

## Registering your Cynergy Bank Authenticator app

### Before you begin:

- Please download the Cynergy Bank Authenticator app to your mobile device from your device's corresponding App store. If you already have the app installed on your device, please check that it's been updated to the latest version available.
- Once the Cynergy Bank Authenticator app has been downloaded, please ensure that 'Allow Notifications' is switched on. You can check this in the 'Settings' section of your device.
- To begin, you will need:
  - **The Cynergy Bank Authenticator app:** this is the app that you must have installed on mobile device.
  - **A UK registered mobile number:** this must be the mobile number associated with your account.
- Your device will need to be connected to the internet to complete the registration process.

**Please note that you can only download the Cynergy Bank Authenticator app to one device, but it can be used to log in and approve activity for all your accounts within Online Banking.**

## Begin Registration

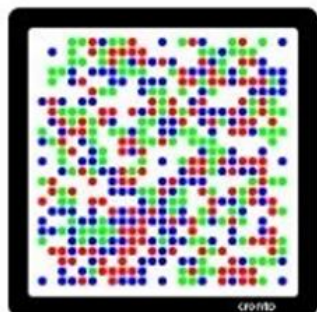
### Log in to Online Banking

- Open <https://www.cynergybank.co.uk> and access Online Banking via the 'Log in' button at the top right of the page.
- Enter your User ID and Passcode.
- On the next screen, enter the One Time Passcode (OTP) when requested and click 'Confirm'.
- On the next screen, click on the 'Start Registration' button.
- You can then complete the registration either by tapping or scanning a Registration Image.

## Registering the Cynergy Bank Authenticator app using the Registration Image

### **If you are accessing Online Banking on the same mobile device the Cynergy Bank Authenticator' app is installed on :**

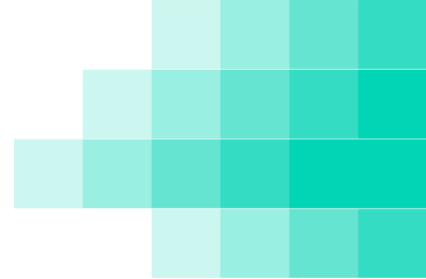
- When you see the Registration Image, simply tap on it and this will open the Cynergy Bank Authenticator app.
- Set up your memorable 4-digit PIN and choose whether you would like to enable biometric authentication (e.g. Face ID or Touch ID).
- If the registration has been successful, the home screen of the app will display a 'Registered Authenticator' message.
- Close the Cynergy Bank Authenticator app and return to the Online Banking page. Please note, you MUST return to the Online Banking page to complete registration.



Example Registration Image

### **If you are accessing Online Banking on a different device:**

- Open the Cynergy Bank Authenticator app on the device it is installed on, and tap the 'Scan Registration Image' button.
- The camera on your device will now open. Please note, you might be required to grant the Cynergy Bank Authenticator app permission to use the camera function.
- Point the camera at the image displayed on the Online Banking screen, ensuring that the full image is captured.
- Set up your memorable 4-digit PIN and choose whether you would like to enable biometric authentication ( e.g. Face ID or Touch ID).
- If the registration has been successful, the home screen of the app will display a 'Registered Authenticator' message.



## Using the Cynergy Bank Authenticator app

Once you have registered the Cynergy Bank Authenticator app to your mobile device, you can securely approve Online Banking log in and/or activities with the Cynergy Bank Authenticator app by selecting one of the following two-factor authentication methods:

### **Push Notifications**

You will receive a push notification to your registered mobile device. By tapping on the push notification on your device, you will be taken to the Cynergy Bank Authenticator app where you can approve the activity.

#### **Please ensure:**

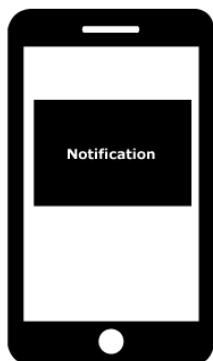
- You have the latest version of the Cynergy Bank Authenticator app.
- 'Allow Notifications' is switched on for the Authenticator App in your app settings on your device. You can check this in the 'Settings' section of your device.

### **Authentication Image**

You can scan or tap an Authentication Image to approve the activity.

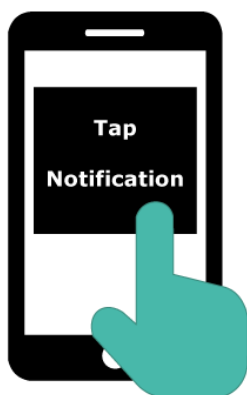


## Using Push Notifications



### Step 1: Select 'Push Notifications' as your preferred method of authentication when prompted

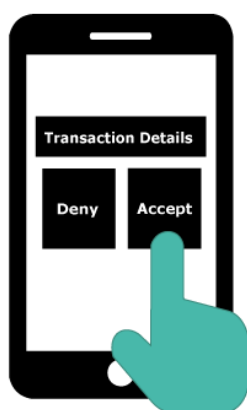
You will then receive a notification on your mobile device.



### Step 2: Tap the push notification received on your device

This will automatically open the Cynergy Bank Authenticator app.

Alternatively, check for an envelope icon on the top right corner of the app home screen to open the request.



### Step 3: Select 'Accept' or 'Deny'

You will be presented with the option to 'Accept' or 'Deny' the transaction. If you wish to approve the transaction, tap 'Accept'.



#### **Step 4: Enter your 4-digit PIN or verify biometric identification.**

You will now be asked to enter your memorable 4-digit PIN number or use biometric authentication to complete the transaction.

Check the Online Banking screen for confirmation that the transaction has been successfully completed.

## Using Authentication Image

If you are accessing Online Banking on one mobile device:

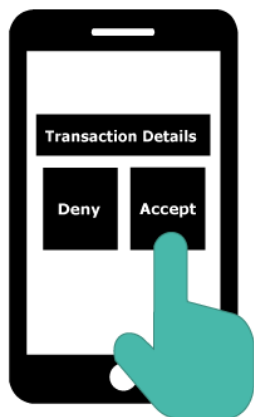
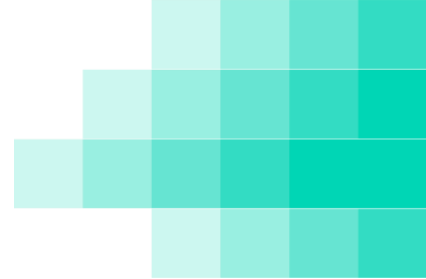


**Step 1: Select 'Authentication Image' as your preferred method of authentication**



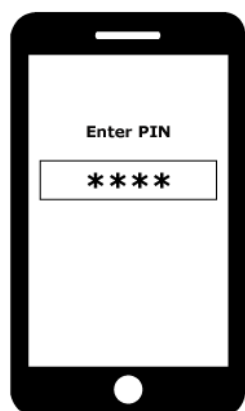
**Step 2: Tap the Authentication Image on screen**

This will automatically open the Cynergy Bank Authenticator app.



### **Step 3: Select 'Accept' or 'Deny'**

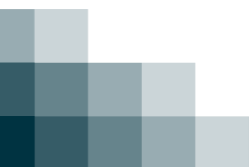
You will be presented with the option to 'Accept' or 'Deny' the transaction. If you wish to approve the transaction, tap 'Accept'.



### **Step 4: Enter your 4-digit PIN or verify biometric identification**

You will now be asked to enter your memorable 4-digit PIN number or use biometric authentication to complete the transaction.

Check the Online Banking screen for confirmation that transaction has been successfully completed.



## Using Authentication Image

If you are accessing Online Banking on a non-mobile device:

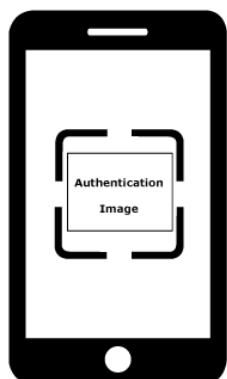


**Step 1: Select 'Authentication Image' as your preferred method of authentication**

**Step 2: Open the Authenticator App on your mobile device and tap on the 'Scan an Authentication Image' button**

You might be required to grant the app permission to use the camera function.

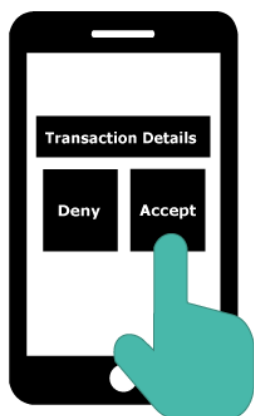




Authentication  
Image

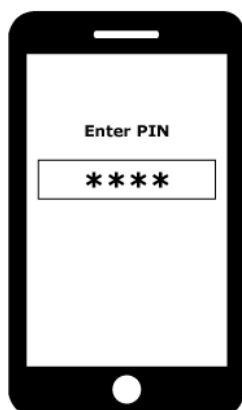
### Step 3: Scan the Authentication Image

Point the camera at the image displayed on the Online Banking screen, ensuring that the full image is captured.



### Step 4: Select 'Accept' or 'Deny'

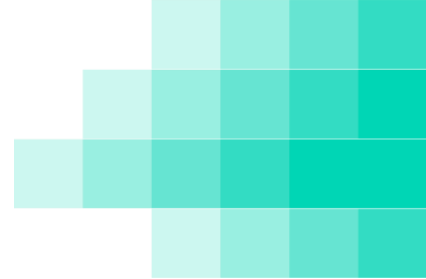
You will be presented with the option to 'Accept' or 'Deny' the transaction. If you wish to approve the transaction, tap 'Accept'.



### Step 5: Enter your 4-digit PIN or use biometric authentication

You will now be asked to enter your memorable 4-digit PIN number or use biometric authentication to complete the transaction.

Check the Online Banking screen for confirmation that the transaction has been successfully completed.



## Still experiencing issues?

If you are still experiencing issues with registering or using the Cynergy Bank Authenticator app, please check our FAQs [here](#).

If have lost or replaced your device, or forgotten your 4-digit PIN, you will need to reset the Cynergy Bank Authenticator [here](#).

If you encounter any issues during the registration or authentication process, please contact Customer Service on 0345 850 5555 (if calling from outside the UK, please call +44 (0)20 3375 6422).

Our Customer Service lines are open from 8.00am to 7.00pm weekdays and 9.00am to 5.00pm (UK time) on weekends and bank holidays.

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Calls to 0345 850 5555 (+44 (0)20 3375 6422 from outside the UK) may be recorded for monitoring and training.