



Mobile Money Exercise Sheet

MODULE 3

Exercise 3

Fill in de blanks to learn the necessary steps to make your banking account accesible online

Estimated duration

20 min

Material

Computer, tablet or smartphone
Internet access. Mobile Money Simulation tool

Instruction

Participants will complete the instructions below to list all steps to set up an onling banking account on their device. We assume that they already have a regular bank account and simply want to make this account accesible online. The next page will give you some step-by-step instructions which still has some blanks to fill in. The missing words and the complete text can be found at the end of this exercise.



How to make your existing bank account accessible online 1/2

To make your existing bank account accessible _____, you'll need to set up online or mobile banking. Here's a step-by-step guide for you to follow:

The first thing you need to do is register with your bank for online banking. You can either:

- 1) Visit your nearest branch office and the bank teller will guide you through the process
- 2) Check your bank's website to locate the online banking section
- 3) Download the _____ from the Apple or Google Play Store

As a second step you sign up for Online Banking. To start this process on the webpage or app, search for a button labelled as "Enrol," "Sign up", "Register," or "Activate Online Banking."

You will be asked to provide the following information:

Your _____ number.

Personal identification details (f. ex.name, date of birth, address)

Social Security Number or other identification numbers.

Contact information (phone number, email address).

Once you have registered, you will receive your _____ . These consist of a username / account number and a password or ____.



How to make your existing bank account accessible online 2/2

After you have logged in, you can access your account online. The first thing you need to do is create a new, _____.

Make sure you choose a strong password (combine letters, numbers and special characters) for your online banking account.

It is likely that the system will ask you to create a security question to further protect your account. This question will help you recover access if you forget your login credentials. It is also a good idea to set up two-factor authentication (2FA) for additional protection.

With a _____ (2FA) you enter a code sent to your phone or email, in addition to your password, when you log in your account.

To complete your registration, you'll need to verify your identity.

This can be done by:

answering a security question

receiving an _____ via email or text message

After completing the sign-up process, go to the bank's website or open the app and enter your _____ and password to log in to your account.

**Congratulation,
you have successfully made your bank account accessible
online.**



Words to fill in the blanks:

personal password

account

PIN

online

activation code

online banking access details

two-factor authentication

bank app

username



How to make your existing bank account accessible online 1/2 (COMPLETE VERSION)

To make your existing bank account accessible online, you'll need to set up online or mobile banking. Here's a step-by-step guide for you to follow:

The first thing you need to do is register with your bank for online banking. You can either:

- 1) Visit your nearest branch office and the bank teller will guide you through the process
- 2) Check your bank's website to locate the online banking section
- 3) Download the bank app from the Apple or Google Play Store

As a second step you sign up for Online Banking. To start this process on the webpage or app, search for a button labelled as "Enrol," "Sign up", "Register," or "Activate Online Banking."

You will be asked to provide the following information:

Your account number.

Personal identification details (f. ex.name, date of birth, address)

Social Security Number or other identification numbers.

Contact information (phone number, email address).

Once you have registered, you will receive your online banking access details. These consist of a username / account number and a password or PIN.



How to make your existing bank account accessible online 2/2 (COMPLETE VERSION)

After you have logged in, you can access your account online. The first thing you need to do is create a new, personal password.

Make sure you choose a strong password (combine letters, numbers and special characters) for your online banking account.

It is likely that the system will ask you to create a security question to further protect your account. This question will help you recover access if you forget your login credentials. It is also a good idea to set up two-factor authentication (2FA) for additional protection.

With a two-factor authentication (2FA) you enter a code sent to your phone or email, in addition to your password, when you log in your account.

To complete your registration, you'll need to verify your identity.

This can be done by:

answering a security question

receiving an activation code via email or text message

After completing the sign-up process, go to the bank's website or open the app and enter your username and password to log in to your account.

**Congratulation,
you have successfully made your bank account accessible
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