



Customer User Guide

Business Online Plus and
Commercial Online Banking
Metro Bank Security Device

This guide will help you download, register and use the Metro Bank Security Device for our Business Online Plus (BOP) and Commercial Online Banking (COB) platforms.

What is the Metro Bank Security Device?

The Metro Bank Security Device is used to authenticate payments and account changes when using Business Online Plus or Commercial Online Banking. The Security Device can be used instead of the Metro Bank Authenticator App and works overseas.

Please Note: You can only have one authentication device assigned to you at any one time, the physical security device or the Authenticator App.

This provides you with an extra layer of security when you:

- log in using a different device or browser
- create new beneficiaries
- input payments
- make administrative changes
- approve online card transactions.

Setting up Your Security Device

To get your Security Device up and running:

1. Turn your device on by pressing OK
2. enter the default PIN 125473
3. enter a new six-digit PIN (this can't be consecutive numbers or the same number repeated six times) and press OK
4. when you see CONFIRM, enter your six-digit PIN again, then press OK
5. when you see COMPLETE, your PIN is set up.



Once you've registered for BOP or COB you will then need to log in to the Business Online Plus or Commercial Online Banking portal via the Metro Bank website. Please see our separate guide "Access Online Banking" for further information.

You should be presented with the following screen:

Log in to Business Online Banking

Security device passcode

Please enter your security device passcode

Go back Login



Using your security device

- 1 Turn on your security device by pressing OK
- 2 Enter your six digit PIN
- 3 When Select App appears, press 1
- 4 Enter the eight-digit code that appears into the passcode box.



Don't have your security device?

Use our Metro Bank Authenticator app instead and approve your login requests straight from your phone.

[Download the Authenticator app](#)

Logging In, Creating a New Payee or Changing User Rights

- Turn your Security Device on by pressing OK
- enter your six-digit PIN and press OK
- when 'Select App' appears on the token, enter '1'
- enter the eight-digit security code the device has generated into the Code field on the screen
- a confirmation message will show up if you've entered the passcode correctly.

Making Payments

To make individual payments:

- Turn your Security Device on by pressing OK
- enter your six-digit PIN and press OK
- when 'Select App' appears, enter '2'
- when 'Account' appears on the device, enter the four digits which are displayed on your Online Banking screen and press OK (for bulk payments this is the first account number in the file)
- when 'Amount' appears on the device, enter the payment amount displayed on your Online Banking screen and press OK (for bulk payments this is the first payment amount in the file)
- enter the eight-digit security code the device has generated into the Code field on the screen
- a confirmation message will show up if you've entered the passcode correctly.

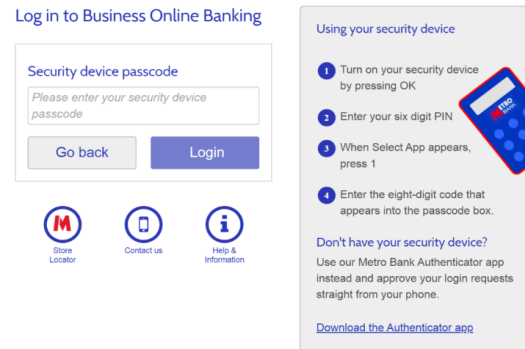
Frequently Asked Questions

Can multiple Online Banking users share a Security Device?

No, each device is linked to a specific user and will only work alongside their 12-digit Customer Number.

What do I do if I lose my device, or it stops working?

You can visit a store to get assigned a new Security Device or contact us on **0345 0808 508** to have one sent in the post. If you're in the UK using a registered UK mobile number, you can switch to the Metro Bank Authenticator App as an alternative, by selecting the option to download the App when asked to input your Security Device passcode. Please see our separate Authenticator App Guide for instructions on how to set up the App.



The screenshot shows the Metro Bank login interface. At the top, it says 'Log in to Business Online Banking'. Below this is a section titled 'Security device passcode' with a text input field containing the placeholder 'Please enter your security device passcode'. There are 'Go back' and 'Login' buttons. Below the login section are three icons: 'Store Locator', 'Contact us', and 'Help & Information'. To the right of the login section is a box titled 'Using your security device' with four numbered steps: 1. Turn on your security device by pressing OK. 2. Enter your six digit PIN. 3. When Select App appears, press 1. 4. Enter the eight-digit code that appears into the passcode box. Below these steps is a link 'Download the Authenticator app'.

Can I switch back to a physical Security Device later?

You can but there will be a short period where we'll have to deactivate the Authenticator App and re-instate a Security Device. Please contact your Relationship Manager for further information or to change device type (fees may apply.)

My Security Device Says 'Locked' when I turn it on, what does this mean?

This means you have input the incorrect pin too many times, please contact your Relationship Manager or the Support Team on **0345 0808 508** to fix this.

What should I do if I have input the correct code from my Security Device but am still unable to proceed?

If you've entered a Security Device generated passcode into Online Banking and cannot authenticate login, admin changes or payment, then it is possible that your security device has become desynchronised. This can happen if you have generated multiple codes on your device but not input them into Online Banking. Please contact your Relationship Manager or the Support Team on **0345 0808 508** to fix this.

Do I use my Security Device to approve online card transactions?

Yes, but you'll need to log in to Online Banking first after selecting 'Business Plus/Commercial Online Banking' on the retailer's pop-up window. Please see our guide 'Making Payments and Transfers' for detailed instructions.

Need Support?

We hope this guide is helpful and gives you the tools you need to make the most of Business Online Plus and Commercial Online Banking. If you have any questions or need help, please call us on **0345 0808 508** or speak to your Relationship Manager. You can also find further information by visiting our website at [Business Online Banking | Small and Large | Metro Bank](#)

Metro Bank won't charge you for your calls, however you may be charged by your service provider.

