# Steps to log in to the Cashplus app and trust your device

Firstly, check you've done the following:

- **You have the latest version of the Cashplus app downloaded** onto your mobile phone or tablet, either from the App Store or Google Play (search 'Cashplus' to find the app).

  *Tip: If you already had the app installed, to get the latest version click the 'Update' button.*

- **Your Cashplus account contact details are up to date so you can receive a text message from Cashplus.**
  If you need to update your contact details, please call us on 0330 024 0924.

- **Your mobile phone/ tablet is set up to receive emails** with the same email address used on my Cashplus account.

  *Tip: You can use apps like Gmail, Apple Mail, Yahoo Mail or Microsoft Outlook – it needs to be on the same device as the Cashplus app.*

- **You've created your Cashplus online login details** (username/password/memorable questions).

  *Tip: If you can't remember your login details, go to the Cashplus app and click 'Forgot username' or 'Forgot password' and follow the prompts to get a reminder.*

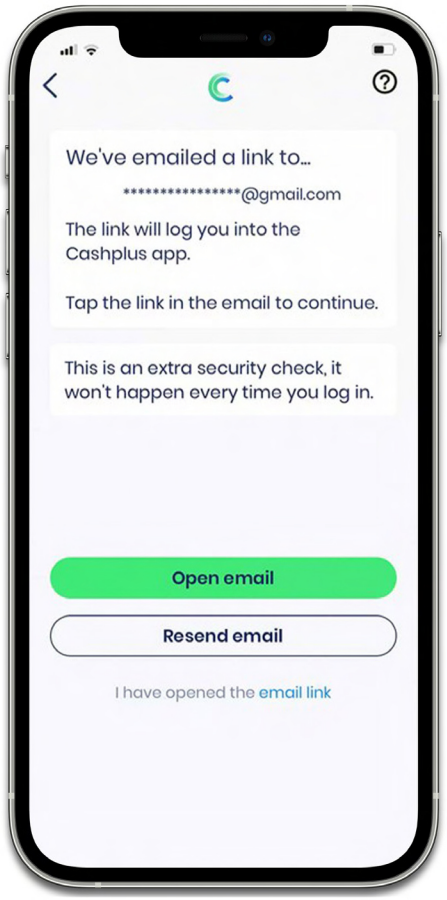
## 1. Log in to the Cashplus app using your username and password.

If you see an error message, it could be due to the following:

- **Your username may be incorrect.** Forgotten your username? Click 'Forgot username' and follow the prompts to get a reminder
- **Your username may have expired.** If it's been a while since you created your login details and you haven't logged in, your username may expire. To reactivate your username, please try to log in and follow the steps or you may need to call us on **0330 024 0924**
- **Your password may have been entered incorrectly.** Your password is case sensitive so make sure you've capitalised the same letters that you did when you originally set your password
- **Your account may be locked.** If it says your account is locked, you won't be able to log in to the Cashplus app. Please call us on 0330 024 0924 for assistance

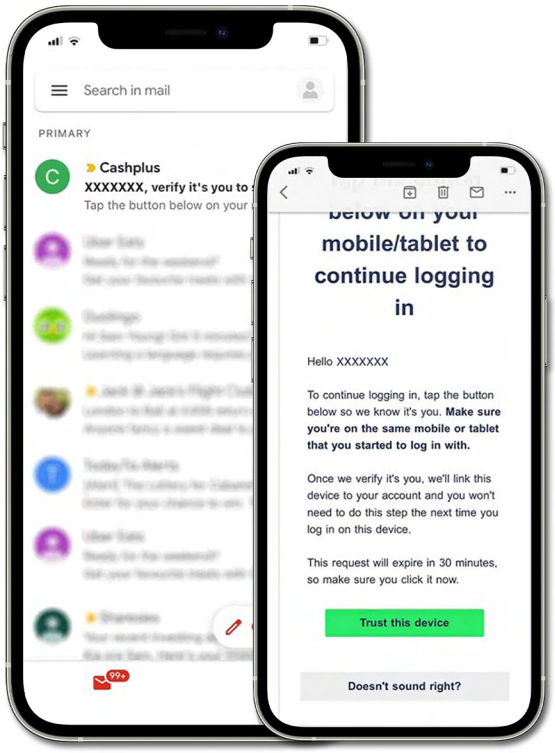
**Once you've entered your username & password correctly:**

## 2. We'll send you a verification email to the email address connected to your Cashplus account.



## 3. Go to your email inbox (Gmail, Apple Mail, etc) and open the latest email from Cashplus.

Give the email a read and then tap the green button/link in the email to set your mobile/tablet as a trusted device

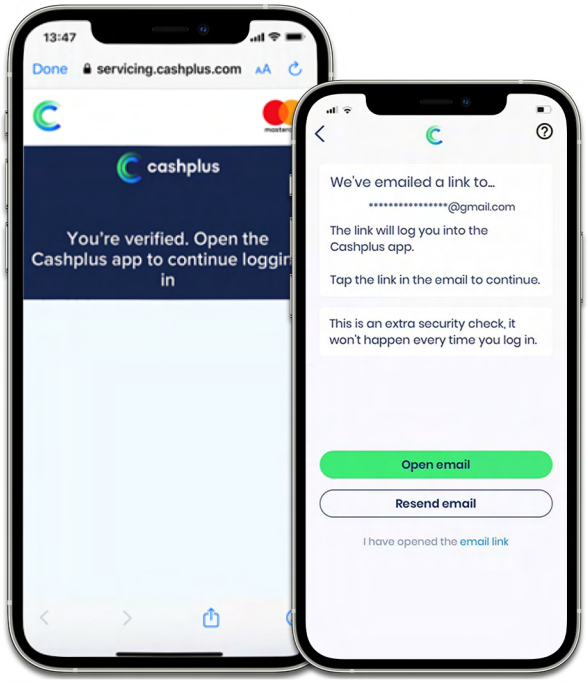



**If you haven't received your verification email, make sure you've done the following:**

- **Check your junk folder as the email may have been sent there**
- Check your social and promotions folder (Gmail only)
- Make sure your mobile phone/tablet is set up so it can receive emails to the same email address that is connected to your Cashplus account
- Make sure you can log in to this email address on your mobile phone/tablet
- If you haven't received an email from anyone recently, make sure you're signed in to your email account (the email address connected to your Cashplus account). You may need to re-enter your email address password
- If you can't see the email, double check you're looking at the right email address (the email address connected to your Cashplus account). Emails arrive on average in less than 10 seconds

## 4. When you tap the email button, you'll be taken back to the Cashplus app.

If you aren't taken back to the app and land on a web browser instead, go back to the Cashplus app and tap 'I have opened the email link'.



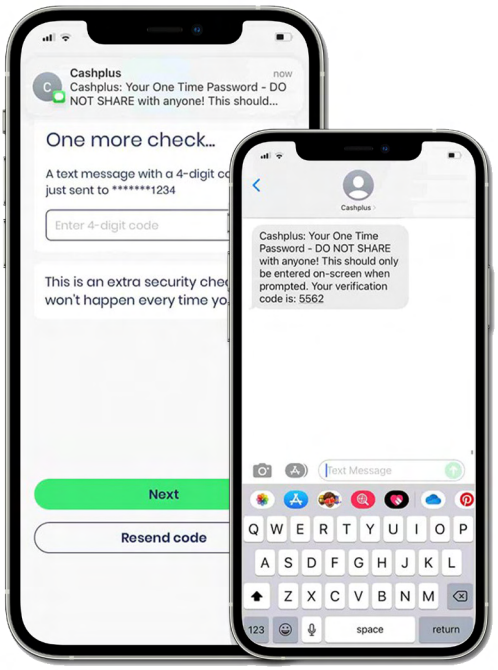

If you've tapped the button/link in your verification email and it's not taking you back to the Cashplus app, please try the following steps:

- Make sure you're on your mobile/tablet when opening the email and tapping the button/link in the email. This link is to confirm you want to trust your mobile/tablet so it won't work on a computer
- Make sure you have the latest version of the Cashplus app. To check this, go to the App Store or Google Play and it will tell you whether you need to update/download it
- Make sure you tap the link in the email within 30 minutes after you first log in with your username/password. **Your link will expire after 30 minutes**. If it expires, you'll have to go back to step 1 and log in again to receive a new email
- If you tap the button/link and it takes you to our website (different to the app), do not enter your details. Please go back to the Cashplus app yourself

If you're still having issues with this, please give our team a call on 0330 024 0924.

## 5. We'll send you a text message with an SMS One Time Password to the phone number registered on your Cashplus account.

Open your text message from us to get your code.

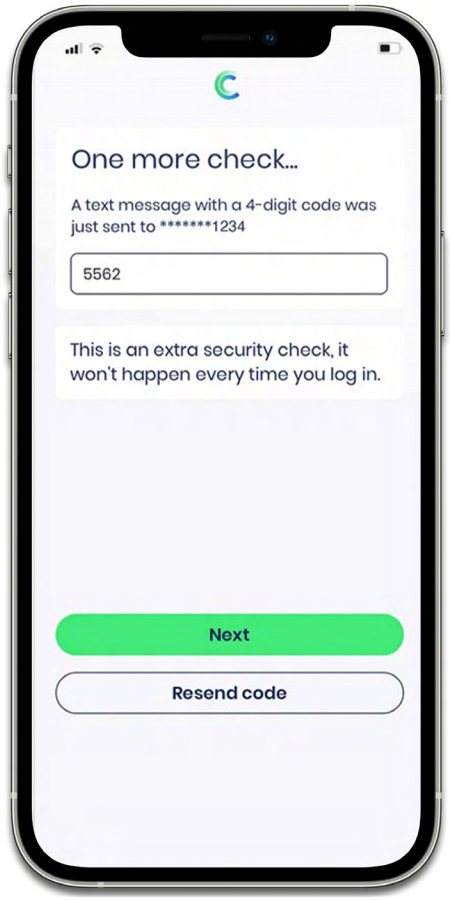



If you haven't received the SMS One Time Password , please check the following:

- Make sure your mobile phone number is registered to your Cashplus account. If it's not, you'll need to call Customers Services on 0330 024 0924
- If your mobile number is correct and the SMS password has not arrived, please request another by tapping 'Resend code' in your Cashplus app screen

## 6. Go back to the Cashplus app and enter your SMS One Time Password (from the text message), which should be four digits long.

Do not enter your regular account password here as it won't work.




If your SMS One Time Password isn't working, please check the following:

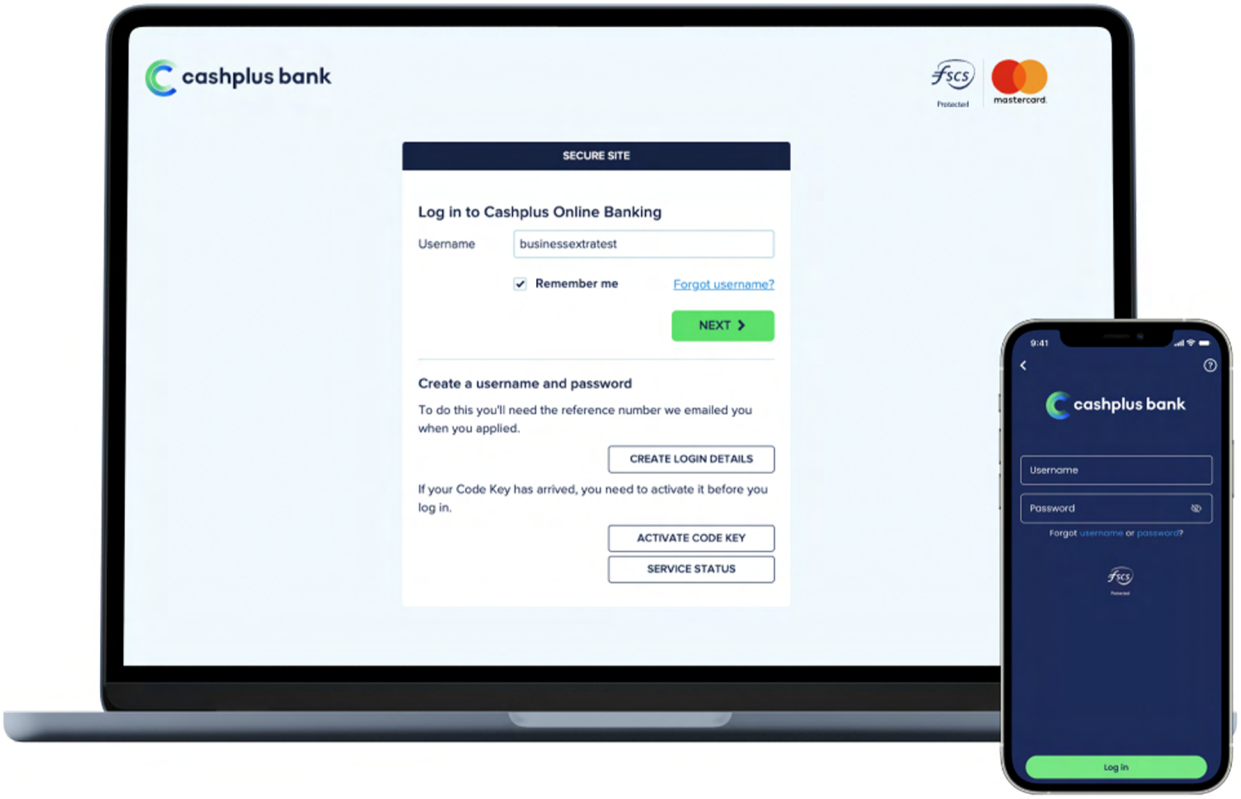
- Make sure you're entering the four-digit password you received in a text message from us, not your regular account password
- If your mobile number is correct and the SMS password is still not working, please request another by tapping 'resend code' in your Cashplus app screen
- If you don't see this option, you'll need to close the app, reopen and start the log in process again (step 1) to receive a 'new trusted device email' with a confirmation link and trigger a new SMS One Time Password. Enter your new One Time Password in the app when requested

## 7. Success! Your mobile phone or tablet is now linked to your Cashplus account and you'll be able to log in.

You'll just need to log in to the app once more and you'll be in! Next time you use the Cashplus app, you'll also be able to log in quickly using biometrics if your phone is biometrics-capable and you choose to set this up.

## 8. Once logged in to the app, you'll also be able to generate the verification code for accessing Online Banking on your desktop.

Follow the next steps on how to log in to Online Banking using the app.

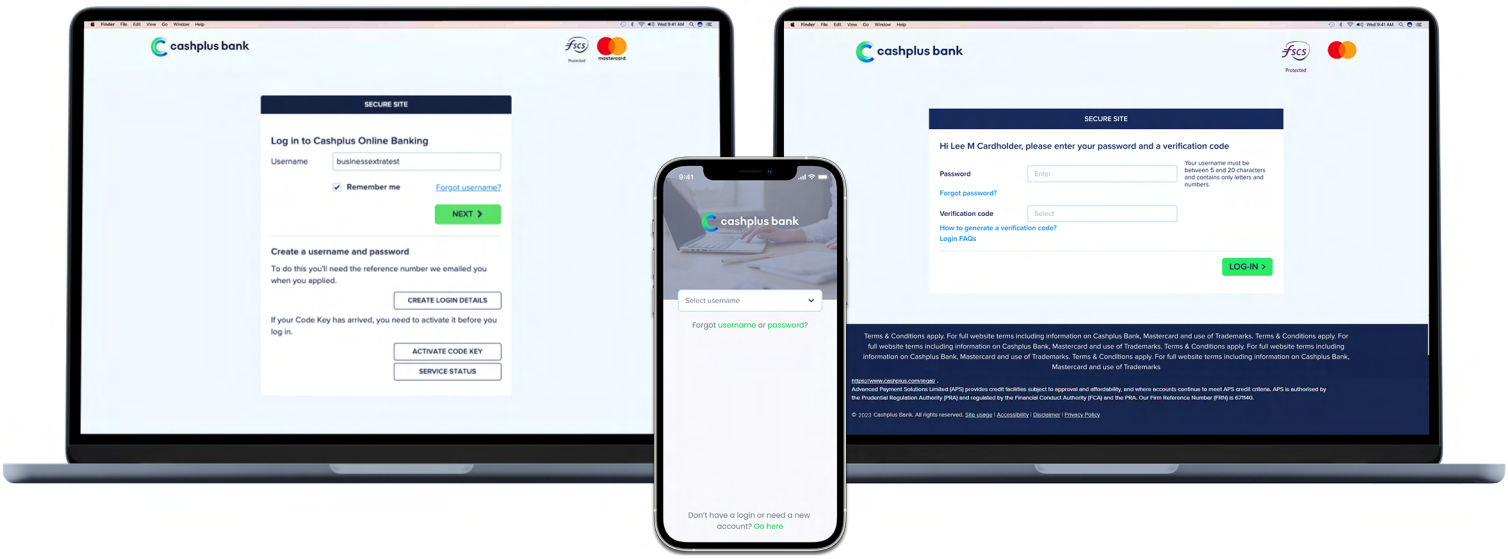


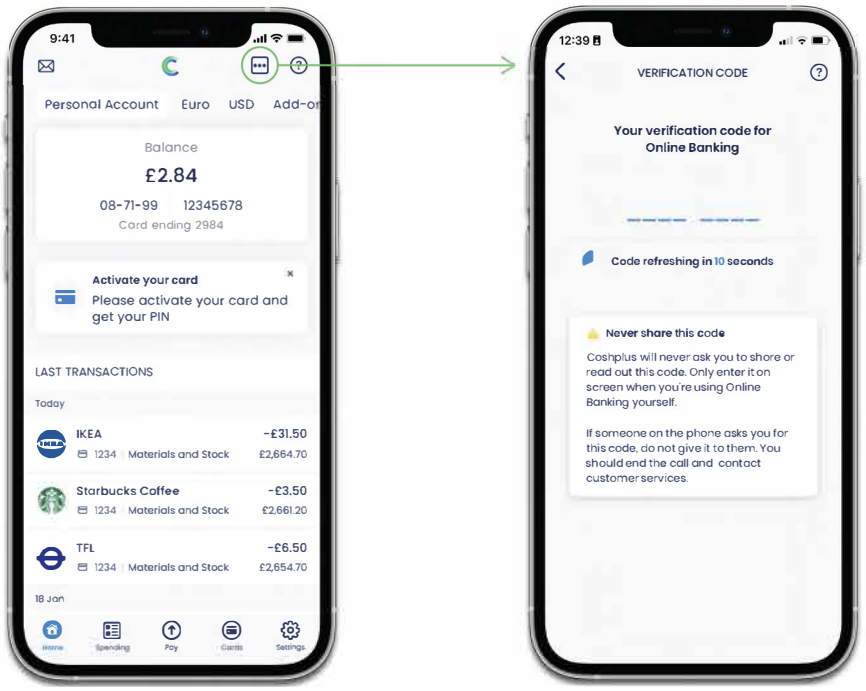
# Steps to log in to Online Banking using the Cashplus app

Firstly, ensure you're able to log in to your Cashplus app and have your mobile phone to hand. If you're unable to use the Cashplus app, call us to order a Code Key (an alternative to using the app).

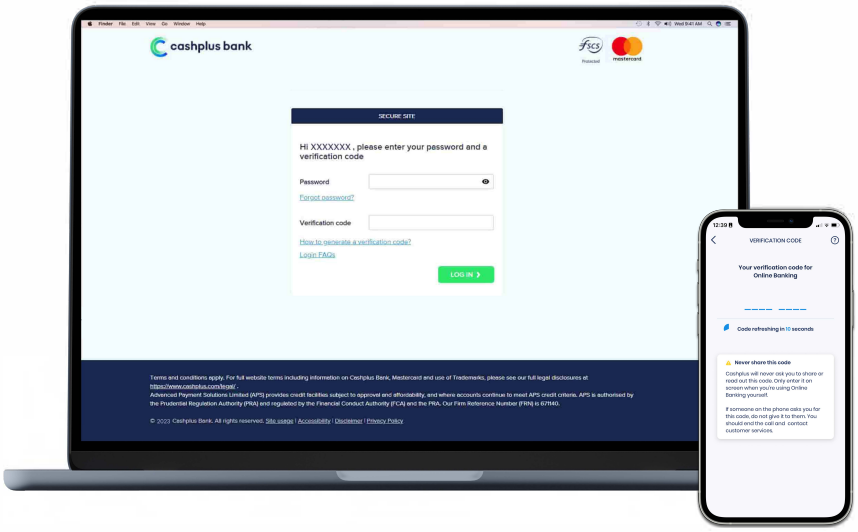
Then, follow these steps:

1. Go to cashplus.com and click Online Banking
2. Enter your username and select next
3. Then enter your password
4. Log in to the Cashplus mobile app, then generate a verification code using the *** button in the top right corner of the app






5. Enter your verification code into the Online Banking login screen on your computer. The code will display for up to 30 seconds




If your code expires, simply repeat the process to generate a new verification code.

## You should now be able to log in!

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