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Straight2Bank mobile app

Self-service troubleshooting user guide

Straight2Bank

Making banking simple, 24/7



Contents

Unable to register on the Straight2Bank mobile app 3
Unable to register using an activation code 4
Digital token / QR scan login issues (Straight2Bank Web via mobile app) 6
Log in using mobile app one-time password (OTP) 8
Application is locked 8
Account suspended or locked at registration 8
Use biometrics for login and approvals 9
Contact CSG Support 10
Disclaimer 11

Unable to register on the Straight2Bank mobile app

Try these steps

Step 1: Find your Group ID and User ID in your onboarding communication or ask your Straight2Bank administrator.

Step 2: Check for extra spaces, incorrect capitalisation, or similar-looking characters, such as 0 and O, or 1, I (uppercase letter “i") and l (lowercase letter “L”).

Step 3: Enter the Group ID and User ID in the correct fields.

Step 4: Check that both IDs match the details issued to you. Registration will fail if the User ID is linked to a different Group ID.

Step 5: If several users are assigned to the same group, enter your User ID, not your email address.

If the issue continues, contact your country CSG.





Unable to register using an activation code

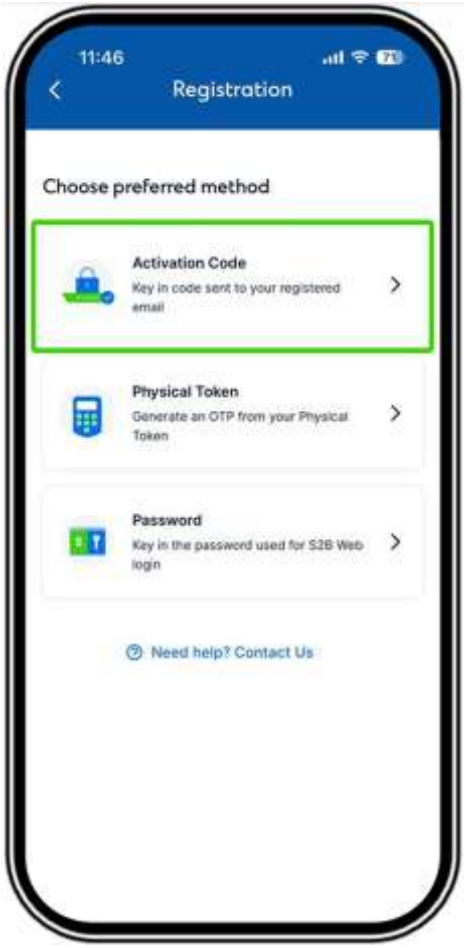
Try these steps

Step 1: Check that your User ID and Group ID are correct. If either ID is incorrect, you will not receive an activation code by email.

Step 2: On the registration screen, enter the Group ID and User ID in the correct fields before requesting an activation code.

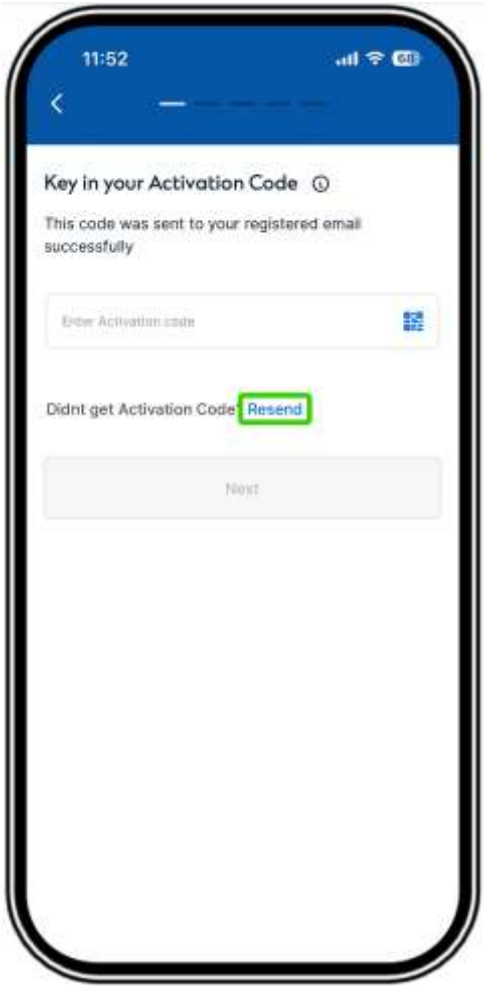
Step 3: Check your inbox, junk or spam folders for the most recent activation code.

Step 4: Select Activation Code as your registration method, rather than Password or Physical Token.



Step 5: If the code has expired or did not arrive, tap the Resend option in the app. Do not enter an earlier code.





Step 6: Enter the new code exactly as received, without extra spaces, before it expires. Alternatively, scan the QR code included in the same email.

Step 7: If an error appears after the activation code is validated, contact CSG.

Digital token / QR scan login issues (Straight2Bank Web via mobile app)

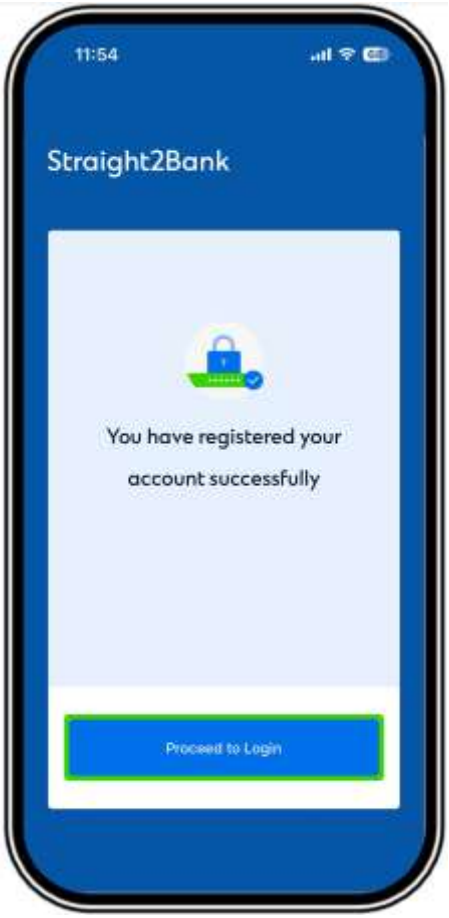
What this looks like:

You cannot log in to Straight2Bank Web using your digital token or by scanning a QR code with your Straight2Bank mobile app.

Try these steps

Step 1: Confirm that your Straight2Bank mobile app is registered and active. You must complete mobile app registration before using digital token or QR code login on the web. Once fully registered, the digital token option will be displayed on the pre-login screen of your mobile app.

Step 2: Complete registration by tapping Proceed to login and logging in to the app. If you had previously skipped this step, launch the app, tap Login and then select Logout from the Home screen to finalise the registration. Once completed, the digital token option will appear on the pre-login screen of your mobile app.

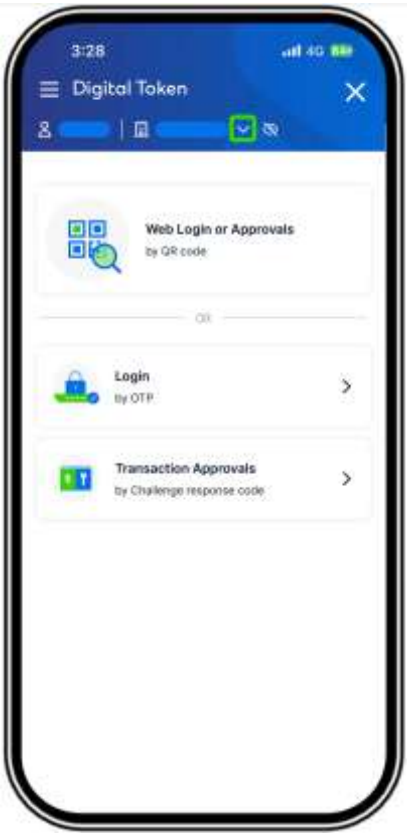


Step 3: On the Straight2Bank Web login screen, select the Mobile app tab. Do not select Password or Physical Token.



Step 4: In the Straight2Bank mobile app, tap Digital Token and scan the QR code shown on the web login screen.

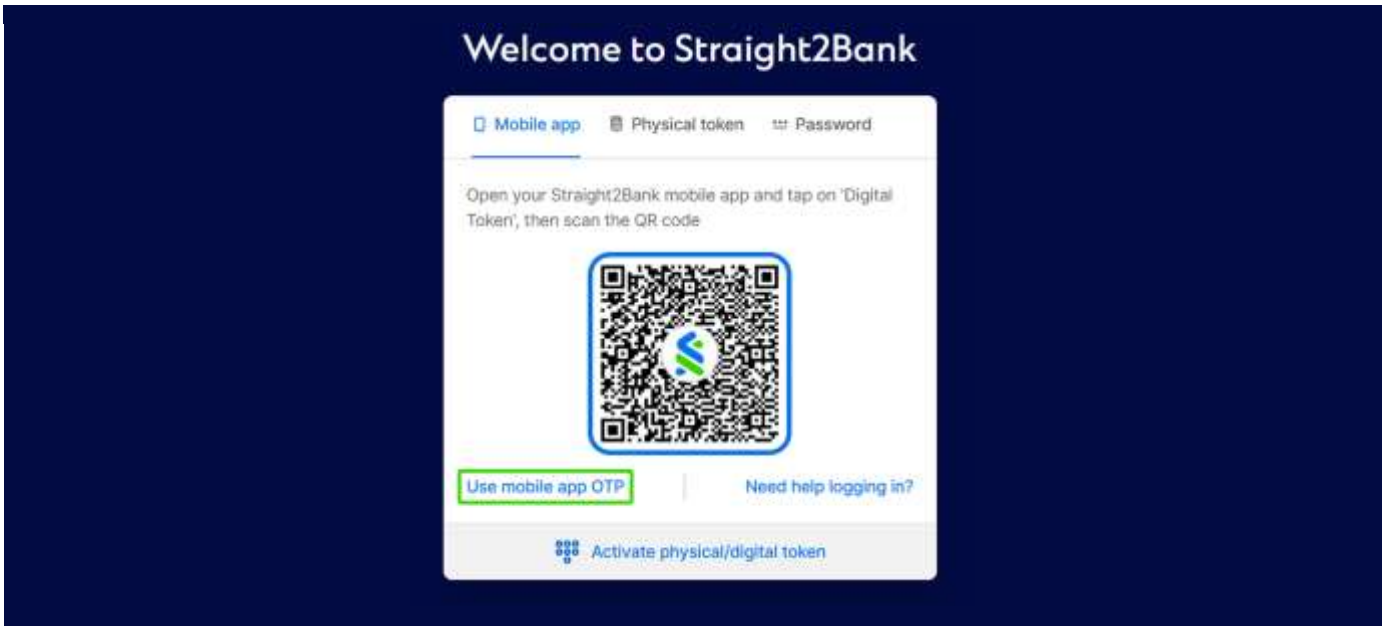
Step 5: On the Digital Token screen, check that the correct User ID and Group ID are selected. To change them, use the drop-down menu on the Digital Token or pre-login screen.



Log in using mobile app one-time password (OTP)

Step 1: Check that the same User ID and Group ID appear in the app and the web login screen.

Step 2: Enter the OTP on the mobile app OTP screen. Do not enter it on the Physical Token screen.



Application is locked

Step 1: Reset your PIN by answering your security questions.

Step 2: If you cannot remember the answers to your security questions, uninstall and reinstall the app, then register again.

Account suspended or locked at registration

What this looks like:

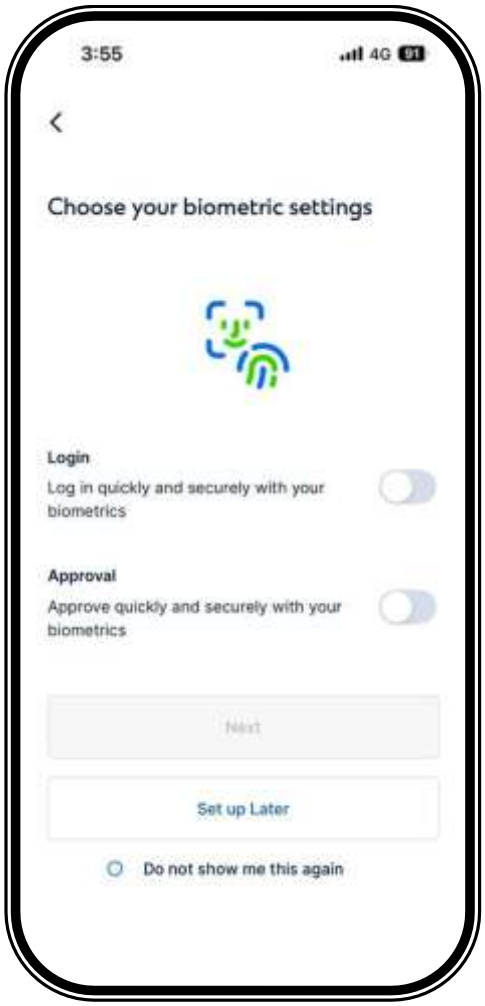
You receive an email stating that your account is suspended or locked.

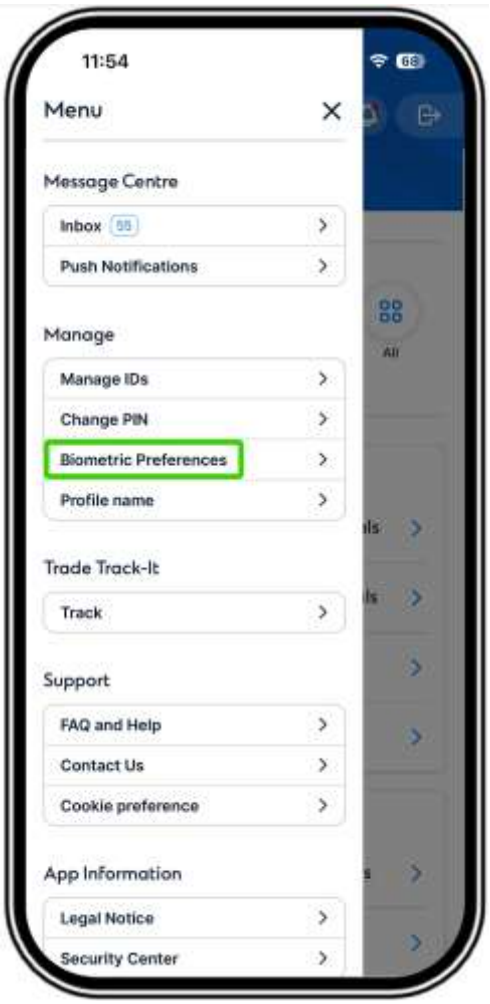
You cannot reactivate a suspended or locked profile through self-service. Contact Client Services to review and unlock your profile.

Use biometrics for login and approvals

Step 1: During first-time registration, tap Proceed to login, then choose whether to use biometrics for login, approval or both.

Step 2: To change your biometric settings any time after logging in, open the menu in the top-left corner and select Biometric Preferences.



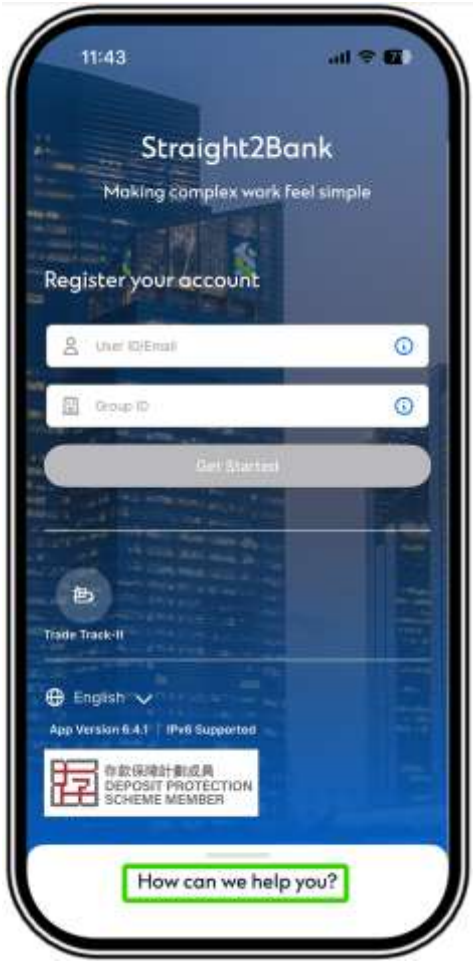


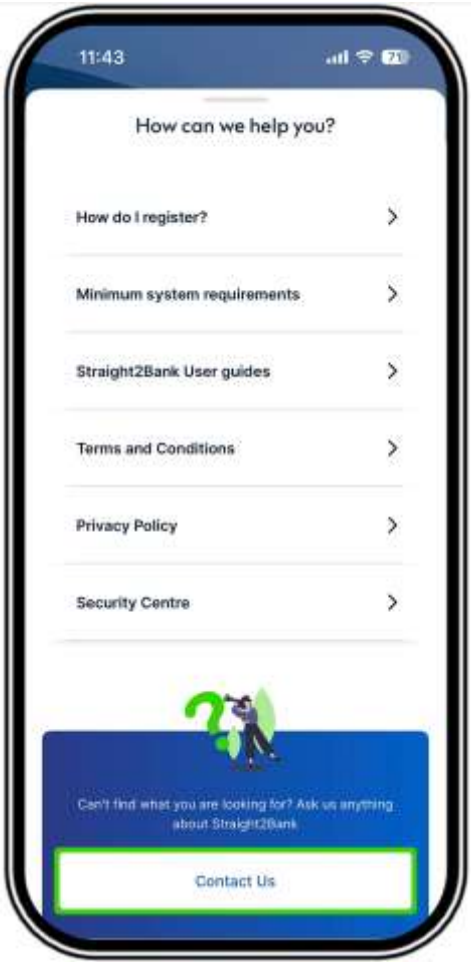
Contact CSG Support

If the issue continues, or you cannot see the expected features after logging in, contact CSG Support and provide:

- Your Group ID and User ID
- A description of the issue and the exact error message shown
- The approximate date and time the issue occurred
- Your device type, OS version and Straight2Bank mobile app version

On the registration or pre-login screen, tap How can we help you? Then tap Contact Us to obtain the contact details for CSG Support in your country.





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