



Business user guide

Log in, View Account and
Transaction Summaries

This guide is to help you with logging in to Commercial Online Banking and Business Online Plus, viewing statements and balance transaction reporting.

What you need to log in

When you open an account with Metro Bank, you will be given a 12-digit Customer Number to access Online Banking, as well as a number of security details that you'll need to set up your password and security number.

Business log in:

- Enter your 12-digit Customer Number and click 'Continue'
- Enter your Online Banking password and the three requested digits from your security number
- You will then be prompted to enter your one-time passcode generated by your security device or accept the push notification using the Metro Bank Authenticator app (this won't come up if you've chosen to trust your device on that browser)
- Select 'Log in' to continue
- You may see the announcement notice board. This displays useful information, system maintenance updates and the introduction of new services. Click 'Continue' to go to the homepage.

Note: You can save your Customer Number by ticking the 'remember me' tick box – but we suggest only doing this if you're using a secure device that no one else has access to.

Note: If your security device or mobile phone with the authenticator app on it is lost, damaged or stolen, call us on 0345 08 08 500 or visit us in store.

Homepage

The homepage shows your account balances – the display will vary depending on whether you are a Single or Multi-Company user:

- **Single Company**

If you're a Single Company user, you will be directed to the Account Summary page.

- **Multi Company**

If you're a Multi-Company user you will be directed to the dashboard, which displays all your current accounts, companies and accounts in one place. Click on the blue arrow to open each product category:

- Business Current Account
- Business Savings Account
- Business Fixed Term Savings Account
- Credit Cards
- Lending Services.

Note: If you don't have an account which falls into one of these categories, or a credit card, it will not show up in the list.

The dashboard details the company name, last log in date and number of failed log in attempts. Search for an account using its name or number, and select the one you need. You can then make payments, transfers and view a detailed summary.

Company selector button

The grey button on the top right of the screen shows allows you to switch between companies (Fig 1). If there are more than 10, it will show as '10+ companies'.

Fig 1: Dashboard



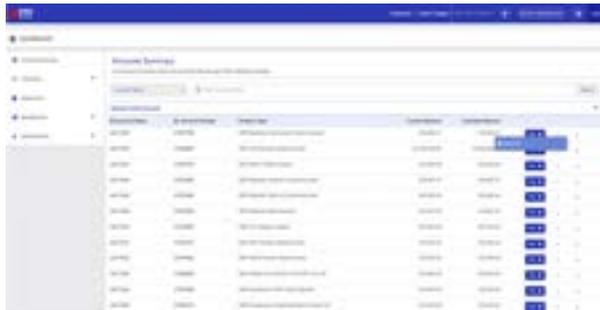
Account Summary

The Account Summary displays the account products for the selected company (Fig 2). Your balance shows the funds you have available.

Functions

- Click the 'Pay' button to make a payment from the account
- Click on the account name or number to view the last 32 days' transactions
- Click on the  icon to view your monthly statements and download previous statements as PDFs.

Fig 2: Accounts Summary



- Click the chevron (▼) to expand the account, and see:
 - Swift-BIC code – for overseas transactions
 - Bank sort code
 - International Bank Account Number – for receiving overseas transactions
 - Currency code
 - Account opening date
 - Overdraft limit (if you have one).

Note: Statements can also be accessed from the left-hand menu (Fig 3).

Fig 3: Statements



Other functional areas

Use the left-hand menu to navigate to other areas of Online Banking:

- Account Summary (see above)
- Payments (see Payment guide)
- Statements (see below)
- Beneficiaries (see Beneficiary guide)
- Administration – only available to Online Banking administrators (see Administration guide).

Statements

- Click the 'Statements' tab
- Select the account you want to see statements for
- Filter by year and month to find the statements you want to view.

Important information about statements

- All statements available for a given account will be arranged by month
- Your statements will appear on or around five working days after the start of a new month
- Statements can be downloaded using 'File' > 'Save As'. They will open in a new window as PDFs – you'll need Adobe to view them.

Need support?

We hope this guide helps you make the most of business banking online. If you have any questions or want to speak to us, call 0345 08 08 508 or visit us in store.

