How to login

Including the **first time login** Step-by-Step Guide



Welcome to your new digital banking experience!
This step-by-step guide will cover:

- First time login (enrol)
- Login to Trusted Novus Bank (TNB) mobile banking app
- NetBank login

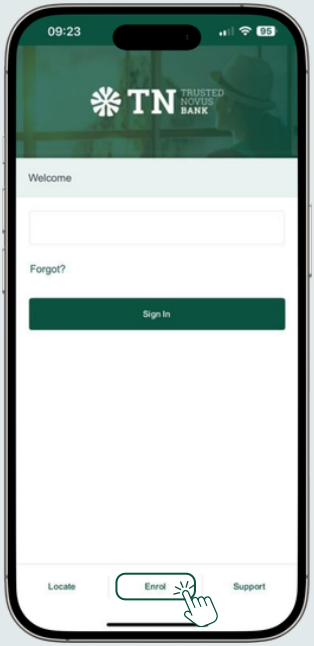
Please note: You need to enrol on the TNB mobile banking app before you can login to NetBank (Online Banking).

First time login - Mobile App

1. The Bank will send you an email with your username and an SMS (text message) with your activation code.

2. Download the TNB mobile banking app through the **App Store** or **Google Play Store.**

3. Click **'Enrol'** in the bottom tool bar shown below.

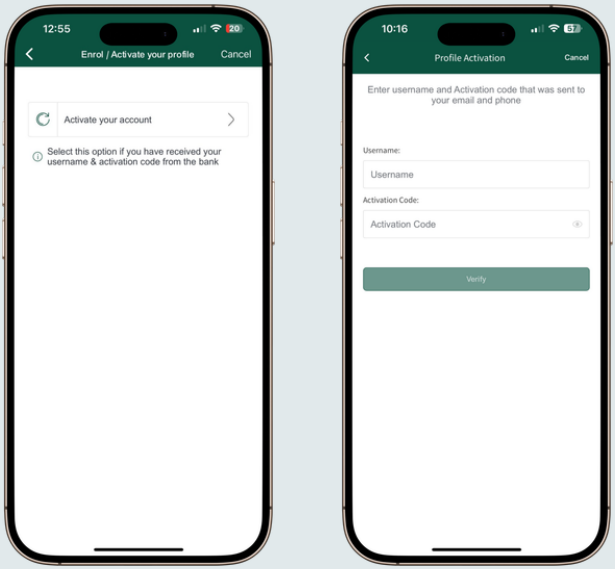


4. Select **'Activate your account'** when prompted.

5. Once activated, type in the **'Username'** from the email and **'Activation Code'** from the SMS, and select verify.

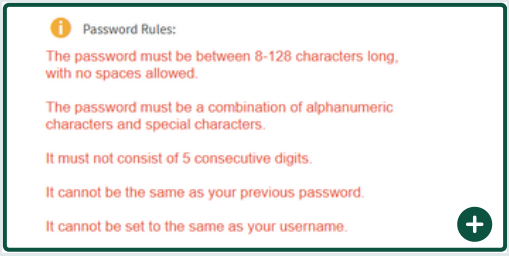
Please note: There are 30 days before the 'Activation Code' expires. If your **'Activation Code'** has expired, please contact our Customer Services Team (CST) on +350 20023000 or netbank@trustednovusbank.gi.

First time login - Mobile App



6. Once verified, set up your App PIN:
   - Create a **6-digit PIN** to access the mobile app.
   - This PIN will be required each time you log in.

7. Create a secure password for your NetBank account. Ensure it meets the requirements listed on the screen.



8. After setting your password, you'll be prompted to enable biometrics (Face ID or fingerprint).
   - Biometric login is optional; you can choose to enable it or skip.

9. You have now completed your first time login.

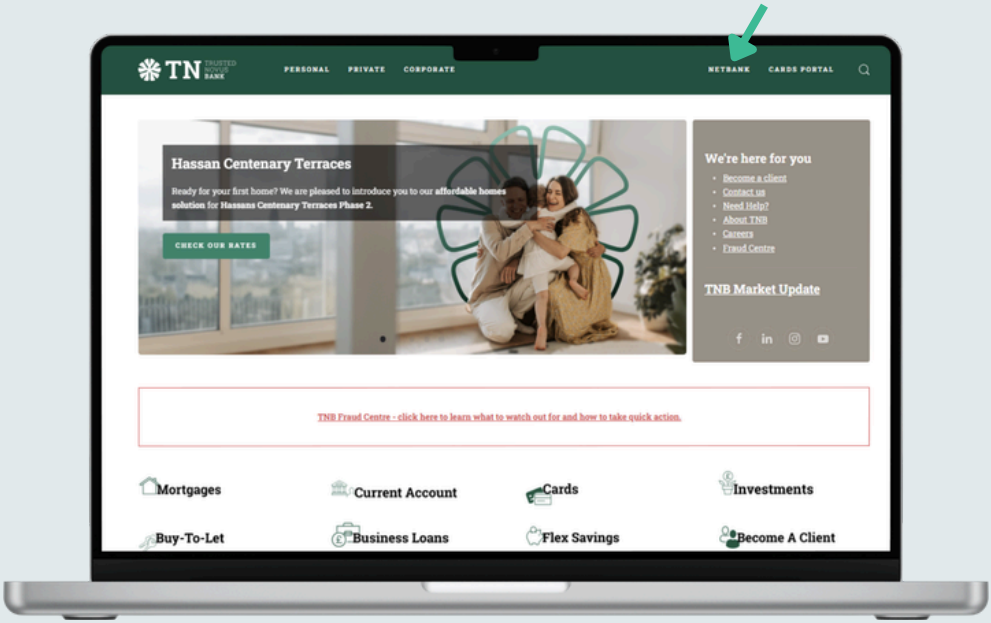
Please note: For added security, each time you login, you'll receive a notification in your app to approve access. Make sure your phone notifications are switched on to receive these.

How do I login - NetBank

1. Go to our website at trustednovusbank.gi and click on **'NetBank'** to access the login page.

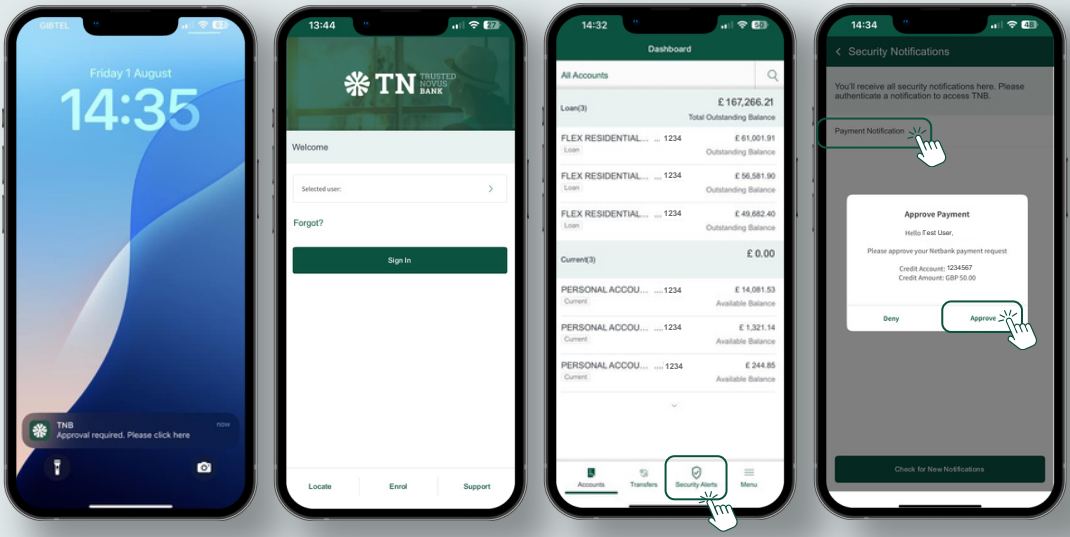
2. Enter **'Username'** used to enrol and the new **'Password'** you created during your first-time login.

Please note: For first time login on **'NetBank'** you will be prompted to agree to our Terms and Conditions.



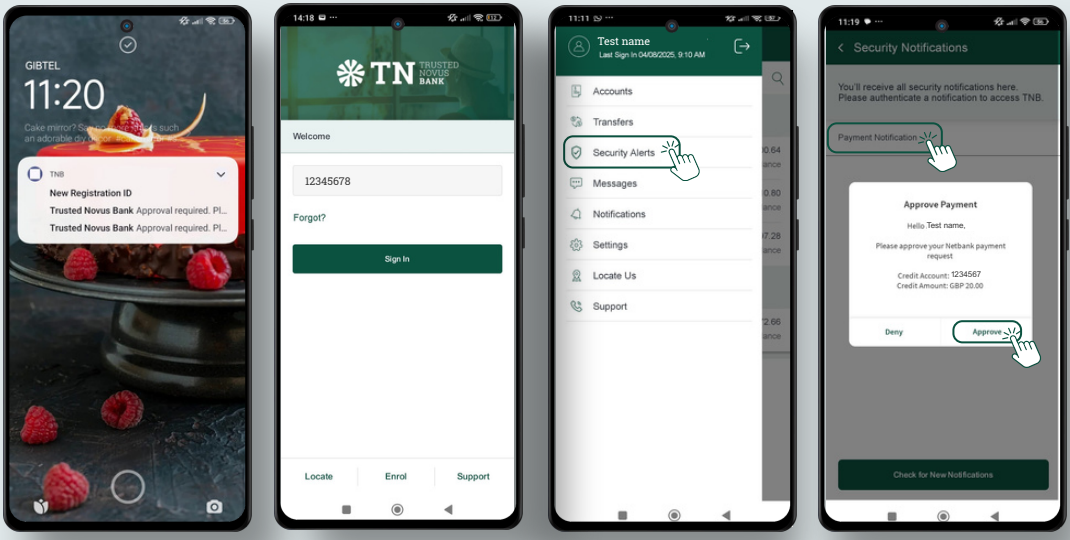
3. After entering your details, you'll get a mobile notification to open the TNB app and approve the login shown below.

iPhone



4. If you do not receive this prompt, you can manually open the application.
   - For iPhone: Tap **'Security Alerts'** in the bottom tool bar of the screen.
   - For Android: Go to the menu and select **'Security Alerts'.**

Android



5. Once approved, you will enter your NetBank dashboard, where you can see an overview of all of your accounts.

6. Logging in via the Mobile Banking App:
   - Open the app and enter your login details.
   - Once logged in, you'll see the same account overview as in NetBank online.

7. For details on what you can do on your TNB mobile banking app follow the **'Mobile Banking App'** User Guide.