



MOBILE MONEY

Module 3

Managing a bank account online



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Asociația Four Change, Rumania



ZAVOD IZRIIS

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Modules

1. Basic digital literacy skills

2. Security & Prevention

3. Managing a bank account online

4. Online solutions for receiving and sending money

5. Using a Credit Card to Purchase from Online Goods and Services

6. Processing online payments for taxes and bills



Unit 1

Introduction

Objectives

On completion of this unit, you will be informed about

- ✓ The learning objectives and training content of this module
- ✓ The training methodology used and the duration of this module





Competences

After completing this module, you will know how to:

- Set up and access an online bank account
 - ✓ know the steps to set up an online bank account in your application
 - ✓ know how to get the access code to the account
 - ✓ know how to verify your identity and create your own username and password
- Manage an online bank account:
 - ✓ know how to identify and access the services offered by your online account
 - ✓ know how to make transfers and pay bills
 - ✓ know how to consult your available balance
 - ✓ know how to consult movements



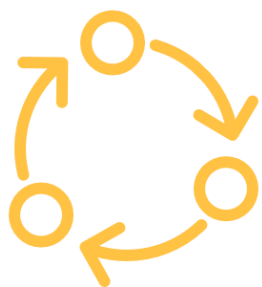
Training content



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1. Introduction: duration, objectives, content and methodology
2. Difference between bank accounts
3. Advantages and challenges of online banking
4. How to install a mobile banking application
5. Obtaining the identification and access code
6. Online transfers
7. Account balance monitoring
8. View messages and alerts
9. Tips and exercises
10. What does it mean...? Explanation of basic banking concepts





Unit 1 Training methodology and duration

Duration: 4 hours

- Face to face session: 2 hours
- Online training: 2 hours

The course is implemented at a higher or lower level depending on the technological knowledge of the participants.

Methodology

- Active and participative
- Face to face training:
 - ✓ Dialogue
 - ✓ Role playing
 - ✓ Teamwork
- Online Training:
 - ✓ Videos
 - ✓ Exercises on activities completed in class
 - ✓ Collaborative Work
 - ✓ Simulations

Unit 2

How to set up and access an online bank account

Objectives

On completion of this unit, you will be

- ✓ ... understand the difference between traditional and online bank accounts
- ✓ ... be aware about the advantages and challenges of online banking
- ✓ ... know how to install and access a mobile banking application.



Types of bank accounts

Differences between traditional bank accounts and online bank accounts:

“Traditional banking relies on the customer who uses a savings book and cash and travels to bank branches, whereas the digital customer uses the latest technology and does not need to travel to make transactions.” [\(Fuente lebschool\)](#)

| Traditional Banking | Online Banking |
|--|---|
| Banking operations require going to a branch and communicating in person for any transaction. Thanks to the ATM it is possible to withdraw money in person, but it is still necessary to travel. | Online banking services are usually not very different from traditional banking services, but they have the special feature that they can be performed remotely via an app or the bank's own website. |



Advantages and challenges of traditional and online banking

Traditional Banking

Advantages



- **Personal Attention:** Direct contact with the bank teller
- Ample availability of **ATMS**
- **Additional services** (security boxes, insurance services)



Disadvantages

- Limited opening hours
- Waiting time of each visit

Online Banking

Advantages



- **Convenience:** 24/7 access without travel
- **Time-saving:** no waiting in lines
- **Less commissions**
- **Easy management:** real-time balance tracking



Disadvantages

- No reference person for direct contact
- Small network of ATMs



How to install a mobile banking app

What do we need to create and access an online account?

- Device with internet access (smartphone, tablet, PC)
- Bank account
- Online banking login details
- ID and access code for online banking services

1. Request your access data from your bank
 - directly at the branch or via your bank's website
2. With these details go to your bank's website and log in with your username and your password (PIN).

click



Here you find a video with the necessary steps to download the app of the BBVA bank:

https://youtu.be/PI9g7k9mc_I

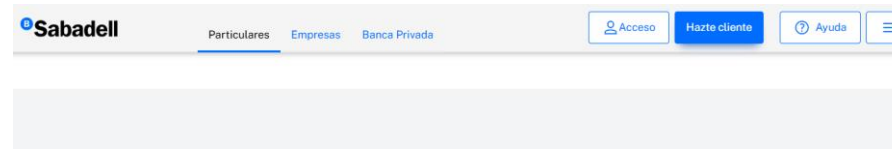


Steps to access the online account for the first time

(1/2)

The steps to access online banking for the first time are usually the same for all banks:

- Visit your bank's website and look for the 'Online Banking' or 'Customer Access' option.
- Click on 'Register' or 'Create an account' to begin registration.
- Fill in the requested information, such as your account number, date of birth and other personal data
- Create a username and a secure password that you can remember.



¿Todavía no disfrutas del servicio de Banca digital?

Si ya eres cliente pero aún no has podido acceder, es posible que no tengas dado de alta tu contrato de Banca digital. Solicita este servicio de manera sencilla y gratuita a través de este formulario.

Activa tu Banca digital

Click here!

Steps to access the online account for the first time

(2/2)

- Verify your identity by following the bank's instructions, which may include sending a verification code to your phone or email.
- Once your identity has been verified, you will be able to access your online banking account with your username and password.

Remember to keep your login information secure and do not share it with anyone !



Unit 3

Basic use of an online bank account

Objectives

On completion of this unit, you will be

- ✓ ... able to make a bank transfer
- ✓ ... monitoring your account balance
- ✓ ... view online messages and alerts about your account



[Image by vectorjuice on Freepik](#)

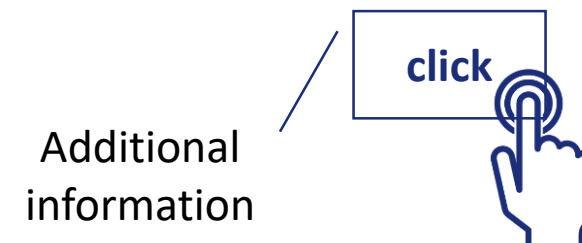


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3 Managing a bank account online

How to make a bank transfer? (1/2)

- In the case of a bank transfer, money is transferred from one account to another.
- Once a transfer has been authorised, it can no longer be cancelled.
- Have all the information you need at hand. You will find most of the information on the invoice you want to pay (name of the recipient, IBAN, amount and payment reference).



Have a look at this video on how to make a bank transfer:

<https://youtu.be/7tAHOJAGtn0>



How to make a bank transfer? (2/2)

The typical bank transfer screen consists of the following fields:

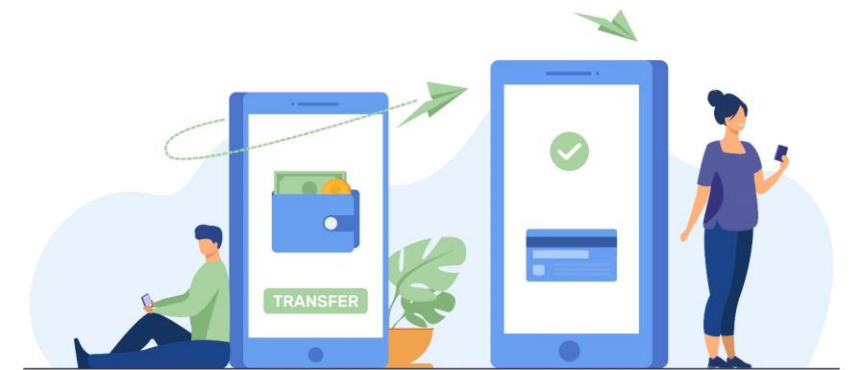
- **Sender account:** where the money comes from
- **Amount:** the amount you want to transfer
- **Balance:** Money, you have on your account
- **Recipient:** the name you put on the invoice
- **IBAN:** 24-digit international bank account identification number
- **BIC:** Identifies the destination bank
- **Payment reference:** the reason for this payment
- **Date of execution:** The date of the transfer



Advantages of making a bank transfer online

... instead of carrying cash or paying at your bank counter:

- You don't need to carry banknotes from one place to another, so they can't be stolen or lost. In return, the money is protected by the security system of the online bank account.
- A transfer from one account to another at the same bank is free of commission and will be available in the other account immediately.
- There is no need to fill in the transfer order by hand at the bank and you can save the details of the destination account in the app so that you don't have to take these details out for the next transfer.

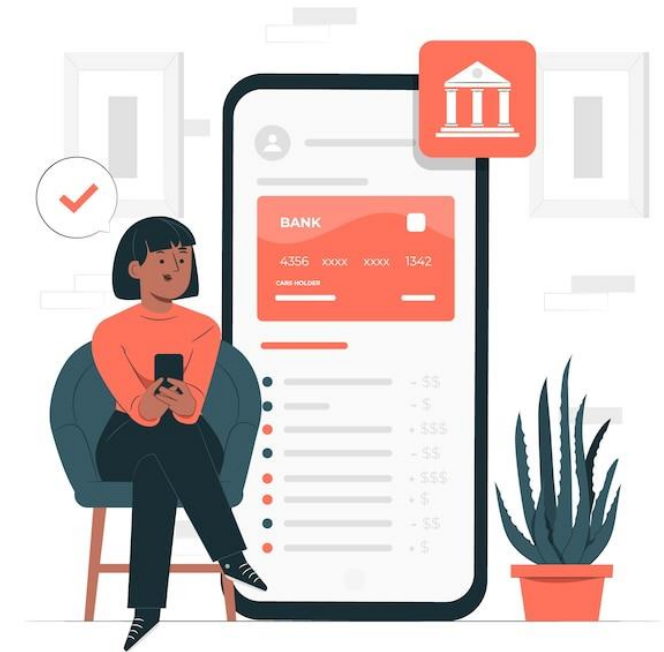


Monitoring of account balance (1/2)

How can I consult the movements of my account online?

There are several ways of accessing the information on your bank transactions:

- You can consult the details of the movements online from the **'Transactions'** menu by clicking on the specific movement you are looking for and the information will be displayed. You can directly download the receipt for that movement.
- If you are looking for the receipt of a supply, consult the **'Direct debits'** menu.
- If you are looking for a transfer or a transfer, select **Transfers** > Received/Emitted from the menu and use the search engine.



Monitoring of account balance (2/2)

Examples of queries for a specific movement



Image by CaixaBank

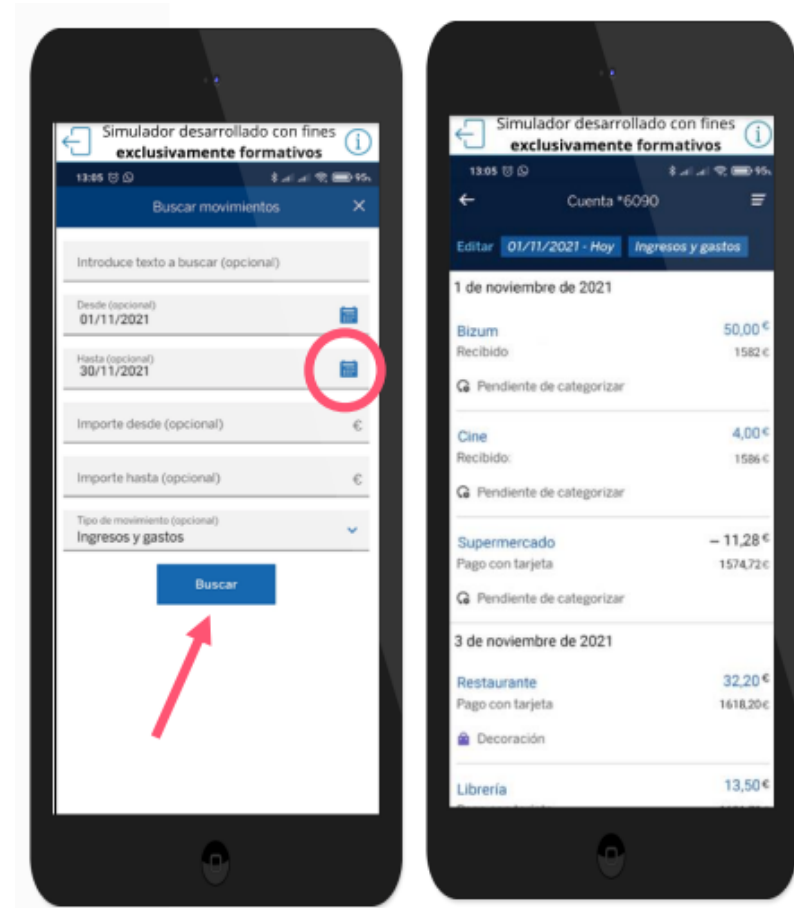


Image by CYLDIGITAL Diapositiva 32



Messages and alerts

The app sends **alerts** and **messages** via:

- push notifications
- emails, or
- messages within the app itself.

The most important messages and alerts that can be consulted in the online account include:

- **Transaction** alerts
- **Safety** alerts



Common transaction alerts

Transaction alerts:

- **Deposits:** Notification of incoming money
- **Withdrawals or purchases:** Confirmation of card payments or transfers, withdrawals from ATMs.
- **Account movements:** Notification of transfers, cheque payments, etc.)
- **Account balance and activity alerts:**
 - Low balance
 - Balance available



Common safety alerts

Safety alerts:

- **Access not authorized:** Alerts about suspicious access attempts
- **Password change:** Warnings when password or login details are changed
- **Fraud alerts:** Messages alerting to unusual activity
- **Two-factor authentication:** Confirmation of security authentication when logging in or performing a transaction



View messages and alerts (1/2)

In addition, messages and alerts can be viewed with the following steps:

1. **Log in to the online banking app**
2. **Access the main menu or the home screen**
 - Messages and alerts can be viewed in the following sections:
 - **Notifications** or **Alerts** (with a little bell or similar icon).
 - **Messages** or **Message centre** (an envelope icon or chat bubble)
 - **Profile** or **Settings**



View messages and alerts (2/2)

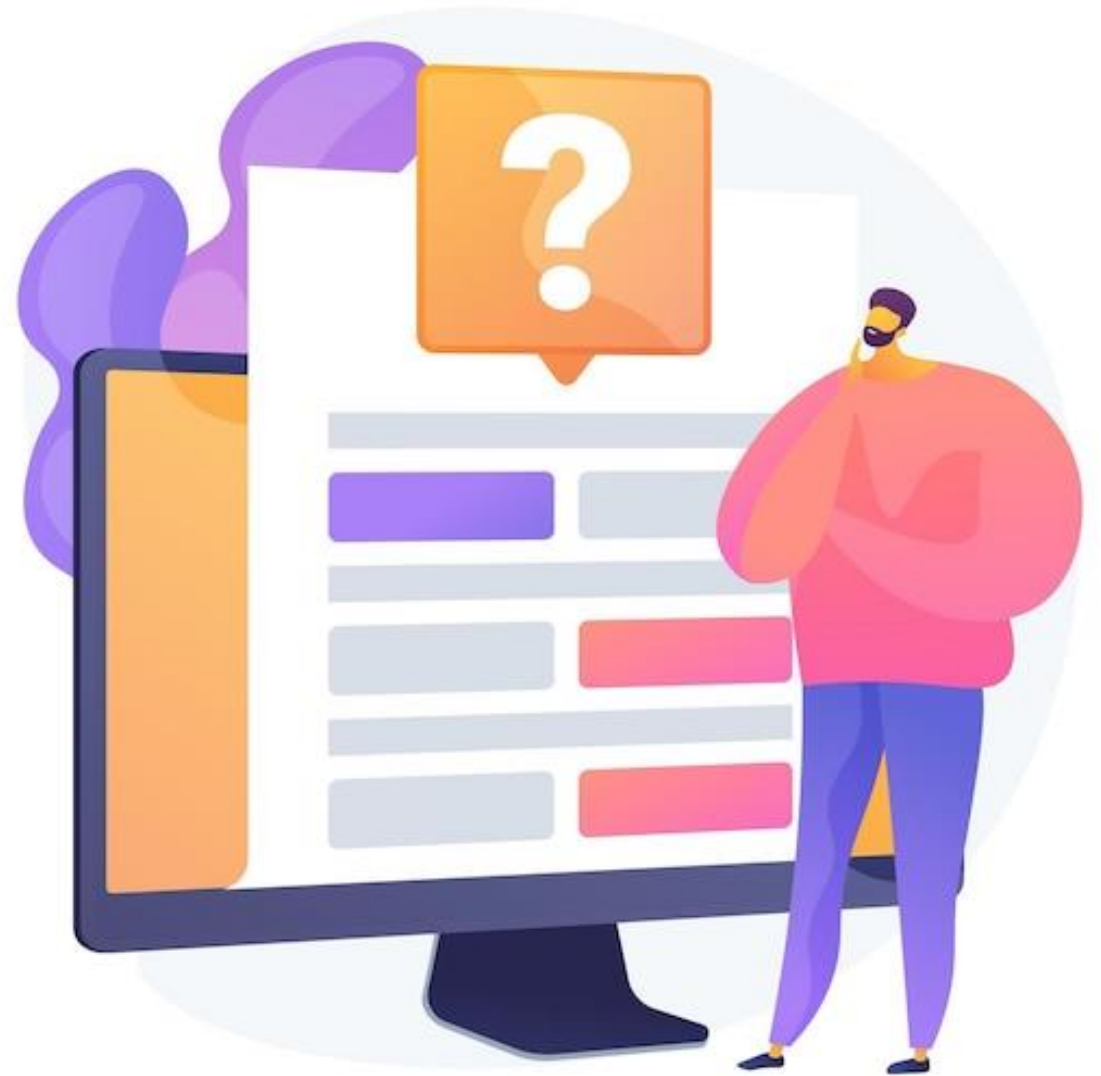
3. View alerts or notifications:

- Tap the notifications icon to access your alert history.
- Read the details of each alert by clicking on it.
- If the bank has an internal messaging system, go to the Messages or Message Center.





Time to
practise!



3 Managing a bank account online



Learning activity 1: Match questions & answers and obtain the keyword

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Mobile Money Exercise Sheet

MODULE 3
Exercise 1
Matching Quiz

Estimated duration
10 min

Material
Device with Internet access to clarify
Paper and pen

Instructions
On the next page you will see 2 columns. In the first column there are several questions and in the second column there are possible answers in a different order. You have to match the questions with the corresponding answers. Next to the questions, you will find a capital letter. Match these letters with the questions and you get the solution.

| N° | Question | Answer |
|----|---|--|
| 1 | What is an IBAN? | • Smartphone • internet • Bank account • Online banking |
| 2 | What is the advantage of traditional banking over online banking? | Click "Forgot password", and then enter an email with a recovery password. |
| 3 | What do I need to create an online bank account? | You can request banking account through the local branch website. |
| 4 | What is a recurring payment? | Fewer fees and charges apply. |
| 5 | How do I get my online account login details? | International Bank Number |
| 6 | What is the advantage of online banking over traditional banking? | Most banks provide relevant training on their website. |
| 7 | What happens if I forget or lose my password? | The transmission of money through one bank account to another. |
| 8 | Where can I find a video tutorial on the functions of online banking? | The personal computer |
| 9 | What is a bank transfer? | A payment that is made at a regular interval. |

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SOMETIMES ONLINE BANKING IS ALSO CALLED:

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| | | | | | | | | |

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Learning activity 2: Use the Mobile Money app to practice the payment of a bill

MOBILE MONEY
Mobile Money Exercise Sheet

MODULE 3
Exercise 2
Use the Mobile Money Simulator to pay a bill

Estimated duration
20 min

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

Instruction
Participants will use the Mobile Money simulation tool to practise all steps to pay a bill with an bank transfer. The next page will give you a fictional bill receipt and some step-by-step instructions to guide them.

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Here is a bill for your monthly housekeeping.
Please use the Mobile Money simulator to make a bank transfer to pay this bill.

MORGAN MAXWELL
House Keeping

ISSUED TO:
Jonathan Patterson
123 Anywhere St., Any City

INVOICE NO: 01234
DATE: 11.02.2020
DUE DATE: 11.03.2020

| DESCRIPTION | UNIT PRICE | QTY | TOTAL |
|------------------------------------|------------|-----|---------------------|
| House Keeping Services November | 20 | 1 | 20€ |
| | | | TAX 21% |
| SUBTOTAL | | | TOTAL 24,20€ |

BANK DETAILS
Mobile Money Bank
Account Name: Morgan Maxwell
IBAN.: E566 0123 4567 8901 1234 0025



3 Managing a bank account online



Learning activity 3: How to convert your bank account in an online bank account

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Mobile Money Exercise Sheet

MODULE 3

Exercise 3

Fill in de blanks to learn the necessary steps to make your banking account accessible 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 accessible 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.

...ing bank account accessible
...online or mobile banking. Here's a step-by-
...p guide for you to follow.

...ed to do is register with your bank for online
...anking. You can either:
...ranch office and the bank teller will guide you
...through the process
...website to locate the online banking section
...from the Apple or Google
...Play Store

...ou sign up for Online Banking. To start this
...page or app, search for a button labelled as
... "Register," or "Activate Online Banking"

...ad to provide the following information:
...r _____ number.
...n details (f. ex.name, date of birth, address)
...umber or other identification numbers.
...tation (phone number, email address).

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

...n, you can access your account online. The
...do is create a new, _____
...se a strong password (combine letters,
...characters) for your online banking account.

...m will ask you to create a security question
...account. This question will help you recover
...r login credentials. It is also a good idea to
...ntification (2FA) for additional protection.
... (2FA) you enter a
...ne or email, in addition to your password,
...you log in your account.

...stration, you'll need to verify your identity.
...This can be done by:
...ering a security question
...via email or text message
...gn-up process, go to the bank's website or
...nter your _____ and
...rd to log in to your account.

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

to fill in the blanks:

- personal password
- account
- PIN
- online
- activation code
- banking access details
- actor authentication
- bank app
- username



3 Managing a bank account online

What is online banking?

Only one answer is correct!

A.
A bank that only works online

B.
A way to pay for a service online

C.
A platform offered by your bank to
have access to banking services
online



[Image by pch.vector on Freepik](#)



What is an IBAN?

Only one answer is correct!

A. Incredible Bug Accounting
Network

B. Instant Bill Advice Notebook

C. Invisible Bank Account Number

D. International Bank Account
Number



3 Managing a bank account online

What is a PIN?

Only one answer is correct!

A. Poor Income News

B. Something to eat

C. A personal identification number
/ a personal password

D. A hair accessories



3 Managing a bank account online

Match the columns

Match the columns !

How can I withdraw cash from an online account?

An IBAN (International Bank Account Number)

What is a periodic payment?

By means of an ATM

What do we need to make an international bank transfer?

A payment that will be repeated at a regular interval.



Frequent terms used in online banking

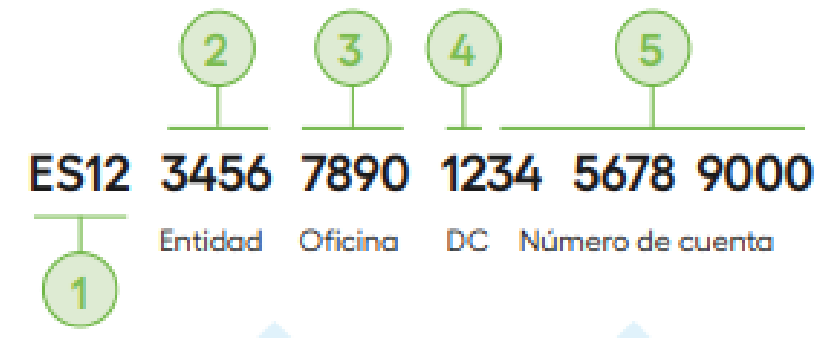
- **Account Holder:** The owner of the money in the bank account.
- **Direct debit:** To direct debit means to instruct that specific charges and payments be debited from the account (e.g. costs of telephone, electricity, gas).
- **Overdrawn:** 'To be overdrawn' means to have an insufficient balance in the bank account.
- **BIC** (Bank Identifier Code) or **SWIFT** code: identifies the destination bank of a transfer.
- **PIN:** The 'Personal Identification Number' together with the user number are your access data for your online banking.



Frequent terms used in online banking

IBAN (International Bank Account Number):

- A 24-digit set of two letters and 22 numbers:
 - 1. Country:** The letters identify the country and are linked to two check digits (DC) which serve to validate the entire IBAN
 - 2. Entity:** The first four digits are assigned by the Bank of Spain and identify the bank.
 - 3. Branch:** The next four digits identify the specific branch where the customer holds the account
 - 4. DC:** Again, 2 control digits.
 - 5. Account number:** The last 10 digits form the last 10 digits





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Congratulations!

You have successfully completed this
module!



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