



Setup guide for eBanking

SETUP GUIDE

This setup guide will take you through your initial logon to eBanking with Access ID. At the end of the setup guide, you will also find detailed contact information and useful links.

Before you can log on

To be able to log on to eBanking you will need to have received two letters from us. These will be sent separately over a short period.

- Your new user ID and security card (letter 1)
- Your new temporary password (4-digit PIN) (letter 2)

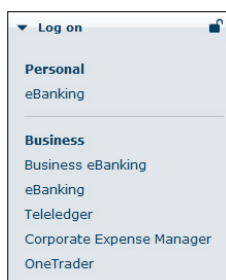
1 5100024260											
0036	747871	0652	459250	1818	299225	2427	384476	3556	241350		
0092	758054	0696	644915	1844	924548	2561	838969	3588	371551		
0131	384336	0798	703095	1881	576898	2608	536216	3671	428280		
0224	782698	0962	646628	1919	437653	3017	039087	3964	146539		
0249	987607	0989	495621	1934	726521	3321	365741	4007	112697		
0384	740702	1006	414594	2121	070794	3338	046076	4264	963585		
0399	045370	1120	405673	2259	899533	3367	365207	4613	861601		
0443	968946	1403	962234	2358	014489	3479	547600	4664	120885		
0586	013768	1639	602539	2398	287252	3507	338173	4747	257567		

If for some reason you do not have one or more of these items, please contact Customer Support on 0345 6031534 (calls from outside UK +44 28 9004 9219). Customer Support will then send you the information you need.

Using ebanking

Whenever you log on to eBanking, you need to key in your user ID, the number from your security card and your password (4-digit PIN), as described in this setup guide. Please note, that your PC will not save or remember any of the figures from one logon to the next.

1. Open your Internet and go to www.danskebank.co.uk
On our homepage, in the top right corner, click "Log on" and select "eBanking".



2. The eBanking log-on screen will display.

When the logon screen has loaded, you are ready to log on using your user ID, password and security card that were sent to you.

3. Type in your user ID and password. Your user ID consists of eight digits and the password consists of four digits. Click "Continue".

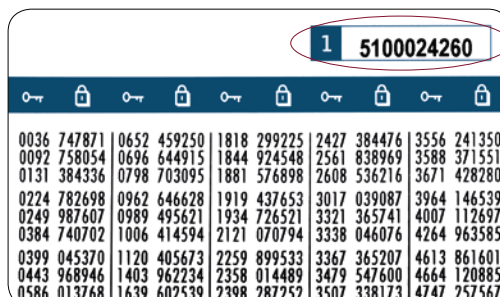
A screenshot of the 'Log on' screen. It has a title bar with 'Log on' and a help icon. Below the title bar, there are two input fields: 'User ID:' and 'Password:'. At the bottom, there are two buttons: 'Continue' and 'Cancel'.

Please note that you will need to enter your user ID each time you log on.

4. Now you must change the password sent to you to a password of your own choice which must be 4-digits. Follow the instructions below, then click "OK".

A screenshot of the 'Change password' screen. The title is 'Change password'. Below it, there is a section titled 'Enter new password for user ID'. This section contains four input fields: 'User ID:' (with the value '15730853'), 'Your temporary PIN:', 'New password:', and 'Confirm password:'. At the bottom of this section are 'Continue' and 'Cancel' buttons. To the right of this section, there is a 'Change password' section with instructions: 'Your new password must be four digits and cannot be too simple, such as 1111, 1234. We recommend that you commit your password to memory and never write it down. Danske Bank does not know your password.' Below this is a 'More information' section with a link to 'Customer Support'.

5. Next, you need a code from your security card. First check that the security card number shown on the screen corresponds to the number printed in the top right corner of your card.



Welcome to eBanking

Welcome Test Customer

Your password has been changed.

Please use your new security card.

Please verify your identity:

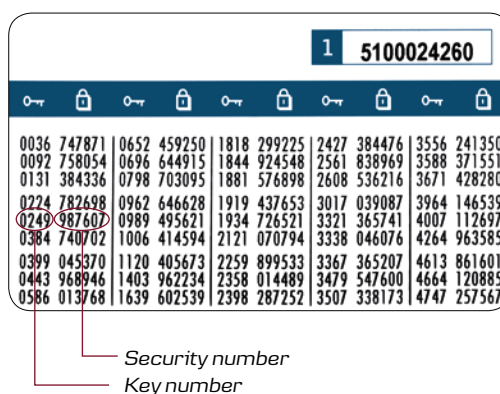
Security card number: 5100024260

Key number: 0249

Security number:

You have 89 numbers left on your security card.

6. Next, find the key number shown on your screen. The six digits to the immediate right of the key number on your security card is the corresponding security number.



7. Type in the security number and click “OK”.

Welcome to eBanking. You are now successfully logged on with Access ID.
You can use the same log on details to access our range of Mobile and Tablet banking apps.

Business customers only

ACCESSING AGREEMENTS IN EBANKING

If you are party to numerous agreements within eBanking (for example a business account and a personal account), you can now log on using one single user ID. When you have logged on with Access ID you will see the following screen:

You have the option of selecting a default agreement so that each time you log on, you will automatically go straight to the accounts attached to that agreement.

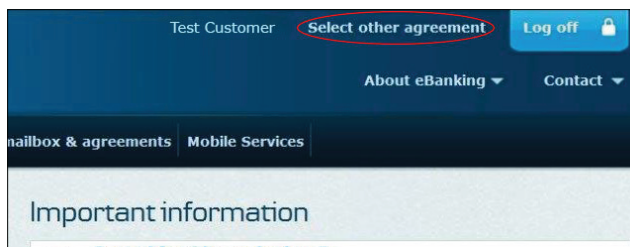
If you would like to select a default agreement, please follow these steps:

- Mark the check box “On logon, go directly to agreement:” and select the agreement from the dropdown menu.
- To access the accounts linked to this agreement, please click on “OK”.

If you do not mark the check box then each time you logon, you will see the full list of agreements and you can choose which one you want to access.

If you wish to view another agreement, (i.e. switch from viewing your business accounts to viewing your personal accounts or accounts under another business name), follow the steps below:

1. Click on the "Select other agreement" function at the top of the accounts page (highlighted on the screen below).



2. The following screen will appear and you can choose the agreement you want to view.

 A screenshot of a dialog box titled 'Accessing agreements'. It contains a section 'Select agreement' with the instruction 'Select the eBanking agreement you want to view'. Below this is a table with two columns: 'Name' and 'Agreement type'. The table lists two agreements: 'TEST CUSTOMER' (Private) and 'TEST BUSINESS CUSTOMER' (Business). There are radio buttons next to each name. Below the table, there is a checkbox labeled 'On logon, go directly to agreement:' followed by a dropdown menu with 'Choose' selected. An 'OK' button is at the bottom.

Name	Agreement type
TEST CUSTOMER	Private
TEST BUSINESS CUSTOMER	Business

3. Please click OK on the radio button next to the agreement you want to view. You can then click on "OK" to view the accounts attached to the agreement.

Contact information

CUSTOMER SUPPORT

Customer Support is happy to handle technical enquiries and questions about functionality.

Customer Support operating hours:

Calls within UK	0345 6031534*
Calls outside UK	+44 28 9004 9219*
Telephone hours	Mon - Thu 8am to 10pm** Fri - 8am to 5pm** Sat - Sun 9am - 4.30pm**

* For security purposes and to improve our services, calls to the numbers shown may be recorded or monitored.

** Except for Northern Ireland Bank Holidays.

Note that eBanking may be temporarily unavailable when we are carrying out routine maintenance.

We may record or monitor calls to confirm details of our conversation, for your protection, to train our staff and to maintain the quality of our ongoing service. Call charges may vary. Please refer to your phone company for more details.

Customers calling from mobile telephones may be charged a different rate.

TECHNICAL REQUIREMENTS AND FAQ'S

1. Go to www.danskebank.co.uk.
2. Click "Personal" > "eBanking" > "Support"
3. In the menu on your left-hand side, you'll find links to our Technical requirements, our FAQs, Operational status and more.

Always keep your computer software updated.

Remember to keep your security card safe.

Do not record or store your User ID and password anywhere without at first taking reasonable steps to disguise them.

Always remember to log off when you have finished with eBanking. If you do not actively terminate your session, it will stay active for a further 30 minutes after which, for your security, it will automatically terminate.

Danske Bank's security solution, Access ID runs with most operating systems and browsers. You can see an extended description of our technical requirements on www.danskebank.co.uk.

SECURITY

If you want to read more about security in Danske Bank, please refer to our security pages.

1. Go to www.danskebank.co.uk.
2. Click "Personal" > "eBanking" > "Security".

Danske Bank is a trading name of Northern Bank Limited
Registered in Northern Ireland: R568
Registered Office: Donegall Square West Belfast BT1 6JS
www.danskebank.co.uk
Northern Bank Limited is a member of the Danske Bank Group.