

Helping your learner use online banking

They say 'time is money' but heading down to the bank isn't always the most straightforward, or quickest, of experiences.

Online banking, also known as internet banking, can be a much more convenient way of managing money that could also save your learner lots of time.

Handling their finances online might concern your learner at first, but millions of people use online banking every day, safely and securely.

This guide will help you to show them just how useful it can be.

*Instructions may vary according to your device model.

What you'll cover

1. Setting up online banking
2. Tracking money
3. Making payments
4. Staying safe

Remember: This is about helping your learner build confidence. Encourage them to carry out each step themselves and avoid doing it for them. If they do get stuck, feel free to show them, but make sure they watch and understand what you have done.

Setting up online banking

Many banks and other financial companies allow you to manage money online through their websites.

Some also have services that work on your tablet or smartphone via apps. For more information on downloading apps, access our factsheet on the topic by clicking on this link or typing it into your web browser: bt.com/seniorskills

Before helping your learner to get set up with internet banking, it's important to take them through its benefits.

Benefits of online banking:

- **Your learner has the power:** with online banking your learner can easily check their account balance, pay friends or companies, arrange direct debits, cash in cheques and more.
- **It's convenient:** with online banking, they can manage their money 24/7, and from anywhere with an internet connection.
- **Extra rewards:** depending on who your learner banks with, using online banking can unlock special

rates and offers like cashback or discounts in supermarkets and clothes shops.

- **It's safer:** people who use online banking often check their bank account more frequently, as it's easy, quick and secure. This means your learner will be able to spot any problems quickly and keep on top of their finances.

Signing up for online banking is very simple. All your learner will need is internet access and an account with a bank, building society or credit union. Although the method for registering may differ with each bank, it is a very easy process.

Ask your learner to head to their bank's 'Sign up to online banking' link on its website, to check what they'll need to register for online banking.

Stay secure: When searching for this information, make sure that your learner is using their bank's official website – to check this, they'll need to ensure the website address starts with 'https' and has a padlock symbol in the address bar.

Helping your learner use online banking continued

Signing up

Step one: Your learner will need to submit their personal details. This will be their name, date of birth, postcode and account details.

They'll also need to know and provide details on the account type, sort code and account number.

Your learner may not be aware of the type of bank account they have. The following are the different types of UK bank accounts:

- Current accounts
- Savings accounts
- Packaged bank accounts
- Joint bank accounts

Security tip: Inform your learner that if they are ever using a computer in a public place for online banking, they need to make sure no-one can see their screen and what they're typing. They also need to ensure that when entering their details, that they click for the computer to NOT remember their details (this is usually a box that you can tick/untick on the website's login page).

Step two: Next, it's time to choose a username (also known as a user ID), and a password. These are the login details which they'll use every time they do online banking.

It's important that your learner chooses a password that is easy for them to remember, but difficult for anyone else to guess. Guide them that the best method to do this is by trying to make the password long, and ensuring it includes a variety of keyboard characters – such as an uppercase letter, a number and a character.

Security tip: Advise your learner to always keep their username and password to themselves – if anyone else knows these details, they could use them to access their bank account and take money.

Memorable information

Some banks also require users to enter 'memorable information' for future security checks.

Banks may ask for extra login details such as a pass code. Your learner will have been sent this by their bank in a letter. If they don't have this, they'll need to contact their bank via phone and the bank will send another letter containing the code.

Identity check

With the login details confirmed, the bank will need to check your learner's identity. To do this, they'll usually call the person on the phone number that they gave them when they first set up their account (remind your learner that it is key to update their bank if they change their phone number).

The caller from the bank will give your learner clear instructions on how to complete this step of the registration. They may also ask them a number of questions to reconfirm the details they have provided regarding the personal details that they have already shared. You should impress on your learner that under no circumstances should they share this personal info with anyone else, especially on social media etc.

FYI. Not all banks check identity via phone – some may contact your learner by email or post instead (the bank will confirm this in the online registration process).

Registration complete

Identity confirmed, your learner's registration should now be complete. Now they can log on to their online banking service for the first time.

Features of online banking:

Account set-up, it's time to take your learner through the basic services on offer that will make their lives easier.

Checking their balance

1. After logging on to online banking, your learner's bank balance should be shown with their account details on the first page.
2. Their bank balance will likely be displayed in two forms – 'Current' and 'Available'.
 - There will be a display showing their "current or account balance" – this indicates how much money is in their account at that time.
 - The available balance is how much is actually available to them to spend, including any overdraft or pending payments.
3. Often the available balance may be higher or lower than your learner's current balance. This could be because a payment is still due to come out or if they have an overdraft set up on top of the money in their account.

Helping your learner use online banking continued

Make a payment

1. Within their online banking website or app there will be the option to make a payment. Click this.



2. If they've paid the person or company before, the person's details will be saved in this section. If they're paying them for the first time, they'll have to set them up as a new recipient or payee.
3. If it's a new recipient, your learner is likely to then be required to fill out a digital form with their details. These details will include; name, sort code and account number.
4. They'll also have to confirm the payment amount, payment date and reason for payment (the reference).
5. After adding payment details, your learner may have to follow a security process. This will differ from bank to bank. It may be done via a phone call or via a code sent to their phone.
6. Some banks will require you to use a card reader for setting up new recipients. If this is the case, your learner will have been sent a card reader and instructions on usage when they set up internet banking. Note: their bank will confirm which security methods they use on their website.
7. Once their security checks are complete, they'll be sent a payment confirmation.

Transfer money

If your learner has more than one bank account, they can use online banking to move money quickly between them. This can usually be found next to the payment option.

View statements

Just like the printed copies they'll have received in the past, your learner can access current and previous bank statements via online banking (even ones from years ago). Some banks also offer the ability to search within statements for previous payments made, for example, if your learner wanted to check the amount they paid is correct.

Update your details

All online banking systems will allow users to change their contact details easily and at any time.

Additional information

Logging out:

For security reasons, an online banking session will automatically 'time out' if it hasn't seen any activity for a few minutes (your learner might be able to set how long this is).

Timing out, however, isn't the same as logging out. To be extra safe, your learner also needs to log out of online banking once they're done, particularly if they are using a public computer.

Be aware of scams:

It is important to make your learner aware that, although they'll need to provide it to set up their account, their bank will never ask them for memorable information like their login details after this, either in person or via email or phone.

Therefore, if someone contacts them saying they're from their bank but they ask for these details, your learner should not respond.

The best way to check if a bank is trying to contact you, is to call them.

Advise your learner that, when calling their bank, they need to make sure that they use the official phone number. They can find this on a previous bill/bank statement, on the back of their credit/debit card or from their bank's official website.



Links to further learning

For advice on avoiding scams, your learner can visit our factsheet by clicking on the following link or typing it into their web browser: bt.com/seniorskills

The following websites also have plenty of helpful resources around banking and online scams. Again, your learner can click the link or type it into their web browser:

An introduction to online banking: <https://www.digitalunite.com/technology-guides/making-and-saving-money-online/budgeting-bills-banking>

Managing money online: <https://www.learnmyway.com/explore-the-subjects/managing-your-money-online>

Internet scams and how to avoid them: <https://abilitynet.org.uk/factsheets/internet-scams-and-how-avoid-them>

Online banking

Why bank online?

They say 'time is money' but heading down to the bank isn't always the most straightforward, or quickest, of experiences.

Here we'll introduce you to online banking, also known as internet banking: a much more convenient way of managing money that could save you lots of time.

Handling finances online might seem complicated, but millions of people use online banking every day safely and securely.

This guide will help you get to grips with the basics.

*Instructions may vary according to your device model.

What you'll learn

1. How to set up online banking
2. How to track your money
3. How to make payments
4. How to stay safe while banking online

Setting up online banking

Many banks and other financial companies allow you to manage your money online through their websites.

Some also have services that work on your tablet or smartphone via apps. For more information on downloading apps, access our factsheet on the topic by clicking on this link or typing it into your web browser: bt.com/seniorskills

Benefits of online banking:

- **You've got the power:** With online banking, you can easily check your account balance, pay friends or companies, manage direct debits, cash in cheques, and more.
- **It's convenient:** With online banking, you can manage your money 24/7, and from anywhere with internet connection.
- **Extra rewards:** Depending on who you bank with, using online banking can unlock special rates and offers like cashback or discounts in supermarkets and shops.

- **It's safer:** People who use online banking often check their bank account more frequently, as it's easy, quick and secure. This means you can spot any problems quickly and keep on top of your finances.

Signing up for online banking is very simple. All you need is internet access and an account with your bank, building society or credit union. Although the method for registering may differ per bank, it is a very easy process.

To check what you need to register for online banking, head to your bank's 'Sign up to online banking' link on its website.

Stay secure: Make sure that you're using your bank's official website – to check this, you'll need to ensure the website address starts with 'https' and has a padlock symbol in the address bar.

Online banking continued

Signing up

Step one: You'll need to submit your personal details. This will be your name, date of birth, postcode and account details.

You'll need to know your account type, sort code and account number. The following are the different types of UK bank accounts:

- Current accounts
- Savings accounts
- Packaged bank accounts
- Joint bank accounts

Security tip: If you're using a computer in a public place for online banking, make sure no-one can see your screen or what you're typing and that you make sure that you click for your computer to NOT remember your details when you add them (this is usually a box that you can tick/untick on the website's login page).

Step two: It's time to choose a username (also known as a user ID), and a password. These will be the login details which you'll use every time you bank online.

It's important that you choose a password that is easy for you to remember, but difficult for anyone else to guess. To do this try to make it fairly long, avoid including personal details like birthdays etc., and ensure it includes a variety of keyboard characters – such as an uppercase letter, a number and a character.

Security tip: Always keep your username and password to yourself: if anyone else knows them, they could be able to access your bank account.

Memorable information

Some banks also require you to enter 'memorable information' for future security checks. Sometimes your bank may ask for extra login details such as a pass code, which your bank will send to you via a letter in the post. If you do not have this, you will need to phone your bank and they will send out a replacement.

Identity check

Login details confirmed, your bank will need to check your identity. They'll usually call you on the phone number that you gave them when you first set up your account (it's key to update your bank if you change your phone number.)

The caller will give you clear instructions on how to complete this step of the registration. They may also ask you questions about your personal details.

Note, not all banks check identity via phone – some may contact you by email or post instead (they'll confirm this in the online registration process).

Registration complete

With your identity confirmed, your registration should be complete. Now you can log on to your online banking service for the first time.

Features of online banking:

Account set up, here are the key services on offer:

Checking your balance

1. After logging on to online banking, your bank balance should be shown with your account details on the first page.
2. Your bank balance will likely be displayed in two forms – current and available.
 - There will be a display showing your "current or account balance" – this indicates how much money is in your account at that time.
 - The available balance is how much is actually available to you to spend, including any overdraft or pending payments that have already been taken away from the balance.
3. Often your available balance may be higher or lower than your current/account balance. This could be because a payment is still due to come out or if you have an overdraft on top of the money in your account.

Online banking continued

Make a payment

1. Within your online banking website or app there will be a 'make a payment' option. Click this.



2. If you've paid the person or company before, their details will be saved in this section. If you're paying them for the first time, you'll have to set them up as a new recipient.
3. If it's a new recipient, you will then be required to fill out a digital form with their details. These details will include; name, sort code and account number.
4. You'll also have to confirm the payment amount, payment date and reason for payment (the reference).
5. After adding payment details, you may have to follow a security process. This will differ from bank to bank, but may be done via a phone call or via a code sent to your phone.
6. Some banks will require you to use a card reader for setting up new recipients. You will be sent a card reader and instruction on usage when you set up internet bank. Note: your bank will confirm which security methods they use.
7. Once your security checks are complete, you will be sent a payment confirmation.

Transfer money

For those of you that have more than one bank account, you can use online banking to move money quickly between them. This can usually be found next to the payment option.

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Update your details

All online banking systems will allow you to change your contact details easily and at any time.

Additional information

Logging out:

For security reasons, your online banking session will automatically 'time out' if it hasn't seen any activity for a few minutes (you might be able to set how long this is).

Be warned, timing out isn't the same as logging out. To be extra safe, you should always log out of online banking once you're done.

Be aware of scams:

Be aware, though you needed them to set up your account, your bank will never ask you for memorable information like your login details after this, either in person or via email or phone.

If someone says they're from your bank but they ask for these details, then do not respond. You can always call your bank yourself to check.

When calling your bank, make sure you use the official phone number – this will be on your bill, the back of your credit/debit card or from the bank's official website.

If you're still in doubt, you can visit your branch in person for help. However, note that not all UK banks have branches.



Hints and tips and further learning

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The following websites also have plenty of helpful resources around banking and online scams. Again, you can click the link or type it into your web browser:

An introduction to online banking: www.digitalunite.com/government-services-shopping-banking/managing-bills-online/introduction-online-banking

Managing money online: <https://new.learnmyway.com/explore-all-subjects/managing-your-money-online>

Internet scams and how to avoid them: <https://abilitynet.org.uk/factsheets/internet-scams-and-how-avoid-them>