

# SBM Mobile Banking App

## Step by Step Guide

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## SBM Mobile Banking App:

Existing user

On the login screen, enter your Username and MPIN  
Press **SIGN IN**

## SBM Mobile Banking App:

### How to login for the first time?



1. On the login screen, press **FIRST TIME USER**
2. Enter your Username  
Accept the Terms & Conditions  
Press **CONTINUE**
3. Enter your SBM internet banking Username and sign in password  
Press **CONTINUE**
4. An activation screen will now appear  
An OTP will be automatically generated and sent to your registered mobile number and email ID.  
Enter the OTP and press **CONTINUE**
5. Upon successful authentication of the OTP  
You will be required to enter a new Mobile PIN (MPIN) consisting of unique 4 digits.
6. You have now successfully activated the new Mobile Banking application  
Close the '**successful activation**' screen
7. Key in your username and the newly defined MPIN to log in

### Minimum requirements to use the SBM Mobile Banking App:

- Minimum recommended iOS version for MB: **IOS 9.3**
- Minimum recommended Android version for MB: **Android 5.0**
- Size of app when installed on mobile device for both Android and iOS: **between 20 MB to 30 MB**

## SBM Mobile Banking App:

### How to enable Biometrics (fingerprint) to login

1. Press **burger menu** 
2. Press **settings icon** 
3. On My Profile screen, select **Enable Biometrics**  
A popup will appear prompting you to register for touch ID  
Press **Yes**
4. Touch the fingerprint image on screen and then place finger on device biometric sensor.  
**Note: You should already be using the fingerprint feature (Touch ID) on your mobile device to be able to use the biometric authentication on the SBM Mobile Banking App**  
  
An activation screen will now appear
5. Upon successful authentication of your fingerprint, an OTP will be automatically generated and sent to your registered mobile number and email ID  
Enter the OTP and press **CONTINUE**
6. Enter your MPIN  
A screen will appear confirming the successful registration
7. On next sign in, press the **fingerprint image**  
You will be prompted to use Touch ID (fingerprint) to login

#### Note:

1. Biometrics authentication is allowed for only 1 user per mobile device.
2. Any fingerprints registered on the device can be used for biometrics registration and subsequent login authentication.
3. Should you wish to disable the biometrics authentication on the Mobile Banking application, you have to turn off "Enable Biometrics". To register again, you will need to enter a new OTP and your existing MPIN to proceed.