

Logging in to the mobile app for the first time

Where to find the app

The app is available on Android and iOS. Search for 'Castle Trust Bank' to download on your device from Google Play or the App Store.

First, register for an account on the Self Service Portal

Our savings accounts can be managed online through the Self Service Portal (accessible through our website) and on our mobile app. You will need to register on the Self Service Portal first and then you can use these same log in details to start managing your accounts on our mobile app.

If you haven't received your log in details for the Self Service Portal yet, please contact us on our email address savings@castletrust.co.uk and we will be able to set this up for you. Please note, passwords are provided by email so please check you spam folders if you have not received them.

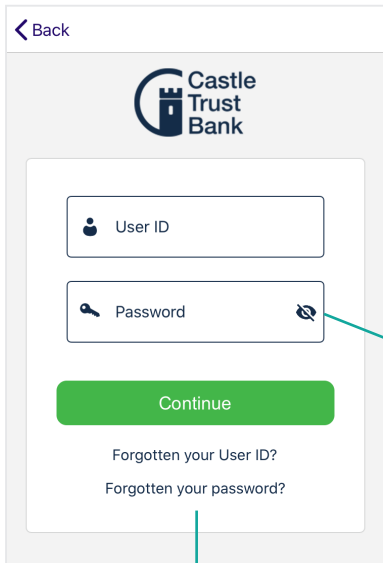
Visit the [Help and FAQ](#) page of our website to view our helpful step by step guides.

Registering a new device on the mobile app

When you log in from a new device for the first time, you need to register the new device to your account using your Self Service Portal log in details. These details are only required for this first registration, once your device is registered, future log ins will be much quicker.

Step 1

Enter your User ID and Password and click 'Continue'.



The screenshot shows the login screen of the Castle Trust Bank mobile app. At the top left is a '< Back' button. The Castle Trust Bank logo is centered at the top. Below the logo are two input fields: 'User ID' with a person icon and 'Password' with a key icon and an eye icon to its right. A green 'Continue' button is positioned below the password field. At the bottom of the screen, there are two links: 'Forgotten your User ID?' and 'Forgotten your password?'. A teal callout box points to the eye icon in the password field.



When registering a new device, make sure you have to hand:

1. Your User ID
2. Your password
3. Your memorable answer

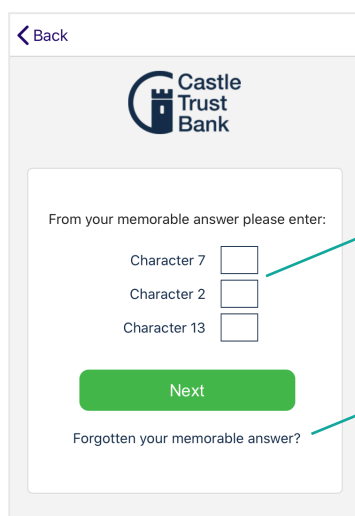
Did you know?

You can show your password as you type by clicking the eye icon in the password field, making it easy to check that you have typed your password correctly.

If you forget your User ID or Password, click the links for help.

Step 2

Enter the requested characters from your memorable answer. Be careful to type these in the order that they are requested then press next.

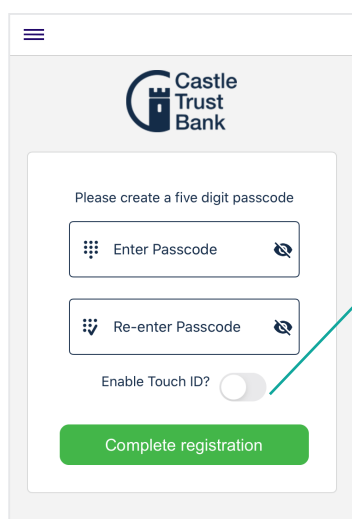


E.g. memorable answer: castletrustbank
Character 7: t
Character 2: a
Character 13: a

Click the link to be sent a prompt for your memorable answer to your registered email.

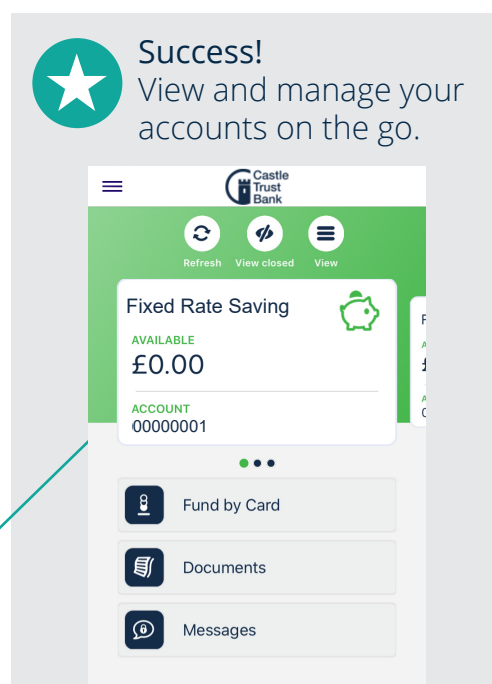
Step 3

You will be prompted to set up a 5 digit passcode and offered the opportunity to enable Face ID and Touch ID if your device has that functionality. In the future, these are all you need to log into a registered device. Create your Passcode and then click 'Complete registration'.



Tap this button to choose to enable Face ID or Touch ID for future sign ins (depending on your device).

Success! You will then be able to go through to the home screen where you can view and manage your accounts.



The next time you log in to the mobile app from your registered device, all you will need is your five digit code or you can use your Touch ID or Face ID.

If you have any questions about the mobile app, our Customer Service Team are happy to help you, call us on 0808 164 5000 Monday to Friday, 9am to 5pm.

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