

Card-Reader Security for online banking

Instructions for use



On/Off Button
Switches the Card-Reader on and off.



Identify Button
You do not currently need to use this button for online banking.



Respond Button
Used to tell the Card-Reader you wish to start the process of authorising a transaction, such as creating a new Standing Order.



Sign Button
You do not currently need to use this button for online banking.



Menu Button
Adjusts the screen contrast.



C Button
Deletes all the numbers displayed on the Card-Reader if you make a mistake.



CL Button
Deletes all the numbers displayed on the Card-Reader if you make a mistake.



OK Button
You will be prompted to press this button after you have entered requested information into the Card-Reader.



Numeric Buttons
For entering numbers.

Authorising your transaction

1

Enter an appropriate NatWest card into your Card-Reader. Select that card from the drop-down menu.

Select card

Then press the Card-Reader's **'Respond'** button.



2

You will now be asked to **'ENTER PIN'**. Enter the PIN for the card you've inserted into the Card-Reader (if using a debit card this is the same number you use for chip and PIN). Press the **'OK'** button to continue.



3

You will see an authorisation number displayed on screen. Check the last 4 digits of this number match the last 4 digits of your payee's account number (for transactions with a payee account number) or match the digits **'4444'** (for transactions without a payee account number).

In the unlikely event the numbers don't match please log out of online banking and call us on 0845 60 50 789, +44 8702 430 464.

4

Your Card-Reader will be prompting you to **'ENTER NUMBER'**. Enter all 8 digits of the authorisation number into your Card-Reader.



5

Your Card-Reader will now generate and display a unique number. Enter this number into the screen and select **'Confirm'**.

Now just remove the card from your Card-Reader. **You're done.**