

mBank CompanyMobile

Essential Guide



mBank.pl

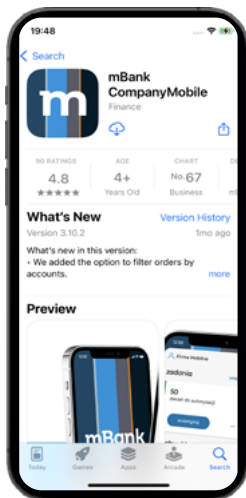


call us at
801 273 273

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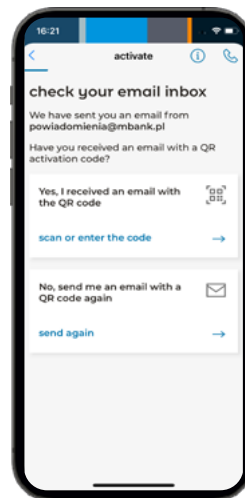
Activating the app



1. Download mBank CompanyMobile from either App Store (for Apple iOS devices) or Google Play (for Android devices) and install it.



2. Open the app and click "activate".

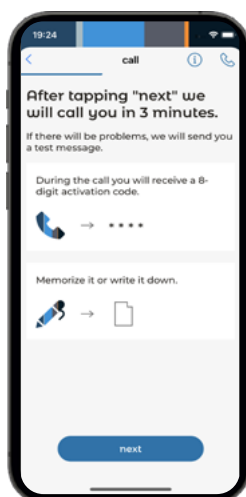


3. Open the email with the activation code. Click the "scan or enter the code" button in the application.

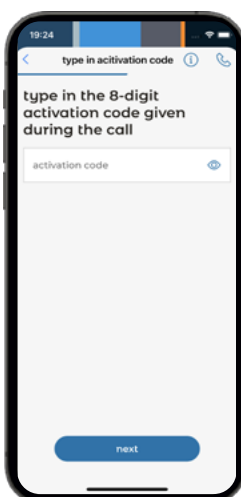


4. Scan or enter the code.

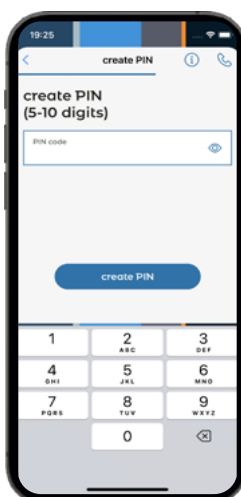
Can't find the email with the activation code?
[Check what to do.](#)



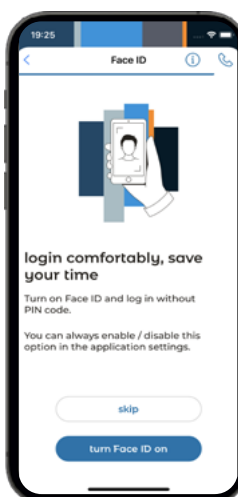
5. When you press 'next', we will call you within three minutes.



6. During the call we will give you an additional activation code. Enter it in the app.



7. Create a PIN you will use to log into the app and confirm it.



8. You can log in to the app with a fingerprint or face scan (iOS). Select one of these options and log in.

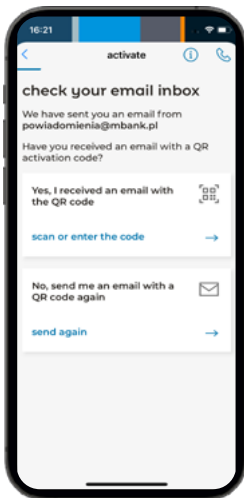


9. Done! You can now use the app.



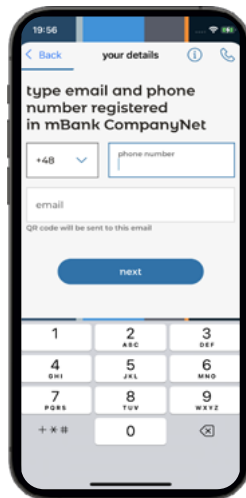
10. Make sure you remember your ID. You will need it to log in to mBank CompanyNet.

Can't find the email with the activation code?

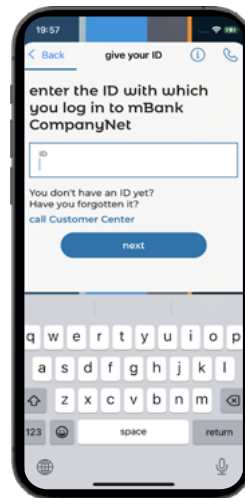


1. If you remember your mBank CompanyNet ID, select "send again" at the bottom of the screen.

If you don't remember your ID, contact the authorised person in your company.



2. Enter your phone number and email address registered in mBank CompanyNet.

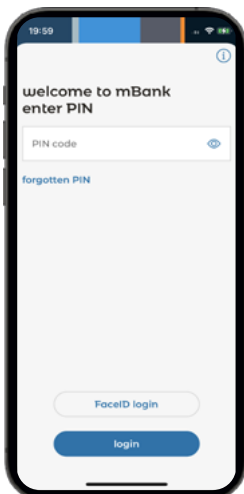


3. If you have several IDs, select the one with which you wish to link your app.

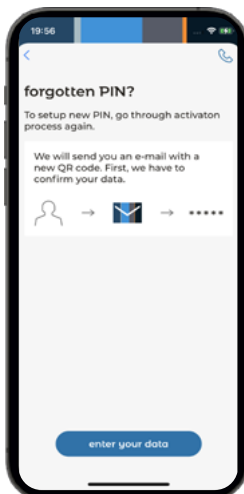


4. Once we confirm your data, you will receive an email with the activation code.

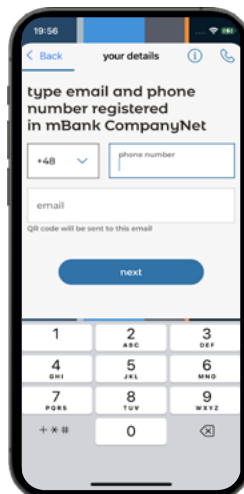
Don't remember the PIN to the app?



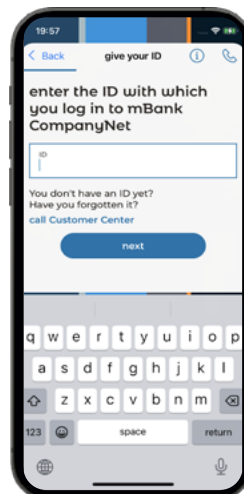
1. Select "forgotten PIN".



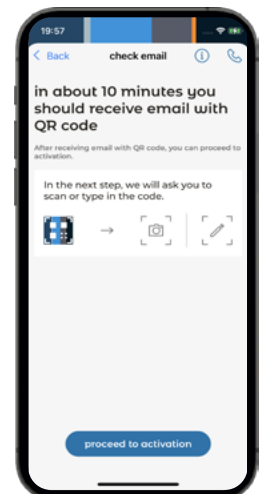
2. To set a new PIN, you must repeat the activation process. Enter your data again.



3. Enter your phone number and email address registered in mBank CompanyNet.



4. If you have several IDs, select the one with which you wish to link your app.

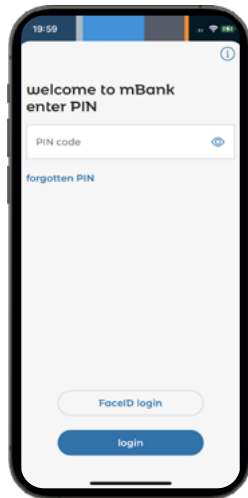


3. Once we confirm your data, you will receive an email with the activation code.

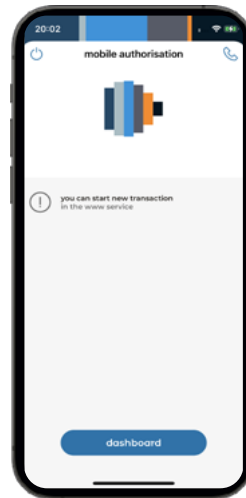
Logging in to the app



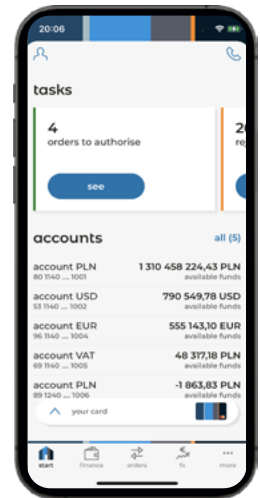
1. Open the app



2. Enter your PIN or use biometrics (Face ID/Touch ID). The app will detect whether to log you in to mobile authorisation or to the banking app.



3. If you're already logged in on your PC, you will be logged in to mobile authorisation.

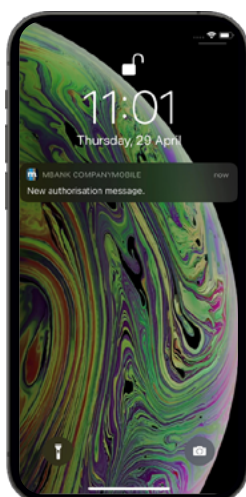
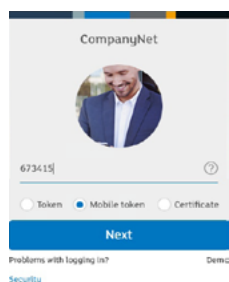


4. If you're not logged in on your PC, you will be logged in to the banking app.

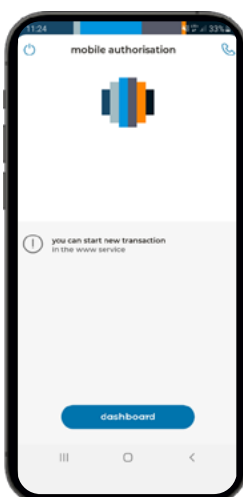
Authorising operations and confirming logins to mBank CompanyNet in the mBank CompanyMobile app

To use mobile authorisation, install and activate the mBank CompanyMobile app. If you haven't installed and activated it yet, [check how to do it](#).

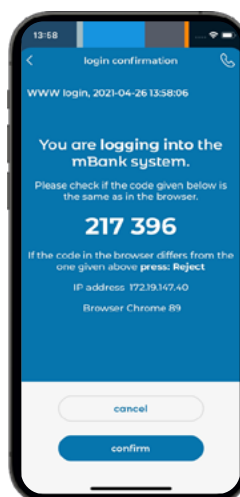
Authorising logins to mBank CompanyNet



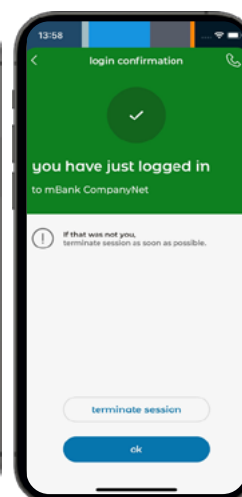
2. Open the push notification sent to your phone.



3. First, you will see an active authorisation session screen. Moment later you will see the details of the login attempt awaiting your authorisation.

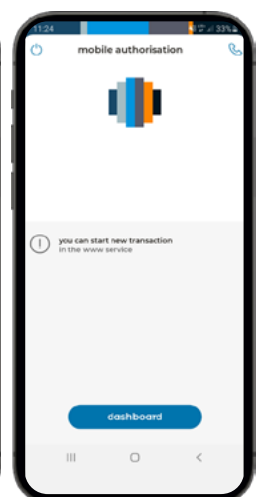


4. Check if the login details are correct. If yes, authorise the login. If not, reject it.



5. You will receive a confirmation that you successfully logged in to mBank CompanyNet.

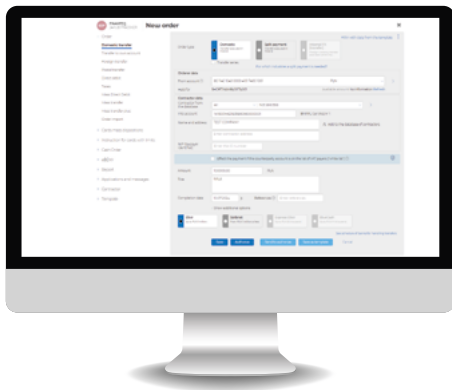
If you received a confirmation, but you did not log in to the system, end the session immediately!



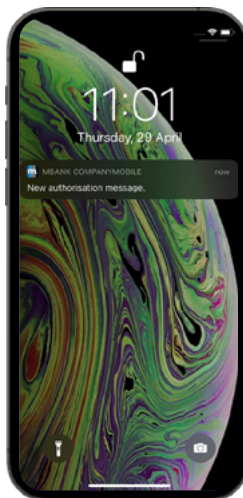
6. The authorisation session screen will appear again.

You can now create a new order in mBank CompanyNet and authorise it or end the session.

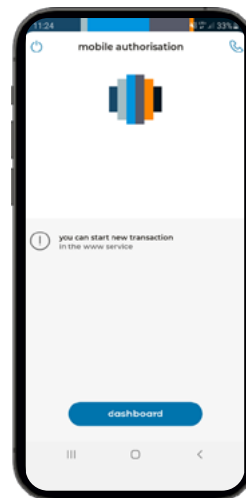
Authorising orders created in mBank CompanyNet



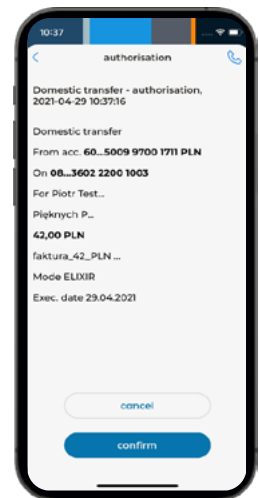
1. Create a new order in mBank CompanyNet, save it and press "Authorise".



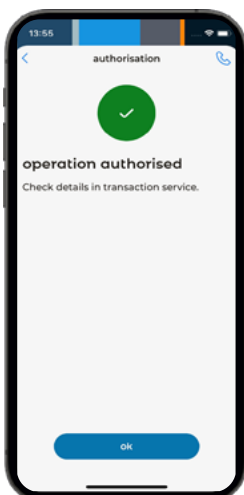
2. Open the push notification sent to your phone.



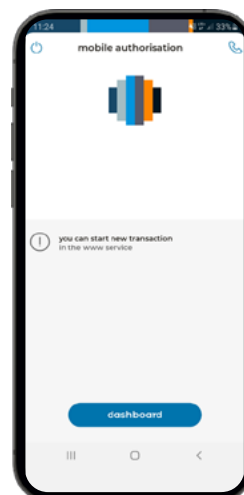
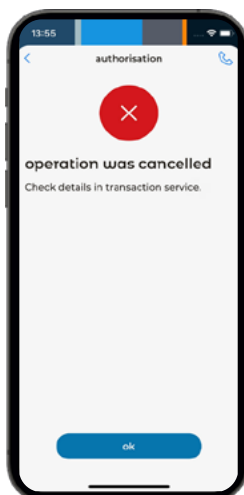
3. First, you will see an active authorisation session screen. A moment later you will see the details of the order awaiting your authorisation.



4. Check if the data of the order are correct. Confirm or reject it if you wish to change something.



5. You will receive a confirmation that the operation has been authorised or cancelled.



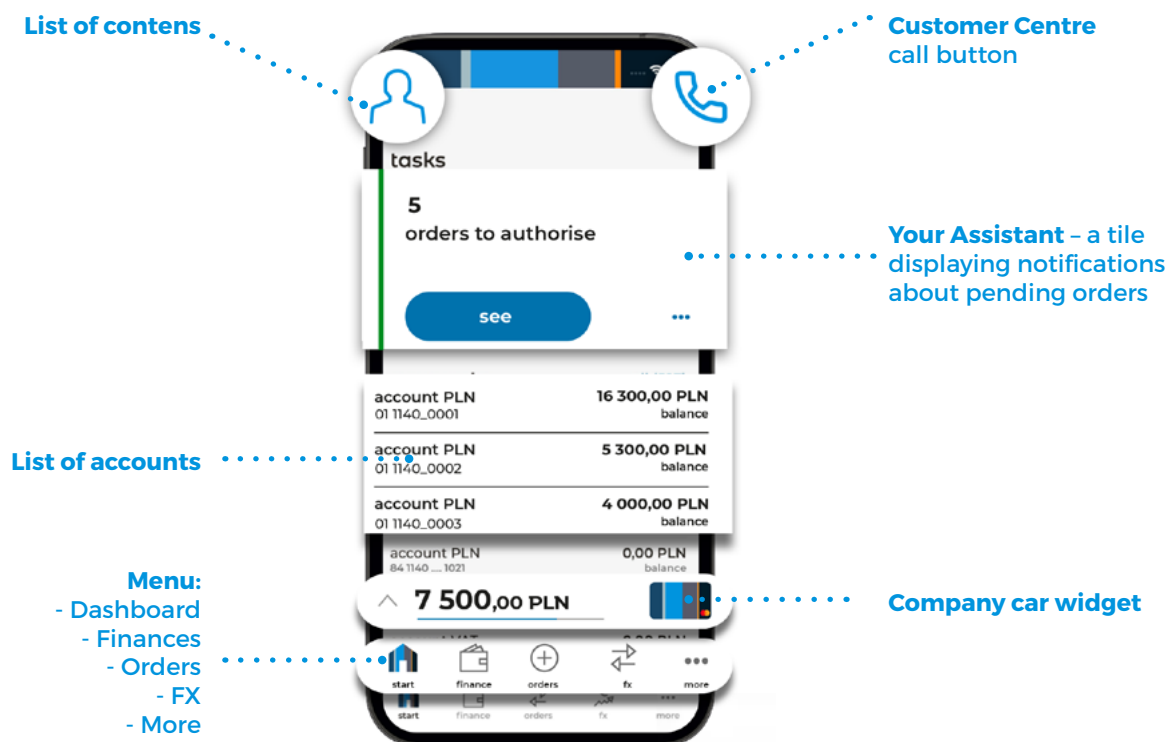
6. The authorisation session screen will appear again.

You can create another order in mBank CompanyNet and authorise it or end the session.

mBank CompanyMobile app features

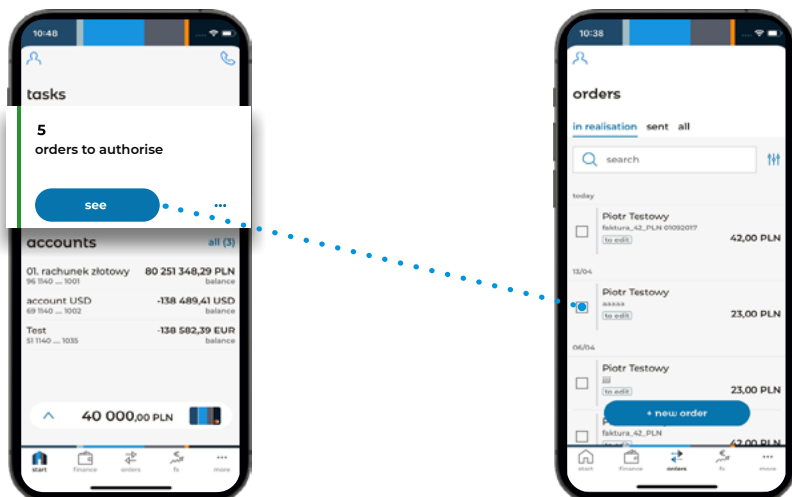
Dashboard

The dashboard is the first thing you'll see after logging in to the banking app.



Your assistant

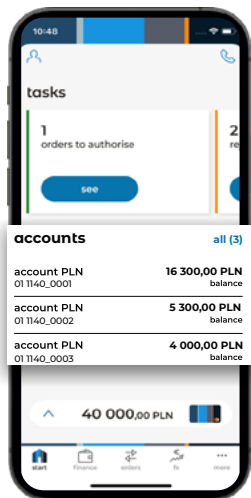
Your Assistant consists of three panels showing orders pending authorisation, orders authorised partially, and rejected orders.



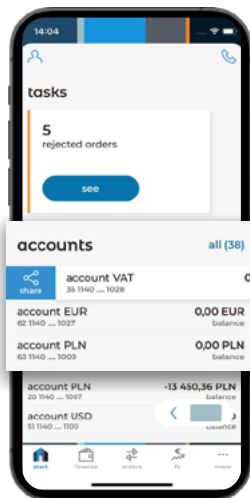
1. Tap on the selected tile (e.g. orders pending authorisation) to display the details.

2. The app will direct you to the 'orders' tab and display the list of orders.

Accounts



The start page shows a maximum of six accounts. Other accounts will be displayed after pressing “all” or after going to the “Finances” tab on the menu bar.

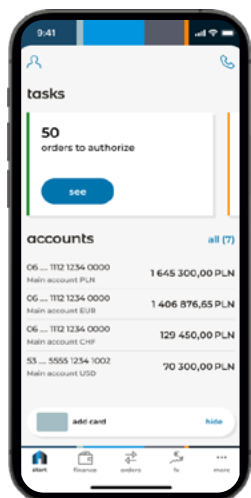


Swipe a selected account left to display the transaction history. Swipe a selected account right to share the account number.

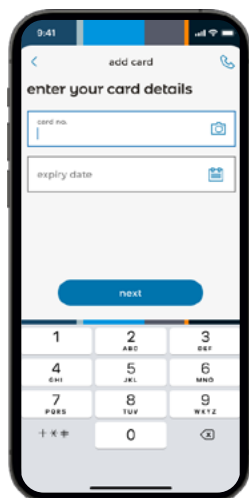
Cards

In the card module, you can manage your cards, i.e. activate them, set and change PINs, view card details and the history of operations, change authorisation limits, block cards temporarily, unblock or cancel them.

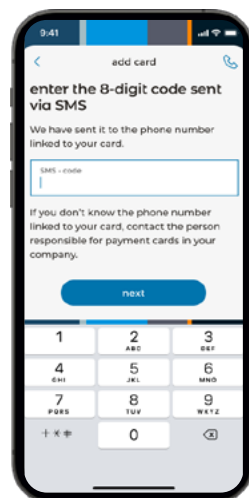
Adding a card to the app



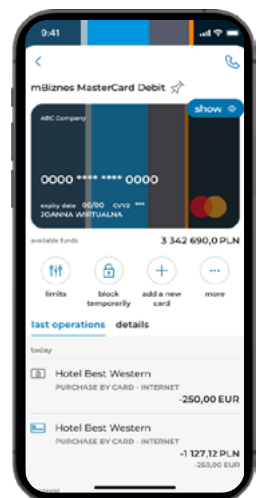
1. Tap “Add a card to the app”.



2. Provide the card number and its expiry date. You can also scan the card data using your phone camera.

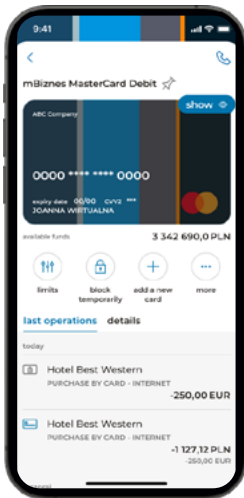


3. Enter the 8-digit SMS code which we will send to the phone number linked to the card.

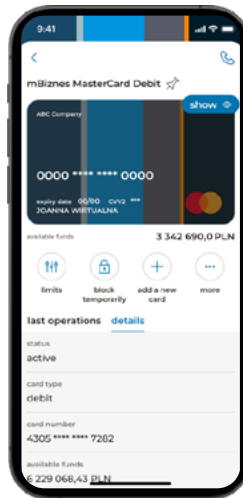


4. All set! You can now use the card in the app.

Recent operations and card details

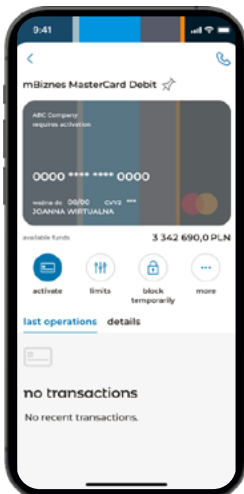


1. Below the card graphic you can view the list of recent operations.

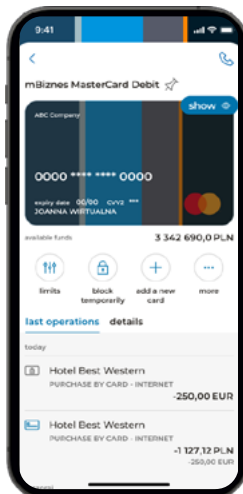


2. To see the card details, go to the "Details" tab.

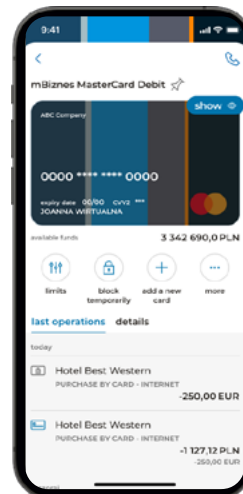
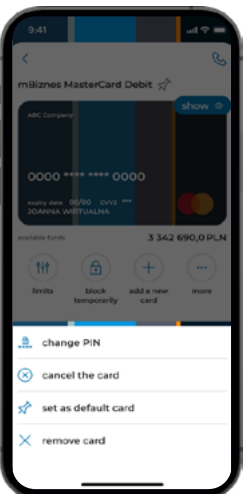
Card management



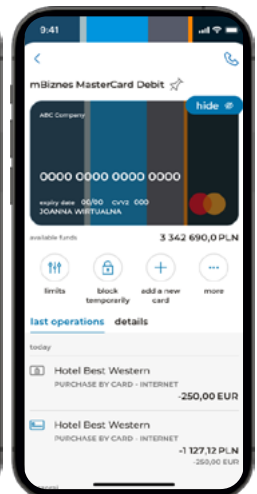
1. To activate the card, tap "Activate".

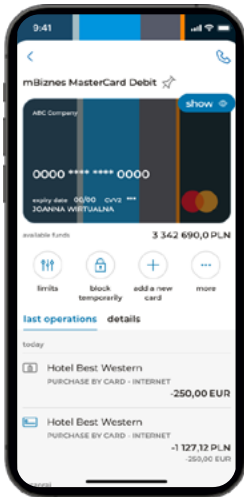


2. After activating the card, you will be able to change authorisation limits, change the card PIN, block the card temporarily, unblock and cancel it.

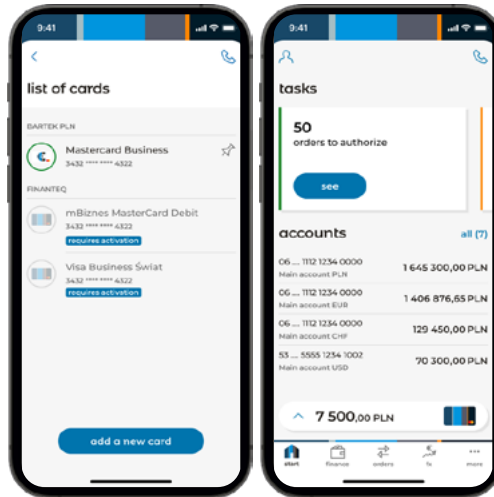


3. Tap "Show" to view the card data.

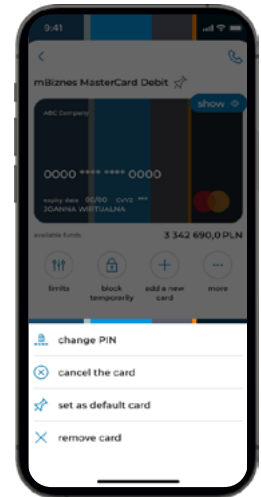




4. To add further cards to the app, tap "Add a new card".

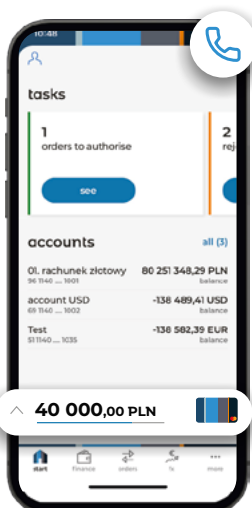


5. If you add multiple cards to the app, the card list will be displayed first after opening the card module. The pin symbol displayed next to a card means that the card has been set as default and will be displayed in the card widget upon login.

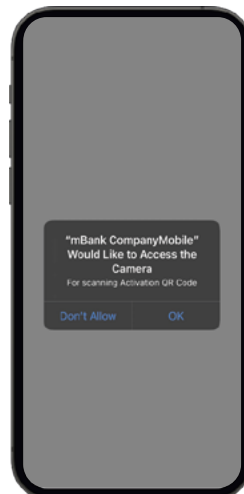


6. You can set another card as default. To do this, tap "Set as default card" below the card graphic.

Calling the Customer Centre



1. Tap the receiver icon.

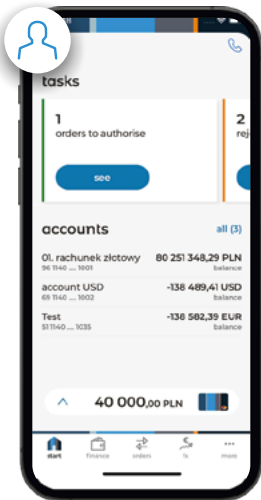


2. If it's your first time calling the Customer Centre, the app will ask for permission to make calls.

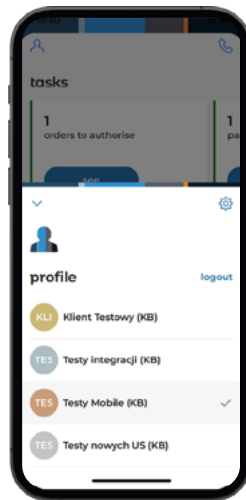


3. The app will call the Customer Centre. You don't have to authenticate.

User – changing the context



1. Tap the user icon.
PIN”.



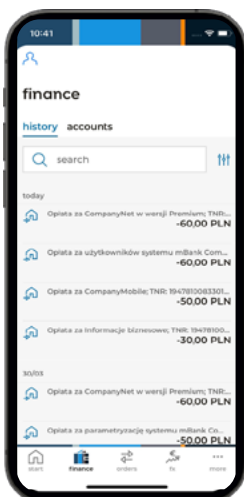
2. The screen will show
the list of contexts and

a. access to the
Settings (cogwheel)

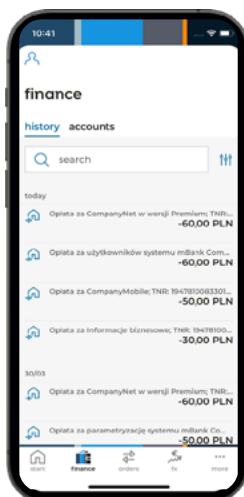
b. log out button
("logout")

Finances

Press 'finance' on the menu bar to go to the transaction history.

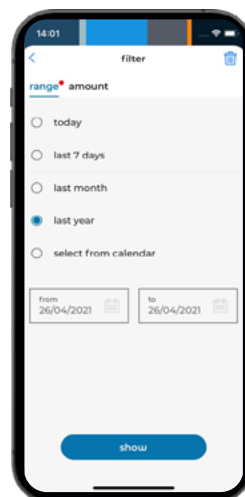


1. Transaction history

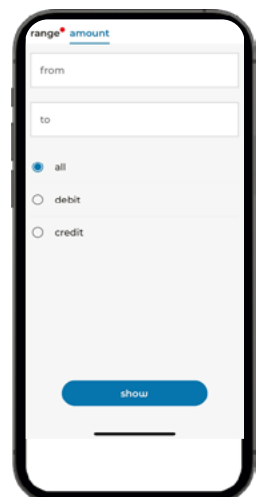


2. Here you can browse and
search through the history of
transactions in your
accounts.

a. Search – enter a query
(like in online banking).

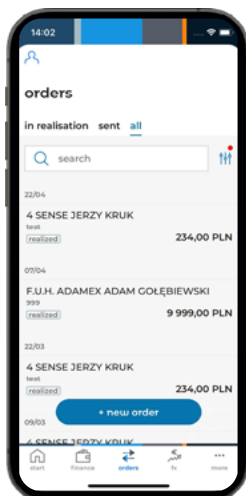


3. You can apply filters to the search results. Select a
period and/or transaction amount of your choice (the
red dot means that filters are active).

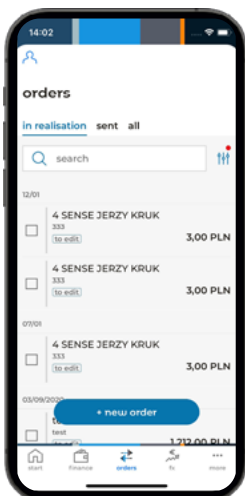


Orders

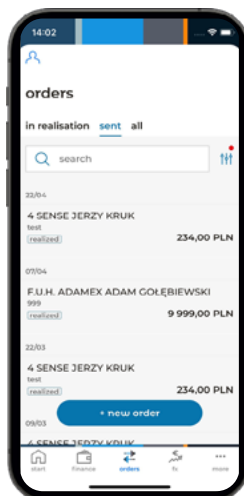
The order menu is divided into three tabs presenting orders with different statuses.”



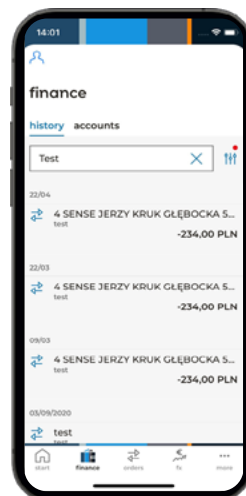
1. List of orders.



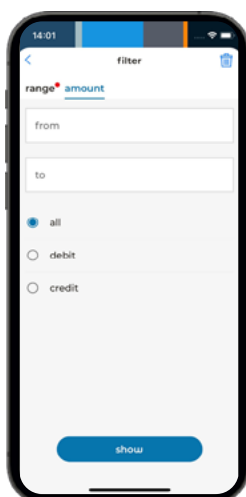
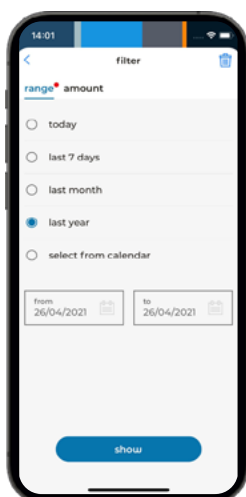
2. You can select orders from the list and authorise them.



3. Starting the authorisation process.

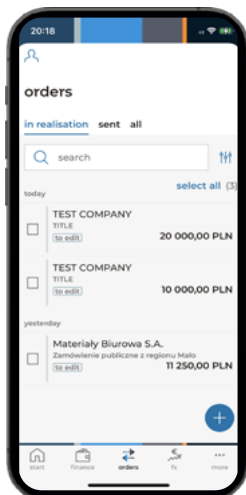


4. You can search for transactions by name (by keywords like in the web version).

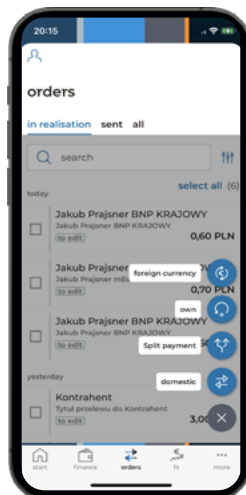


5. You can apply filters to the search results. Select a period and/or transaction amount of your choice (the red dot means that filters are active).

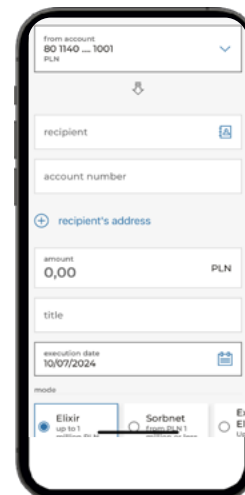
New orders



1. Tap the '+' icon in the bottom right corner of the screen.



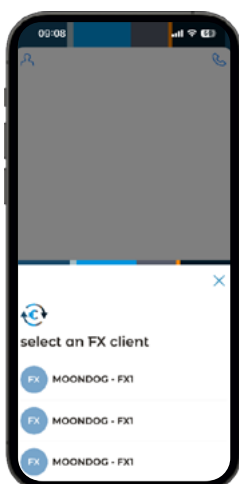
2. Select the order type.



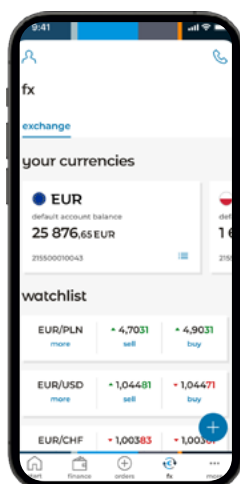
3. Provide the mandatory data and press 'save'.

FX

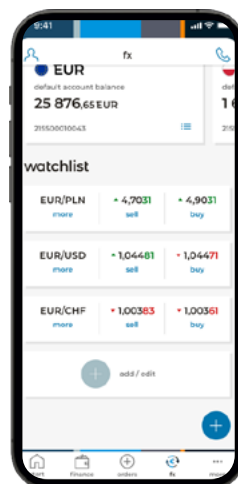
In the FX module you can enter into spot FX transactions and forward transactions.



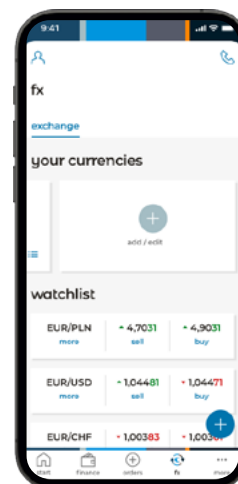
1. If you have several FX contexts, choose the relevant one.



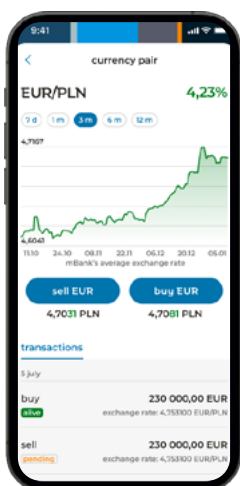
2. On the dashboard you can check foreign exchange rates and account balances and quickly move to the transaction screen.



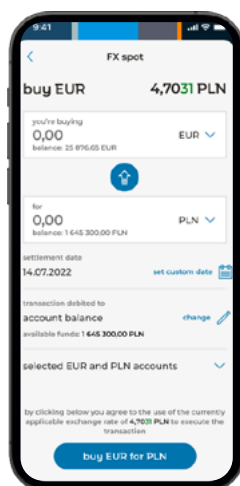
3. You can decide which currency pairs will be shown on the dashboard.



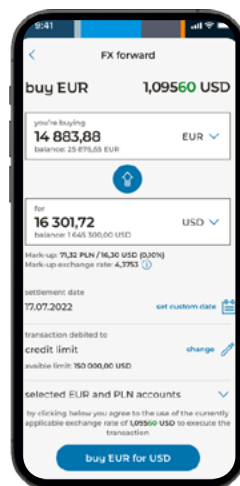
4. You can select your favourite accounts that will be available for quick view. They will be used as default accounts for transactions in the selected currency.



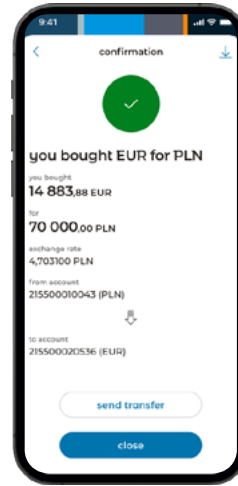
5. Tap “more” to check how a given currency pair performed in a selected period and view your recent transactions.



6. To execute a transaction, enter the amount you want to buy or sell and confirm it by tapping the button at the bottom of the screen.



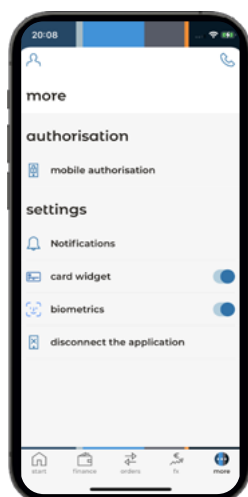
7. Before you execute an FX Forward Transaction, the estimated cost of the transaction will be displayed on the screen.



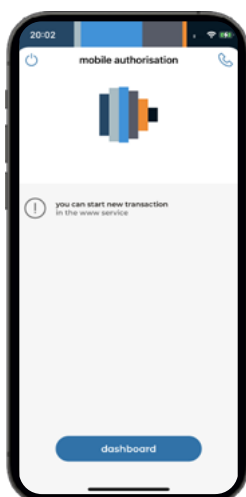
8. After you execute a transaction, you can download its confirmation by tapping the icon in the right upper corner of the screen. You can also transfer the purchased currency right away by tapping “send transfer”.

More

Press ‘more’ to go to the mobile authorisation and app settings.

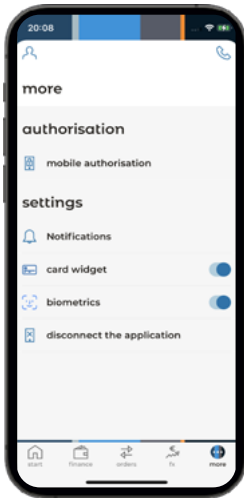


1. Open the app

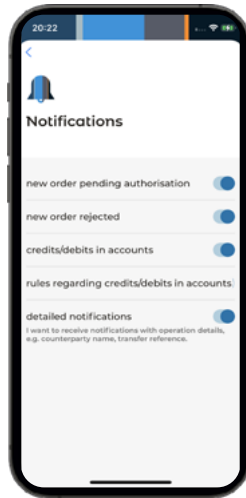


2. Enter your PIN or use biometrics (Face ID/Touch ID). The app will detect whether to log you in to mobile authorisation or to the banking app.

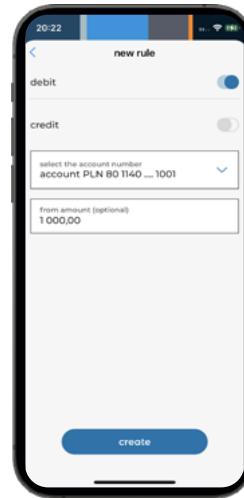
Push notifications



1. Select 'notifications' to go to push notification settings.

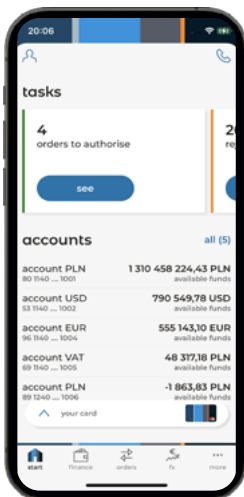


2. Choose which push notifications you want to receive.

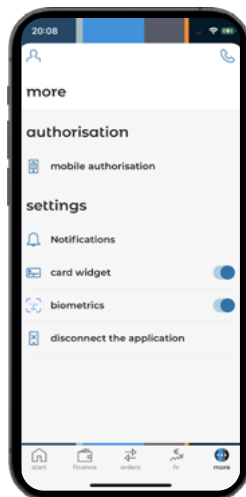


3. If you want to receive transaction alerts, you must additionally create rules for the accounts you want to receive push notifications for. To do this, press 'rules' regarding credits/debits in accounts' and create a new rule.

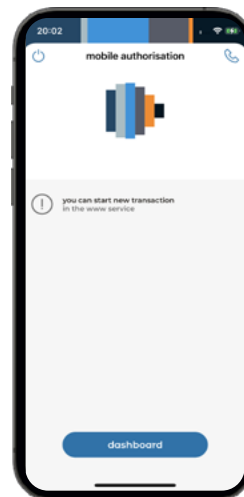
Authorising multiple orders: token mode



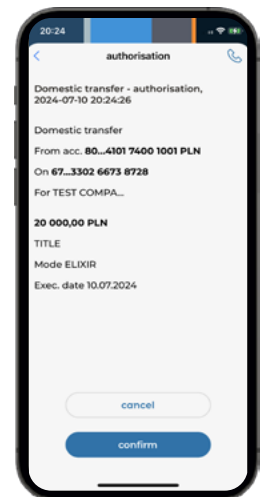
1. Open the app. Select "more" from the menu bar at the bottom of the screen.



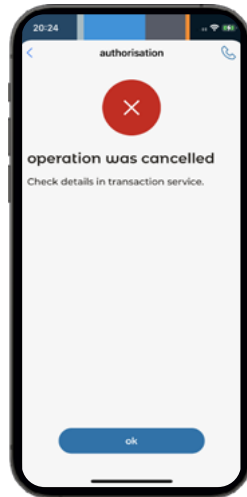
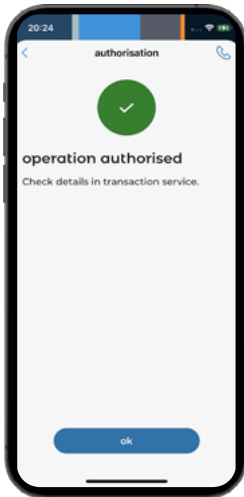
2. Select mobile authorisation from the menu.



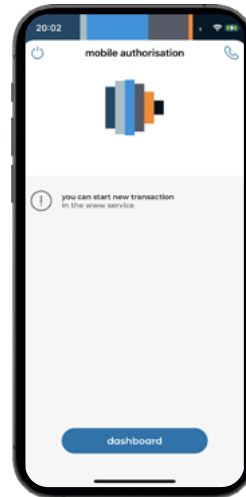
3. An authorisation session screen will appear.



4. Check if the data of the order are correct. Confirm or reject it if you wish to change.



5. You'll receive informaion about a confirmed or rejected authorisation.



6. The authorisation session screen will appear again.

You can create a new order in mBank CompanyNet and continue the authorisation, or end the session.