



UPGRADING TO YOUR NEW ONLINE SERVICE

YOUR STEP-BY-STEP GUIDE

Coutts

WE'RE UPGRADING YOUR ONLINE SERVICE

This booklet provides a step-by-step guide to support you through your switch so you can quickly access your accounts online.

Getting started

Follow the step-by-step guidance in this booklet.

What you will need

- A smartphone (with an up-to-date version of iOS or Android)
- Your current Username
- The mobile number we have registered for you

STEP-BY-STEP GUIDE

Step 1

Download the Coutts Mobile App to get started.

The App you need is 'Coutts' with the Blue background (as seen below). The QR code below will take you directly to the correct version.



Download the
Coutts mobile
App from the
Apple App Store



Download the
Coutts mobile
App from the
Google Play Store

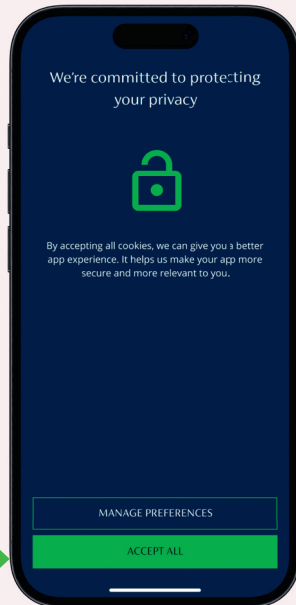


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Step 2

Once you have downloaded the App you will need to select **START**

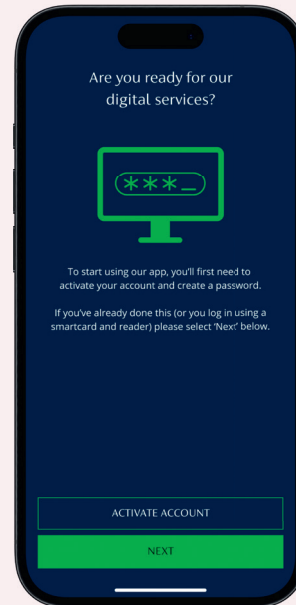
You will then need to **ACCEPT ALL** or **MANAGE PREFERENCES**



Step 3

Select **ACTIVATE ACCOUNT**

⚠ It's important you do not select next

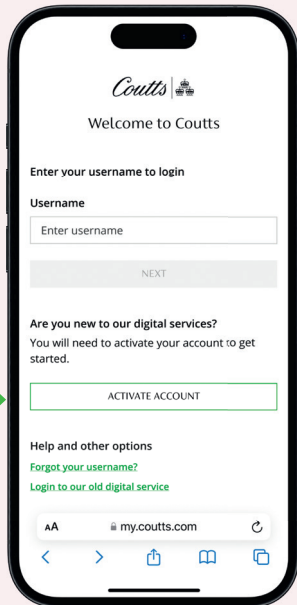


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Step 4

You will then be directed to the browser, select **ACTIVATE ACCOUNT** once again

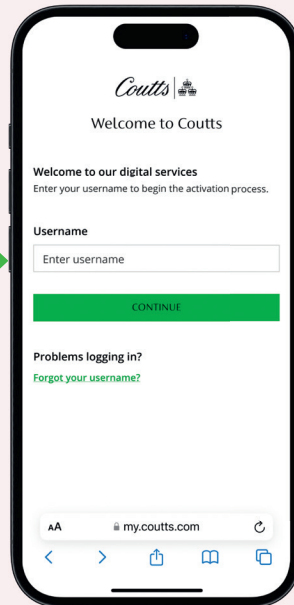
Please note, you are not required to enter your Username at this stage



Step 5

Then enter your Username

Then select **CONTINUE**

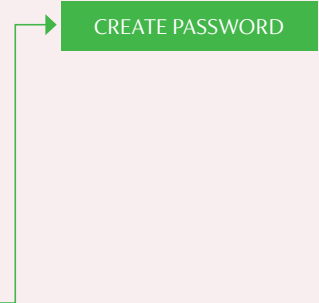


Step 6

An email will be sent to your email address we have registered for you

You will need to select the green **CREATE PASSWORD** button within the email

CREATE PASSWORD



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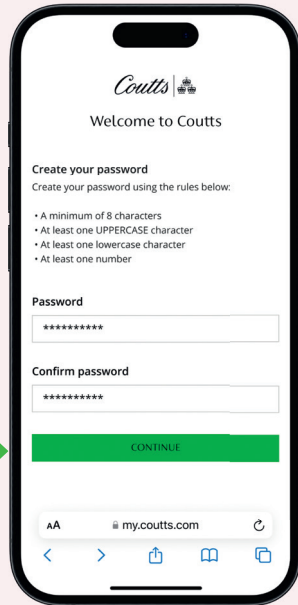
Step 7

You will be redirected to the browser to create your password

Create a password with

- A minimum of 8 characters
- At least one UPPERCASE
- At least one lowercase
- At least one number

Then select **CONTINUE**



Step 8

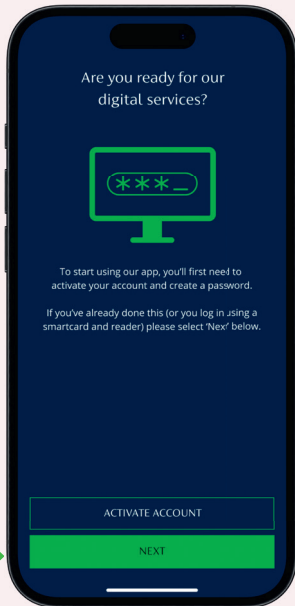
Once your password has registered you will be advised to go back to the new Coutts App



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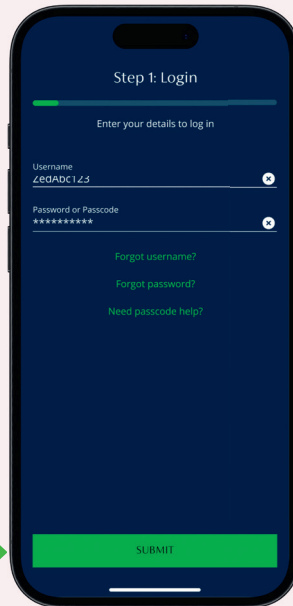
Step 9

Once back in the App you will now need to select **NEXT**



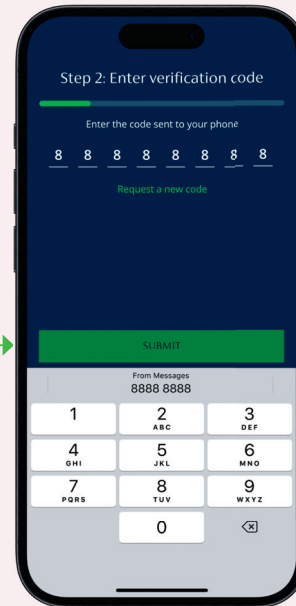
Step 10


Enter your Username and password, then **SUBMIT**



Step 11

You will receive an activation code via text message, to the mobile number we have registered for you
Enter code then select **SUBMIT**



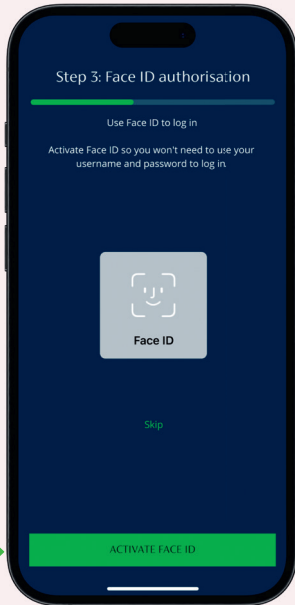

Please don't share the activation code we send you with anyone – only a fraudster would ask for this

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Step 12

If you already use face or fingerprint biometrics on your device, you will be asked if you want to use them to login into the App

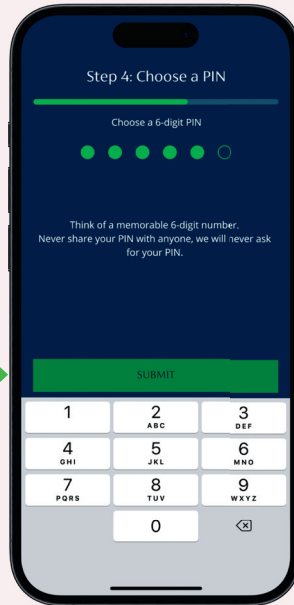
Select **ACTIVATE** or **SKIP**



Step 13

Choose a 6-digit PIN. Even if you're using biometrics, you'll need to set up a PIN to access the App should biometrics fail

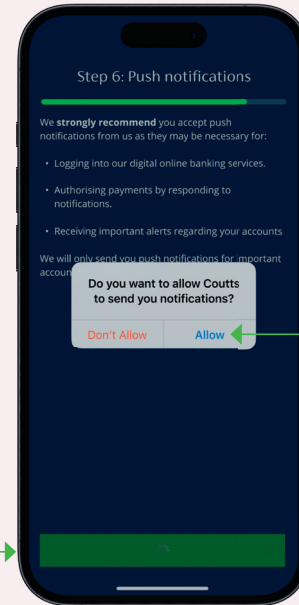
Once you have selected **SUBMIT** you will be asked to confirm PIN and **SUBMIT** once again



Step 14

You will be asked if you want to allow notifications from Coutts

Only by selecting 'Allow' will you be able to log into your online banking via the website or authorise payments in the App and on any third party sites



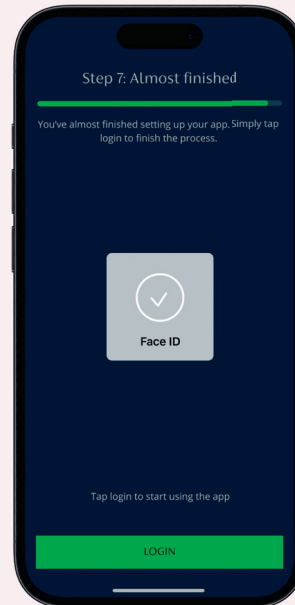
Only by selecting **'Allow'** will you be able to log into your online banking via the website or authorise payments in the App and on any third party sites

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Step 15

Select **LOGIN** to finish setting up your App

You are now set up and ready to enjoy your new digital services



If you need some support to get online, our team are here and ready to help.



Speak to a specialist on the Coutts Digital Helpdesk on +44(0) 207 770 0000 who can guide you through the steps you need to take to get online.



For more useful information, including answers to some common questions, go to **[coutts.com/digital/getready](https://www.coutts.com/digital/getready)**

Once you're set up with the new App, to use your new Coutts digital services via a browser you will simply need to:

1. Go to [coutts.com](https://www.coutts.com), select Login, Private Login
2. Login to our new Digital Service
3. Enter your current Username
4. Enter password
5. Approve login via your registered mobile

Coutts & Co is registered in England and Wales No. 36695. Registered office 440 Strand, London WC2R 0QS.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
Financial Services Firm Reference Number 122287. Calls may be recorded.

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