

Register for online and telephone banking

You will need:

- Your mobile device with the registered number we hold on file for you
- 12-digit customer number which will have been provided to you at account opening
- Magic Word created in store or sent via the post
- Access to a tablet or laptop device and be able to access the internet securely

Staying Safe

- You should never share your banking security details with anyone. Metro Bank will never request you to provide us with your full password or security number
- Never share One Time Passcodes when setting up your online or mobile banking, we will never contact you and ask for this
- You should only set up mobile or online banking if you WANT to, not at the request of anyone else, your bank or other organisation
- Don't save your log on details to your computer or mobile, especially if you share the device with someone else
- Never allow someone to gain remote access to your device while banking online. Fraudsters can pretend to be us or other well-known companies to steal your details and money

Getting started

1. Access Metro Bank online via www.metrobankonline.co.uk
2. In the top right-hand corner, select the red 'Log in' tab
3. This will drop three options down, select the bottom option 'Register for online banking'
4. On the page that loads, this will tell you the 3 things you need to begin, as mentioned above
5. Select the blue button 'Register for internet banking'
6. Select the bottom option 'Register for online banking'
7. Enter your 12-digit customer number into the first box
8. Enter the last four digits of your mobile number into the middle box
9. Enter your Magic Word into the bottom box (this is the word that you chose or received when you opened your account. It's between eight and twelve characters long)
10. Select 'Continue'
11. You will receive a One Time Passcode, enter this into the requested box
12. Select 'Continue'
13. You will now need to enter a password. This must:
 - Be a minimum of seven characters
 - Contain an upper and lower case letter
 - Have at least one number
 - Contain no special characters or spaces

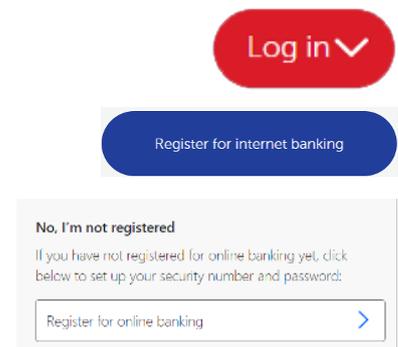
Use a strong unique password, not your name or someone else's.

Note: to confirm you have entered this correctly, you will need to reconfirm the password in the second box.

14. You will now need to enter a security number. This must:
 - Only contain numbers
 - Be eight digits long - no more and no less

Note: to confirm you have entered this correctly, you will need to reconfirm the security number in the second box.

If you require additional support, you can contact us on 0345 0808 500.



Congratulations! You are now registered for online and telephone banking!