



Butterfield Online

Push Notifications for Apple(iOS) Devices User Guide

VERSION 1.0 | 01 FEBRUARY 2021

Butterfield Online

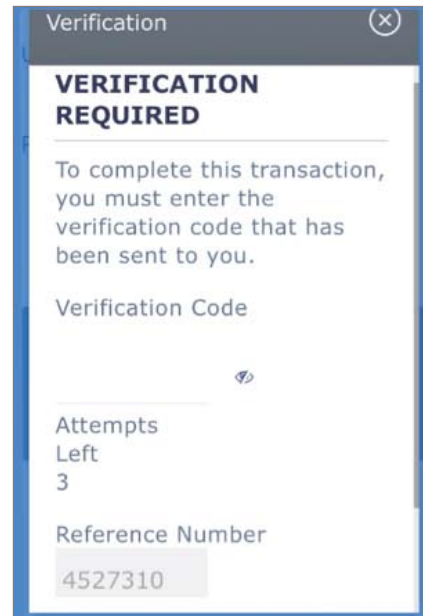
Push Notifications for Apple(iOS) Devices

Butterfield Online Users can receive their verification (OTP) code and account activity alerts (i.e., own account transfer alert) directly to their enrolled mobile device(s) or tablet via a notification.

When a verification request is triggered, the verification (OTP) code request includes a Reference Number which matches the corresponding verification (OTP) code alert, so that Users can identify which transaction a notification relates to.

Notifications work like those you may receive from other Apps and can be also accessed by pulling down your Notification Centre from the top of your device Home Screen.

If you click and release a notification, it will open the Butterfield Mobile Banking App and the notification will disappear, so be sure to click and hold to display the entire content.



To receive your verification (OTP) codes via a notification to your Apple(iOS) mobile device(s) or tablet, you must register the device using the Butterfield Mobile Banking App.

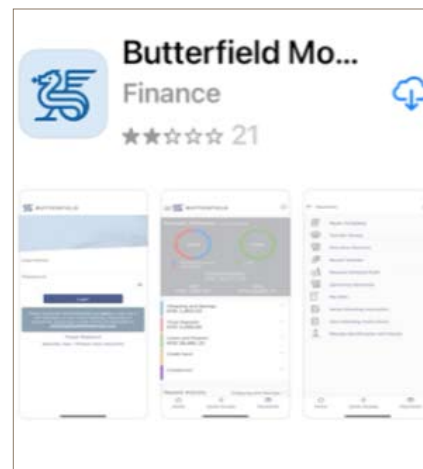
Please complete steps 1-4 to enable the device while connected to a strong Wi-Fi signal to reduce data costs.

STEP 1 - Install the Butterfield Mobile Banking App from the Official Apple App store.

Search for the Butterfield Mobile Banking App in the OFFICIAL Apple App Store on your device.

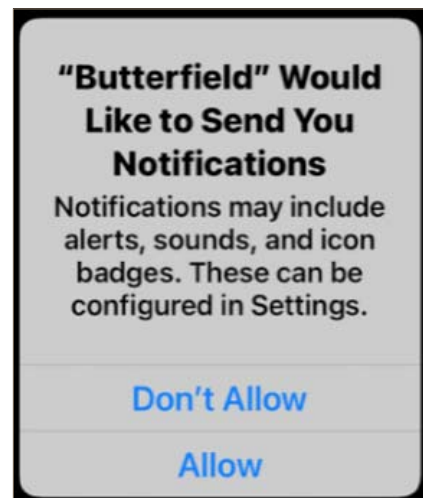
Click on the download icon to install the app to your iPhone or iPad.

NEVER download Apps from an unofficial App Store as they most likely contain malicious code.



During the installation process, whenever presented with an **Allow Notifications** message – Click Allow.

You may see a message about enabling Apple Siri during the installation process, depending on you device settings. Siri is optional to install and does not impact your ability to receive notifications and alerts.



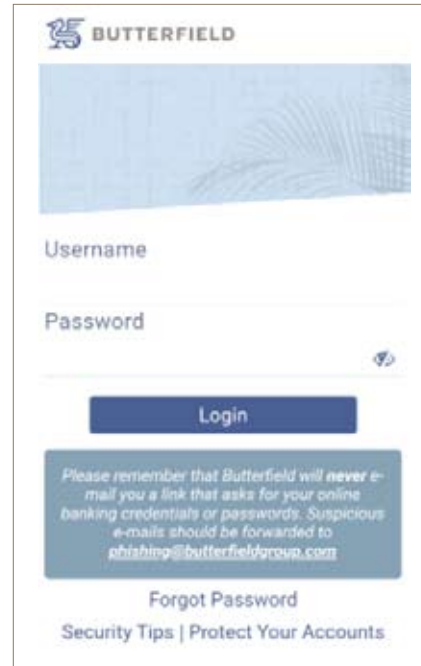
STEP 2 – Log in to Butterfield Online using the app to enable your mobile device or tablet.

Once you have downloaded and installed the App, open it.

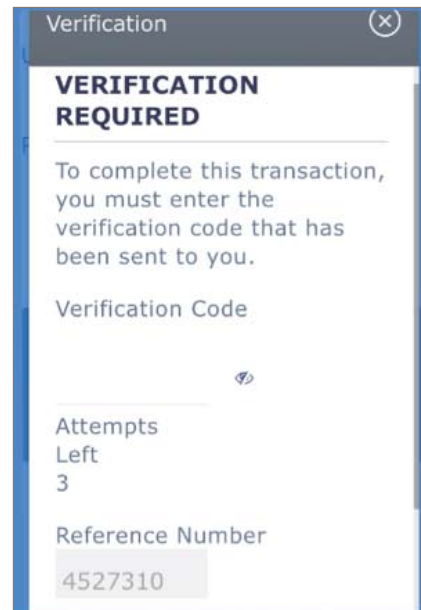
If, when opening the App, you are presented with an **Allow Notifications** message, click Allow.

You will need to log in to the Butterfield Mobile Banking App using your Butterfield Online credentials.

Your verification (OTP) code will then be sent to the e-mail address associated with your profile.

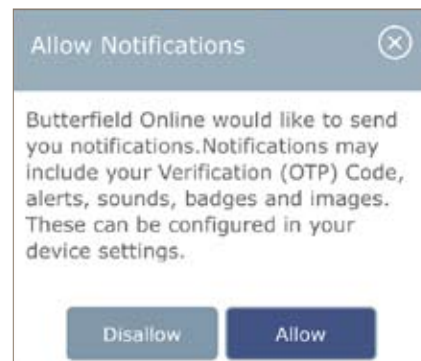
The image shows the login screen of the Butterfield Mobile Banking App. At the top is the Butterfield logo. Below it is a blue header with a fingerprint icon. The main area has two input fields: 'Username' and 'Password'. Below these is a blue 'Login' button. Under the button is a blue box with white text that reads: 'Please remember that Butterfield will never e-mail you a link that asks for your online banking credentials or passwords. Suspicious e-mails should be forwarded to phishing@butterfieldgroup.com'. At the bottom, there are two links: 'Forgot Password' and 'Security Tips | Protect Your Accounts'.

Enter the verification (OTP) code sent from your e-mail.

The image shows a 'Verification Required' screen. At the top is a dark blue header with the word 'Verification' and a close button. Below the header is a white box with a dark blue border. Inside the box, the text reads: 'VERIFICATION REQUIRED', 'To complete this transaction, you must enter the verification code that has been sent to you.', 'Verification Code', 'Attempts Left', '3', and 'Reference Number 4527310'. There is a small eye icon next to the 'Verification Code' label.

After successfully entering the verification (OTP) code, if you are presented with an **Allow Notifications** message, click Allow. This is a second security check and enables your device to receive push notifications and assigns it a token unique to your device and Butterfield Online profile.

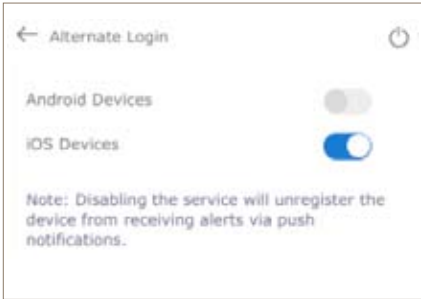
Note: Not all Users will see a second Allow Notifications message.

The image shows an 'Allow Notifications' screen. At the top is a dark blue header with the text 'Allow Notifications' and a close button. Below the header is a white box with a dark blue border. Inside the box, the text reads: 'Butterfield Online would like to send you notifications. Notifications may include your Verification (OTP) Code, alerts, sounds, badges and images. These can be configured in your device settings.' At the bottom, there are two buttons: 'Disallow' and 'Allow'.

STEP 3 – Check your settings and verify your device is registered.

Go to the side menu, select > **Security Settings**
> **Push Notifications**.

Confirm that the slider is turned-on (Blue). This confirms your device(s) is now **ENABLED** for **Push Notifications**.



STEP 4 – Check your personal settings for notifications on your Apple(iOS) device.

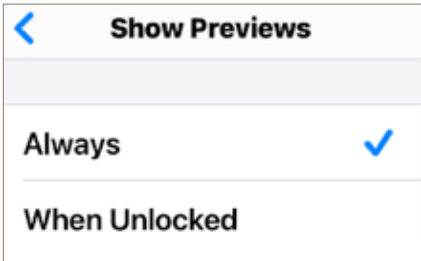
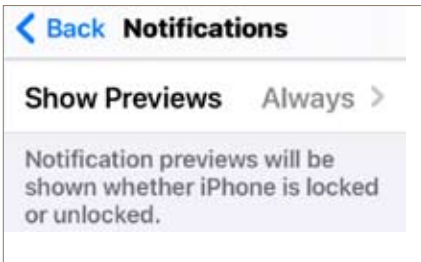
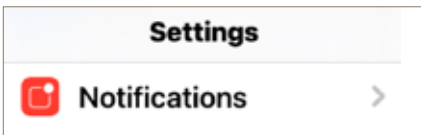
Once you have registered the App successfully and confirmed it is registered using the steps above, ensure that have enabled the device to receive and display notification messages sent via Apple. These are your personal device settings configured to show or hide notifications from different Apps.

On your iOS device, click on the **Settings** icon and in the menu, scroll down to the **Notifications** section.

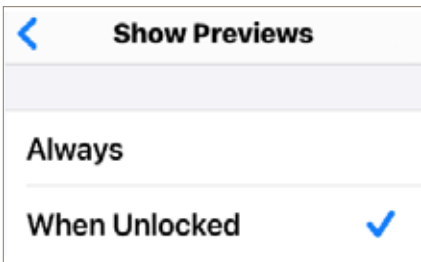


Settings

The Notifications settings on your device allows you to customise when and how you wish to view the verification (OTP) code and alerts sent by Butterfield to your device. Click Notifications>Show Previews> and select either **Always** or only **When Unlocked**.



REMEMBER THAT IF YOU CHOOSE “WHEN UNLOCKED” YOU WILL NEED TO UNLOCK THE DEVICE WHEN LOGGING IN TO BUTTERFIELD ONLINE TO SEE THE VERIFICATION (OTP) CODES AND ANY ACCOUNT ACTIVITY ALERTS YOU HAVE SUBSCRIBED TO.



Return to the **Notification Style** menu and scroll down the **Butterfield Mobile Banking App**.

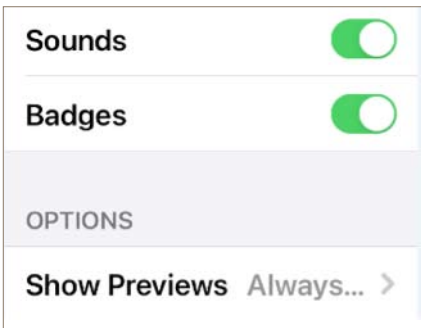
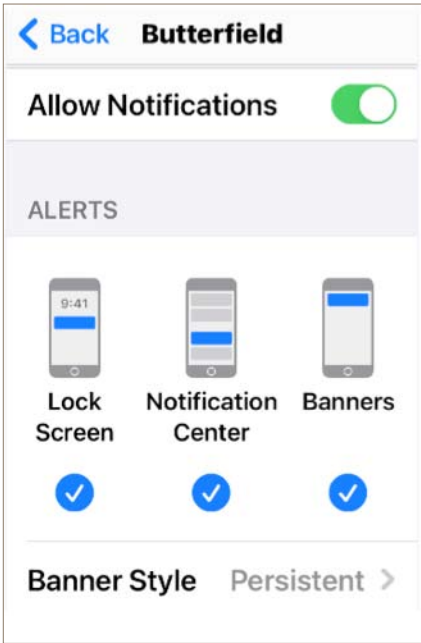
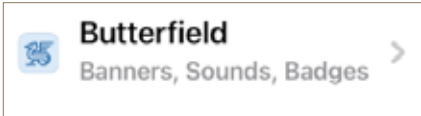
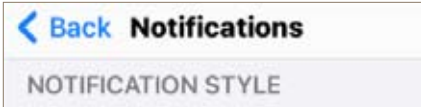
In this section you can further customise when and how you wish the verification (OTP) code and account activity alerts to display on your device.

Ensure that **Allow Notifications** is turned on (green).

Check your device settings to ensure that notifications display on the different screen alert options.

It is recommend that you set the **Banner Style** to **Persistent** to start with, and display notifications on all screens until you are familiar with how they are work.

You can also turn on **Sounds** and **Badges** to help notify you when notifications are sent to your device. Although sounds are optional, you should ensure Badges are turned on.



Ensure that you log in to Butterfield Online using your App or web browser and confirm that you are receiving the verification (OTP) code via Push Notifications whenever you are challenged. You may not always be challenged to complete the verification (OTP) code when signing in to Butterfield Online or the Mobile Banking App.

If you continue receiving the verification (OTP) code and account activity alerts via e-mail, after successful registering your device and confirming in Step-3, please contact us.

If you are not getting your verification (OTP) code at any point, please check your device settings as per Step-4 to ensure you have not personalised your device to hide notification alerts.

If you are changing your mobile device and want to enable a new one, you should contact the Call Centre beforehand to deregister your existing device or all notifications will still be sent to the old device.

If your device is lost or stolen, please contact the Call Centre immediately. Alternatively you can send an e-mail to ebankingfraud@butterfieldgroup.com who will deregister the device.

FREQUENTLY ASKED QUESTIONS

Can I have more than one mobile device and use the App on both? Will I receive the notification on both devices?

Yes. You can register multiple Apple(iOS) and Android devices or a mixture of Apple(iOS) and Android devices by following the same registration steps.

Can I use the same device and App for more than one login?

Yes. You can use the same mobile device and App to log in to multiple Butterfield Online profiles.

What happens if I receive the verification (OTP) code to my mobile device but I swipe the notification off of my screen before I can read it?

Try swiping down from the top of the screen on your mobile device. You will often find your previous notifications can still be viewed. If you are unable to view it, you should log in again. For financial transactions where you are asked for a verification (OTP) code and you cannot find it, you can use the **Resend Code** option, and a new verification (OTP) code notification will be sent to your App.

On Apple(iOS) devices, notifications can be set to **Persistent** in the device notifications settings. Check your device system settings and notifications to personalise how and when notifications appear.

Can I receive the verification (OTP) code via both e-mail and to my mobile device?

No, you cannot receive the verification (OTP) code via both e-mail and push notification at the same time.

Does the Butterfield Mobile Banking App save my Username and Password?

No, the App does not save User credentials. For your security, you will need to input your Login ID and Password every time you log in. Fingerprint and Face ID are not enabled to log in to the App.

I've turned on Push Notifications but I am still receiving the verification (OTP) code via e-mail, what should I do?

You may not be receiving the verification (OTP) code for any of the following reasons:

1. Push notifications are only sent to the device(s) that you have registered with the latest Butterfield Mobile Banking App.
2. Check that you have the correct version of the App installed and that in your Security Settings > Push Notifications, you see your device operating system (iOS / Android) slider switch is turned on (Blue).
3. During the installation process of the app you clicked on **Don't Allow** – log in to Butterfield Online and check that your toggle switch is turned on. Turn it off, check your settings and verify your device is registered, and check your personal settings for notifications on your Apple(iOS) device.
4. Check on your device that you have allowed **Show Notifications** for the Butterfield Mobile Banking App. Turn off settings like **Do Not Disturb**.

What should I do when I change my mobile device?

1. Prior to changing your device, or giving it to someone else, you should log in to Butterfield Online and de-register your device by turning the switches Off (GREY) in Security Settings > Push Notifications > iOS/Android.
2. Your OLD device will continue to receive alerts until it is de-registered.
3. You can then register your NEW device by using it to log in to Butterfield Online using the Butterfield Mobile Banking App. Your first verification (OTP) code will be sent to the e-mail address on file. Once you have entered the OTP upon first login, your new device will be registered and the switches will turn back on (BLUE).

What should I do if my device is lost or stolen?

If your device is lost or stolen, please contact us via one of the following channels:

Bermuda Call Centre

T: +1 (441) 295 1111

Cayman Islands Call Centre

T: +1 (345) 949 7055

General E-mail:

ebankingfraud@butterfieldgroup.com

Why am I not receiving notifications?

You may not be receiving notifications for any of the following reasons:

1. Push Notifications are only sent to the device(s) that you have enabled in the Butterfield Mobile Banking App.
2. You may not be connected to the cellular network or Wi-Fi. Please check that your signal strength is strong.
3. In the mobile device settings, you may have personalised them to prevent app notifications from being received or displayed. Please check your devices settings.
4. You may have deleted and reinstalled the App on your mobile device. Please contact the Call Centre team.