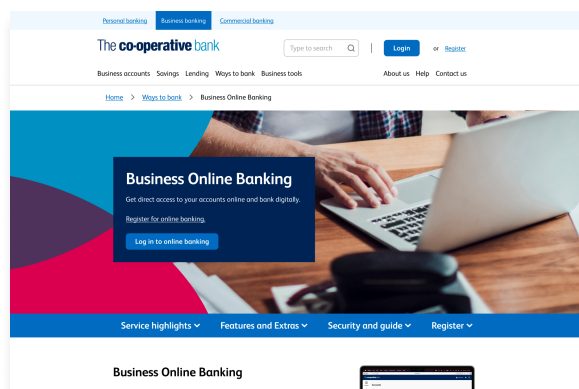


Logging in to Business
Online Banking for the
first time after
registration with your
HID Approve app

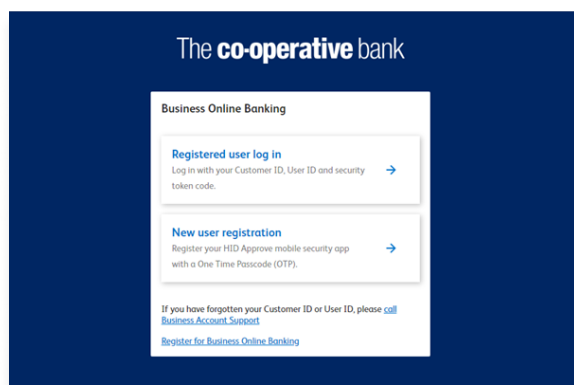
The **co-operative** bank

To log in with your HID Approve app



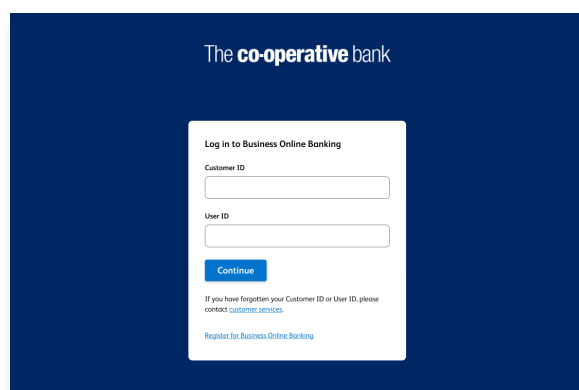
Step 1

Go to our [Business Online Banking page](#) and click 'Log in to online banking.'



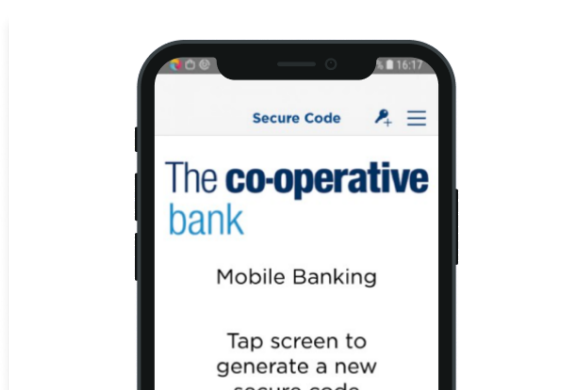
Step 2

Click 'Registered user log in.'



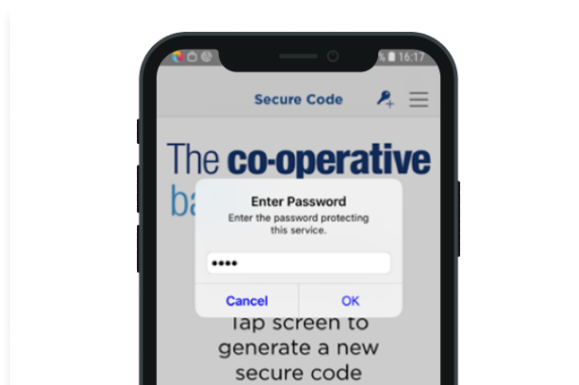
Step 3

Enter your customer ID and user ID that we gave to you when you registered for online banking. Then, select 'Continue.'



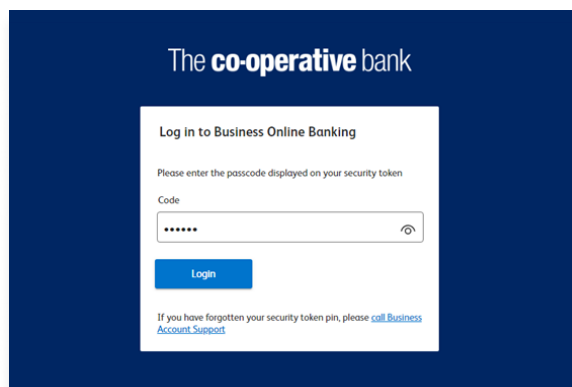
Step 4

Open the HID Approve app and tap the screen.



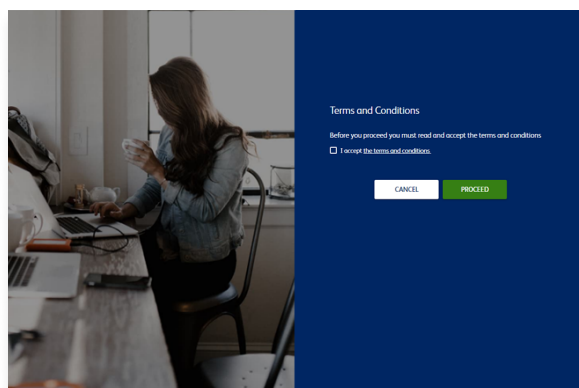
Step 5

In the app, enter your PIN and press 'OK' to generate a secure code.



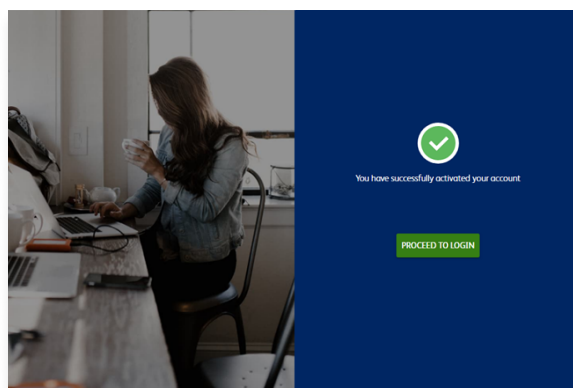
Step 6

In online banking, enter the secure code from the app and click 'Login.'



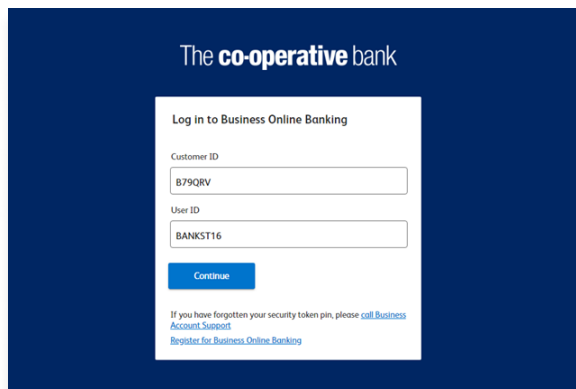
Step 7

Click the box to accept the terms and conditions. Then, click 'Proceed.'



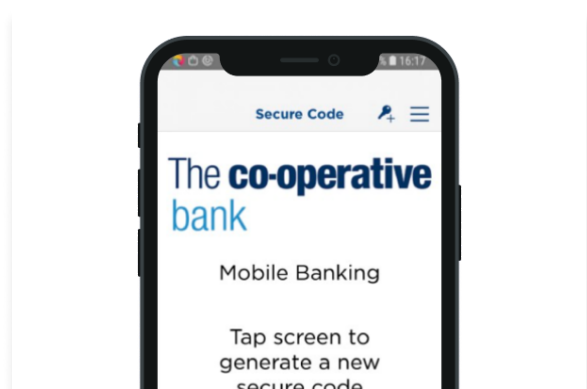
Step 8

Click 'Proceed to login.'



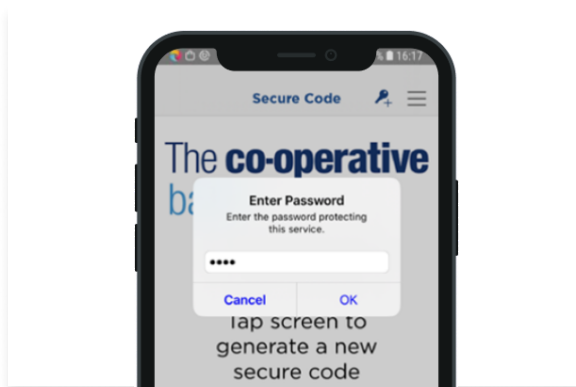
Step 9

Enter your customer ID and user ID that we gave to you when you registered for online banking. Then, select 'Continue.'



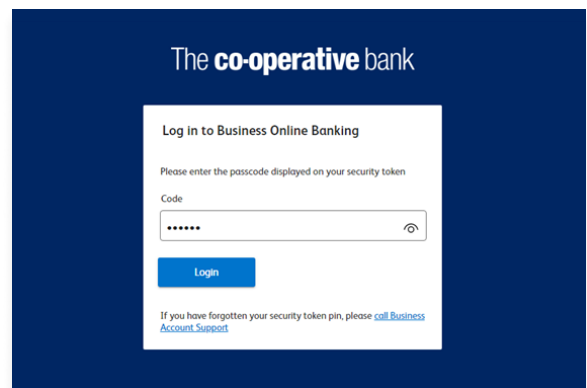
Step 10

Open the HID Approve app and tap the screen.



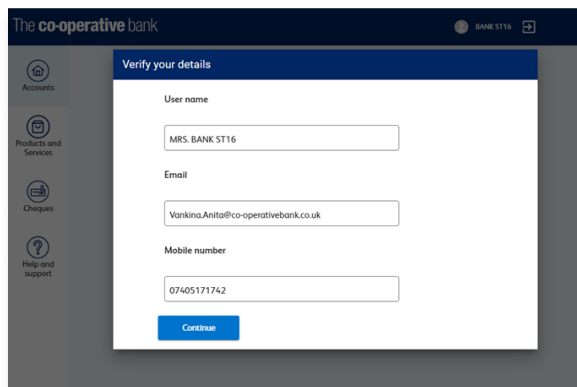
Step 11

In the app, enter your PIN and press 'OK' to generate a secure code.



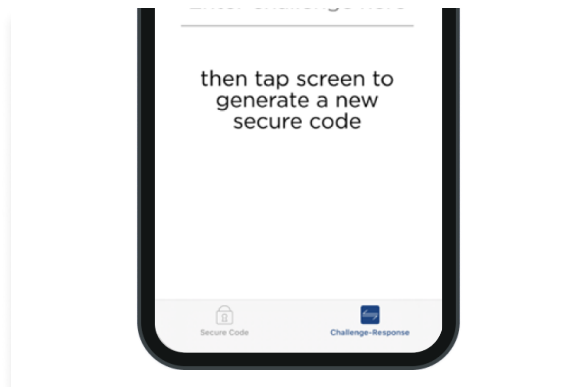
Step 12

In online banking, enter the secure code from the app and click 'Login.'



Step 13

In online banking, check your details. If none are showing or they are incorrect, please enter your user name, email and mobile number. Then, select 'Continue.'



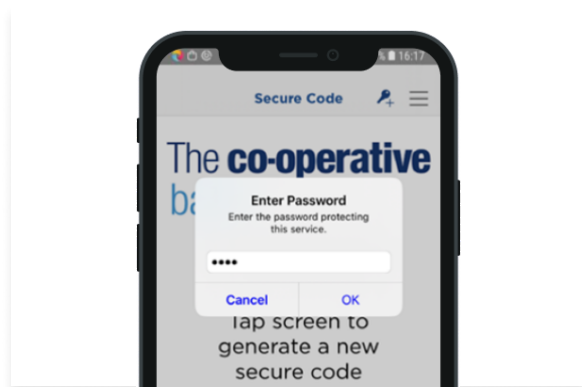
Step 14

In the app, press 'Challenge Response' in the bottom right hand corner of the screen.



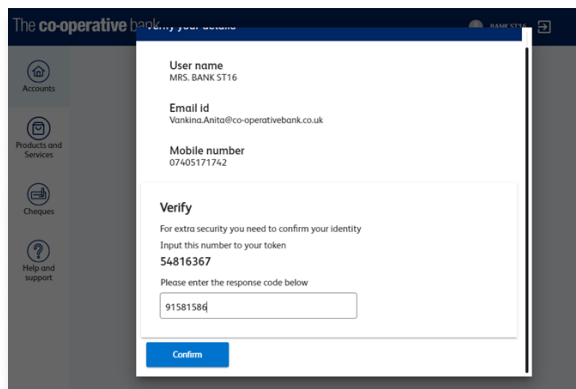
Step 15

In the app, enter the number from online banking.



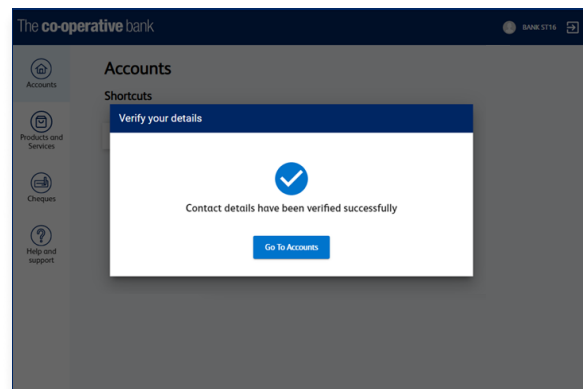
Step 16

In the app, enter your PIN and press 'OK' to generate a secure code.



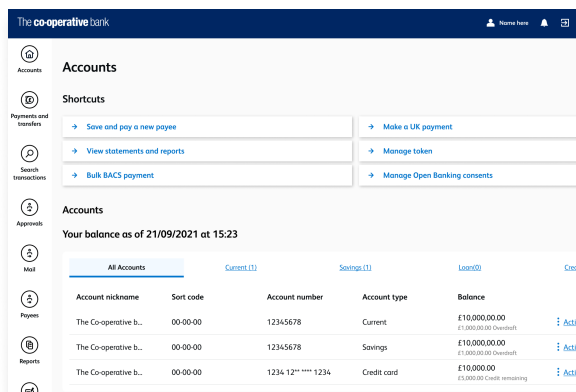
Step 17

In online banking, enter the secure code from the app and click 'Confirm.'



Step 18

In online banking, click 'Go to Accounts.'



Step 19

You are now logged in to Business Online Banking.