

# MOBILE BANKING APP DEVICE MANAGEMENT



## What is new about Device Management for our Mobile Banking App?

When the new Mobile Banking app is launched, authorised users in Sales & Service and the Contact Centre will have access to the 'Smart Phone Member Management' menu in MMC.

This will allow the authorised users to deregister a specific device from being able to use the new app (deregister device).

Raising an IT service request to deregister the device will not be required.

**Other current steps related to the device management such as ID Check flow or Prosper note should continue to be carried out.**

**Important:** If the customer wishes to deregister the device with the old app (QActive) installed, the existing process (raising an IT service request) should be followed.



## Will the new Mobile App have a 'Device Management' menu too?

Yes, our new app offers the 'Device Management' functionality (App settings → My Devices) where customers can **deregister their device(s) by themselves**.

When the customer contacts the Contact Centre or visits a branch to deregister their device (e.g. when they lose /replace a mobile with the new app installed):

1. Ask the customer which app (old app or new app) they would like to deregister.
  - 2.1 If the old app – Follow the current process (raise an IT service request).
  - 2.2 If the new app – Ask if the customer has already installed the new app on a new/different device.
    - If yes, guide them through how to deregister their lost/stolen/old device using the new/different device.
    - If no, contact the authorised user to deregister the lost/stolen/old device in MMC. Record a detailed Prosper note.  
If appropriate, advise the customer that the new app has a menu to deregister a device so that they will be able to self-serve themselves without taking time to contact us in the future.



### What if a customer has forgotten their PIN or they are locked out of their device?

Always advise the customer to go to the **'Forgot app PIN'** menu on the app to re-register with their membership number and Online Banking password.

**Note for the authorised users:** Unlock /Update PIN in MMC should not be used under any circumstance.

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### Will the Locking Online Banking in AP restrict logging into the app?

No, locking Online Banking will not restrict logging into the app. The app access should be restricted separately.

Steps for non-authorised users:

1. Lock Online Banking in AP.
2. Contact one of the authorised users to restrict the customer to access the app by deregistering the customer.
3. Advise the customer that they can't re-register until their Online Banking is unlocked.
4. Leave a Prosper note detailing the above (including the name of the authorised user).

Steps for authorised users:

1. Deregister the customer in MMC (deregister member).
  2. Update the Prosper note.
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### Who are the authorised users?

Call Centre Team Leader, Sales and Service Supervisor, the person(s) appointed by the business managers and IT Service Desk.

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### View Devices

This option is used to view all devices that the customer has registered under their RIM for the Mobile Banking app.

**Smart Phone Member Management**

Member - Search  
 Enter Member number: 7 0 Search

Member details  
 Member: 7 0  
 Name: John Smith

Smart Phone  
 Status: Registered  
 Actions: View Devices Perform Action

Device	Description	Registration Date	Enabled	Allow Notifications
1	My A0001	20-Jun-2018	Yes	No

1. Enter the RIM and click 'Search'

2. Check the name

3. Select 'View Device' from the drop-down box and click 'Perform Action'

4. Registered device information displays

### Deregister Member

Once this option has been completed, the customer will not be able to access the app. The device will be removed from the registration page in MMC. To start using the Mobile Banking app again, the customer will need to complete the registration process.

**Smart Phone Member Management**

Member - Search  
 Enter Member number: 7 0 Search

Member details  
 Member: 7 0  
 Name: John Smith

Smart Phone  
 Status: Registered  
 Actions: Deregister Member Perform Action

**Deregister Member?**

Are you sure you want to deregister this member from using the smart phone service?

If you select 'Yes', the member will need to manually register if they wish to use the smart phone service again.

Yes No

1. Enter the RIM and click 'Search'

2. Check the name

3. Select 'Deregister Member' from the drop-down box and click 'Perform Action'

4. Click 'Yes' to complete or 'No' to stop the process

## Deregister Devices

This option is used to deregister a specific device from being able to use the app. The customer may request this if they lose their device with our app installed.

The screenshot shows the 'Smart Phone Member Management' interface. It includes a search bar for member numbers, a section for member details (Member: 7 0, Name: John Smith), a section for smart phone status (Registered) and actions (Deregister Device, Perform Action), and a table of devices. Four callouts provide step-by-step instructions:

1. Enter the RIM and click 'Search'
2. Check the name
3. Select 'Deregister Device' from the drop-down box and click 'Perform'
4. Click 'Deregister Device' next to the device the customer wishes to deregister.

Device	Description	Registration Date	Yes	No
1	Testing iPhone6+	22-Jun-2018		
2	Testing iPhone6+	22-Jun-2018		
3	Testing iPhone6+	22-Jun-2018		
4	My A0001	20-Jun-2018		
5	My A0001	20-Jun-2018		

**Important:** If the customer goes through the 'Forgot app PIN' flow and completes the process of deregistration and re-registration, it creates multiple instances for the same device in MMC. If the device which the customer wants to deregister has multiple instances, the authorised users should deregister all of such instances.

The above screenshot explains...

- the customer installed the app on two different devices; one of them is Testing iPhone6+ and the other one is My A0001.
- the customer has gone through the 'Forgot app PIN' flow twice for Testing iPhone6+, once for My A0001.

What that means is...

- if the customer wants to deregister My A0001, the authorised user should click the 'Deregister Device' button for Device 4 and 5.

## Version Control

Date	Reviewed by	Purpose/Change
28/06/18		Sent for approval to Risk & Compliance, Contact Centre and Retail Banking
29/06/18	Antar C. (Risk & Compliance) Devika S. (Retail Banking – Sales & Service) Vikas K (Contact Centre)	Approved