confirm** after reviewing transaction details
7. Select **Save this transaction as template** option if required
8. Select **Close** or **Done**

TRANSFER FUNDS TO ANOTHER BERMUDA BANK

1. Select **Transfers** icon at the bottom of your screen
2. Select **Domestic Payments**
3. Select **From Account**
4. Enter **Beneficiary Bank** and **Beneficiary Account** details
5. Enter **Amount** and **Date**
6. Select **Recurring Payment** to automatically set up future payments
7. See above for instructions to verify transaction using your soft or hard token

TRANSFER FUNDS TO AN OVERSEAS BANK

1. Select **Transfers** icon at the bottom of your screen
2. Select **International Payments**
3. Select **From Account**
4. Enter **Beneficiary Account** details
5. Select **Swift** or **Clearing Code** and enter details
6. Enter **Amount**, **Currency** and **Date**
7. Select **Recurring Payment** to automatically set up future payments
8. See above for instructions to verify transaction using your soft or hard token

NEED HELP?

For additional assistance please call the Clarien Service Centre on **441-296-6969** (Monday to Friday, 8:30am to 5pm) or email us at servicecenter@clarienbank.com