



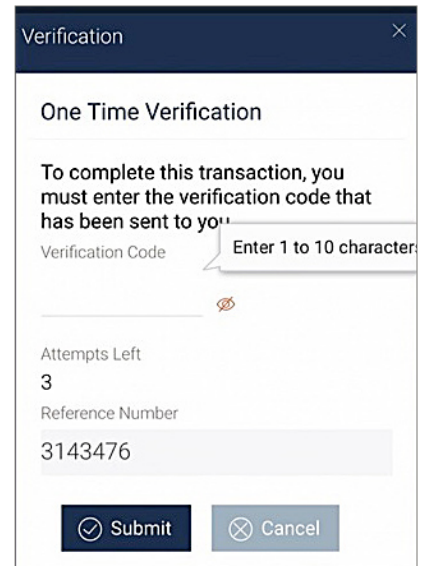
Butterfield Online
Push Notifications for
Android Devices User Guide
VERSION 2.1 | 01 OCTOBER 2023

Butterfield Online Banking Push Notifications for Android Devices

Butterfield Online Users can receive their One-Time Passcode (OTP) verification code and other account activity alerts (i.e., account transfer alerts) directly to their registered mobile device(s) via a push notification.

The new authorisation methods apply to the most up to date version of the Butterfield Online Banking app. Please update your app if you have not done so already.

When a verification request is triggered, the verification (OTP) code request includes a Reference Number which matches the corresponding verification (OTP) code alert, so that Users can identify which transaction a notification relates to.



Push Notifications work like those you may receive from other Apps and Google, and can also be accessed by pulling down from the top of your device Home Screen.

IMPORTANT: If you click and release a notification, it will open the Butterfield Online Banking app and the notification will disappear, so be sure to click and hold to display the entire content.

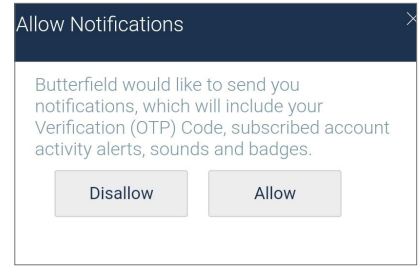
To receive your verification (OTP) codes and activity alerts via a push notification to your Android mobile device(s), you must register the device using the Butterfield Online Banking app.

Please complete steps 1-3 to enable the device while connected to a strong Wi-Fi signal (not cellular data) to reduce data costs.

STEP 1 - Log in to Butterfield Online Banking app to register your mobile device.

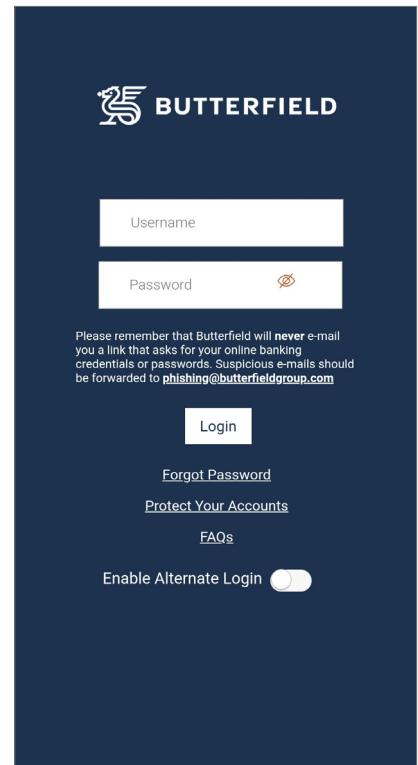
Once you have downloaded and installed the app, open the app .

If, when opening the app, you are presented with an **Allow Notifications** message, click **Allow**.

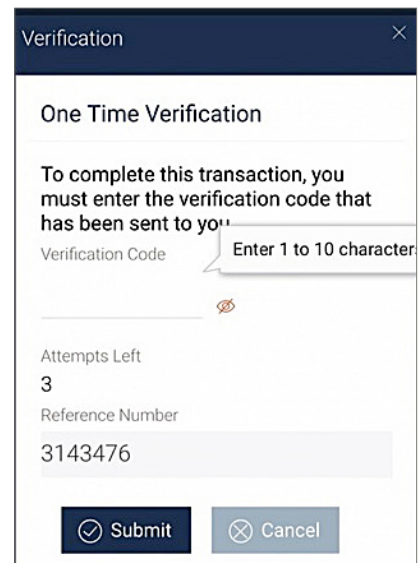


You will need to log in to the Butterfield Online Banking app using your Butterfield Online credentials.

Your verification (OTP) code will then be sent to the e-mail address associated with your profile.



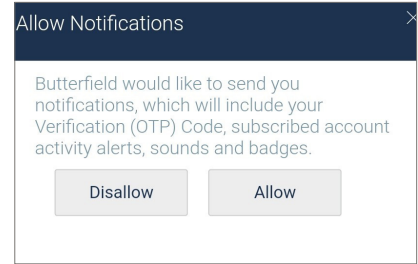
Enter the verification (OTP) code from your e-mail.



After successfully entering the verification (OTP) code, if you are presented with another **Allow Notifications** message, click **Allow**.

This is a second security check and enables your device to receive push notifications and assigns it a token unique to your device and Butterfield Online profile.

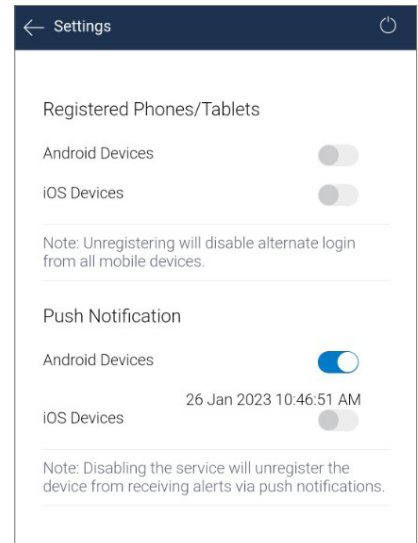
Note: Not all Users will see a second Allow Notifications message.



STEP 2 - Check your settings and verify your device is registered.

Go to the **Menu Icon** (☰), select > **Security Settings > Push Notifications**.

Confirm that the toggle slide is turned-on (Blue). This confirms your device(s) is now ENABLED for **Push Notifications**.



STEP 3 - Check your personal settings for notifications on your Android device.

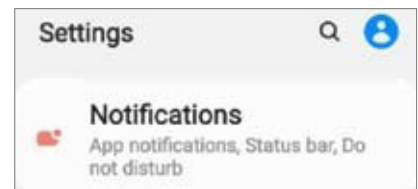
Once you have registered your device successfully and confirmed it is enabled using the steps above, ensure that you have enabled the device to receive and display notification messages sent via Google. These are personal device settings you may have configured to show or hide notifications from different apps. Each Android phone manufacturer has different options, so this is a general guide about what should be checked. If you are familiar with receiving notifications from apps, you may not need to complete this step.

On your Android device, click on the **Settings** icon and in the menu, scroll down to the **Notifications** section.



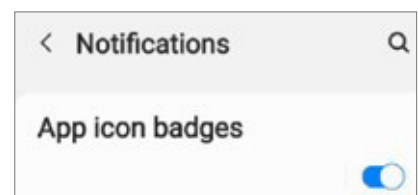
Settings

The **Notifications** settings on your device allows you to customise when and how you wish to see the verification (OTP) code and alerts sent by Butterfield to your device. Click **Notifications**.



Similar to other apps you may have on your mobile device you can customise notifications and alerts from Butterfield Mobile Banking.

Ensure that the **App icon badges** is turned on.



You must ensure that “Do not disturb” is OFF or you will not receive notifications and alerts when Butterfield Online Banking sends them to you.

Next, go back to the main **Settings** menu and select the **Lock Screen** option.

Until you are familiar with getting Notifications, you can choose to turn this Notification On.

REMEMBER THAT IF YOU CHOOSE THE “OFF” OPTION, YOU WILL NEED TO UNLOCK THE DEVICE WHEN LOGGING INTO ONLINE BANKING TO SEE THE VERIFICATION (OTP) CODES AND ANY ACCOUNT ACTIVITY ALERTS YOU HAVE SUBSCRIBED TO.

Next, go back to the **Settings** menu and select **Apps**.

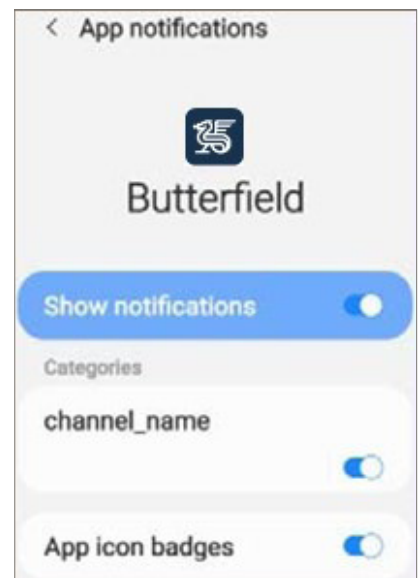
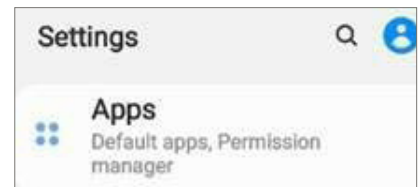
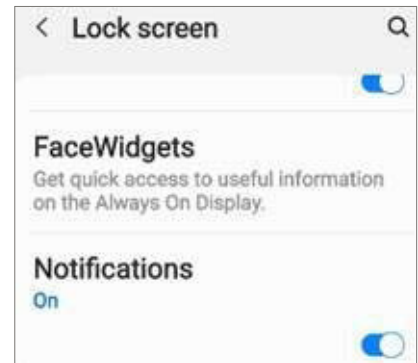
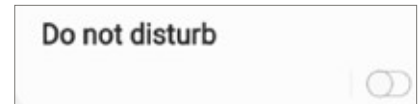
In this section you can further customise when and how you wish the verification (OTP) code and account activity alerts to display on your device.

Scroll down and select the Butterfield Mobile Banking app.

Within the **App Settings**, ensure you have **Notifications** set to **Allowed**.

If set to Blocked, please click on the option and change your setting back to **Allowed**.

You should also check your **App Notification** settings to ensure that **Notifications** show the **channel name** and **App icon badges**, to help notify you when Butterfield Online sends you verification (OTP) codes and alerts.



Ensure that you log in to Butterfield Online using your app or web browser and confirm you are receiving the verification (OTP) code via Push Notifications whenever you are challenged. You may not always be challenged to complete the verification (OTP) code when logging in to Butterfield Online Banking.

If you get the verification (OTP) code via e-mail, after successful registering your device/app and confirming in Step-2, please contact us.

If you are not getting your verification (OTP) code at any point, please check your device settings as per Step-3 to ensure you have not personalised your device to hide notification alerts.

If you are changing your mobile device and want to enable a new one, you should contact the Call Centre team or local Banking Centre BEFOREHAND to deregister your existing device or the OTP will continue to be sent to the old device. If your device is lost or stolen, please contact the Call Centre immediately or your local Banking Centre.

FREQUENTLY ASKED QUESTIONS - Push Notifications

1. Can I have more than one mobile device and use the app on both? Will I receive the notification on both devices?

Yes. You can register multiple Apple (iOS) and Android devices or a mixture of Apple (iOS) and Android devices by following the same registration steps.
2. Can I use the same device and app for more than one login?

Yes. You can use the same mobile device and app to log in to different Butterfield Online profiles, just log out of the first profile, then log in using the next profile's credentials.
3. What happens if I receive the verification (OTP) code to my mobile device but I swipe the notification off of my screen before I can read it?

Try swiping down from the top of the screen on your mobile device. You will often find your previous notifications can still be viewed. If you are unable to view it, you should log in again. For financial transactions where you are asked for a verification (OTP) code and you cannot find it, you can use the **Resend Code** option, and a new verification (OTP) code notification will be sent to your app.
4. Can I receive the verification (OTP) code via both e-mail and to my mobile device?

No, you cannot receive the verification (OTP) code via both e-mail and push notification at the same time.
5. Does the Butterfield Online Banking app save my Username and Password?

No, the app does not save User credentials. For your security, you will need to input your Login ID and Password every time you log in. Fingerprint and Face ID are not enabled to log in to the app.
6. I've turned on Push Notifications but I am still receiving the verification (OTP) code via e-mail, what should I do?

You may not be receiving the verification (OTP) code for any of the following reasons:

 - a. Push notifications are only sent to the device(s) that you have registered with the latest Butterfield Online Banking app.
 - b. Check that you have the correct version of the app installed and that in your Security Settings > Push Notifications, you see your device operating system (iOS / Android) slider switch is turned on (Blue).
 - c. During the installation process of the app you clicked on **Don't Allow** – log in to Butterfield Online and check that your toggle switch is turned on. Turn it off, check your settings and verify your device is registered, and check your personal settings for notifications on your Android device.
 - d. Check on your device that you have allowed **Show Notifications** for the Butterfield Online Banking app. Turn off settings like **Do Not Disturb**.

7. What should I do when I change my mobile device?

- a. Prior to changing your device, or giving it to someone else, you should log in to Butterfield Online and de-register your device by turning the switches Off (GREY) in Security Settings > Push Notifications > iOS/Android.
- b. Your OLD device will continue to receive alerts until it is de-registered.
- c. You can then register your NEW device by using it to log in to Butterfield Online using the Butterfield Online Banking app. Your first verification (OTP) code will be sent to the e-mail address on file. Once you have entered the OTP upon first login, your new device will be registered and the switches will turn back on (BLUE).

8. What should I do if my device is lost or stolen?

If your device is lost or stolen, please contact us via one of the following channels:

Bermuda Call Centre T: +1 (441) 295 1111
Cayman Islands Call Centre T: +1 (345) 949 7055

9. Why am I not receiving notifications?

You may not be receiving notifications for any of the following reasons:

- a. Push Notifications are only sent to the device(s) that you have enabled in the Butterfield Online Banking app.
- b. You may not be connected to the cellular network or Wi-Fi. Please check that your signal strength is strong.
- c. In the mobile device settings, you may have personalised them to prevent app notifications from being received or displayed. Please check your devices settings.
- d. You may have deleted and reinstalled the app on your mobile device. Please contact the Call Centre team.