

Kiwi bank How to Set up Internet Banking Guide User Guide

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Kiwi bank How to Set up Internet Banking


Internet banking login

Enter your login details

Access number:

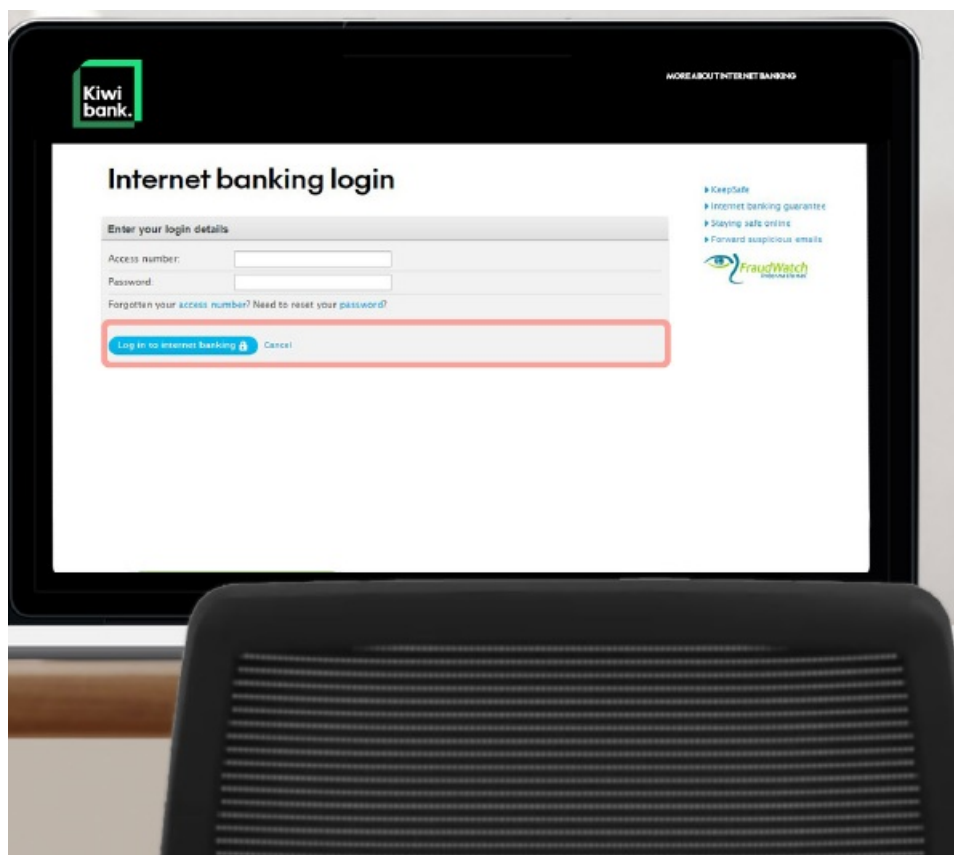
Password:

Forgotten your [access number](#)? Need to reset your [password](#)?

[Log in to internet banking](#)  [Cancel](#)

INSTALLATION INSTALLATION

Step 1



Log in Go to ib.Kiwibank.co.nz

To log in you'll need to use your access number. This can be found on the back of your EFTPOS or Visa Debit Card. If the access number is not on the back of your card, it would've been provided by the branch when your accounts were first opened.

It's important to note – you need to log in and have your password changed within seven days of receiving your temporary password.

Enter your access number and temporary password and then click "Log in to internet banking".

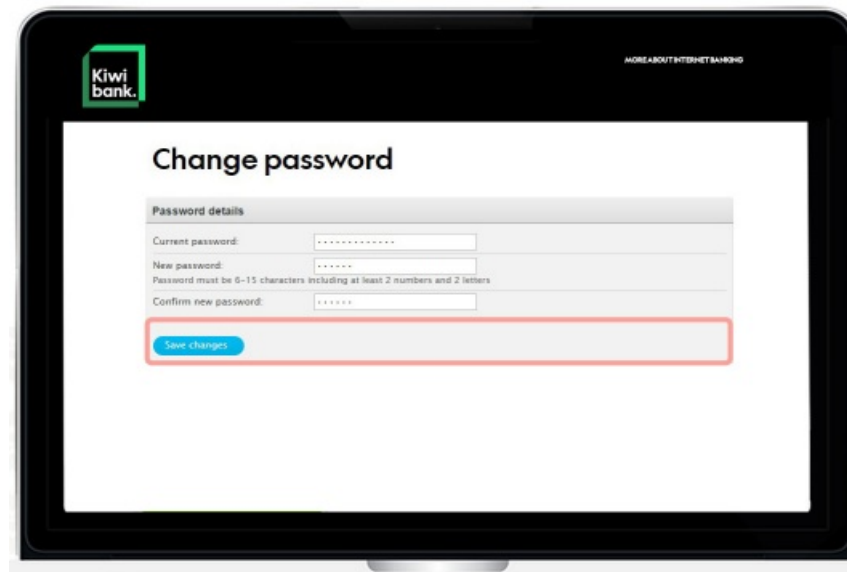
Step 2

Change your password

- Re-enter your temporary password into the 'Current password' section.
- Create a new password and enter it into the second and third boxes making sure to follow the prompts on the screen.

Then click “Save changes”.

- **Top tip:** To stay protected, use personal details only known by you and avoid using information that may be found on social media. To make your password strong we suggest you include symbols and spaces.
- Remember to keep your password secure at all times.

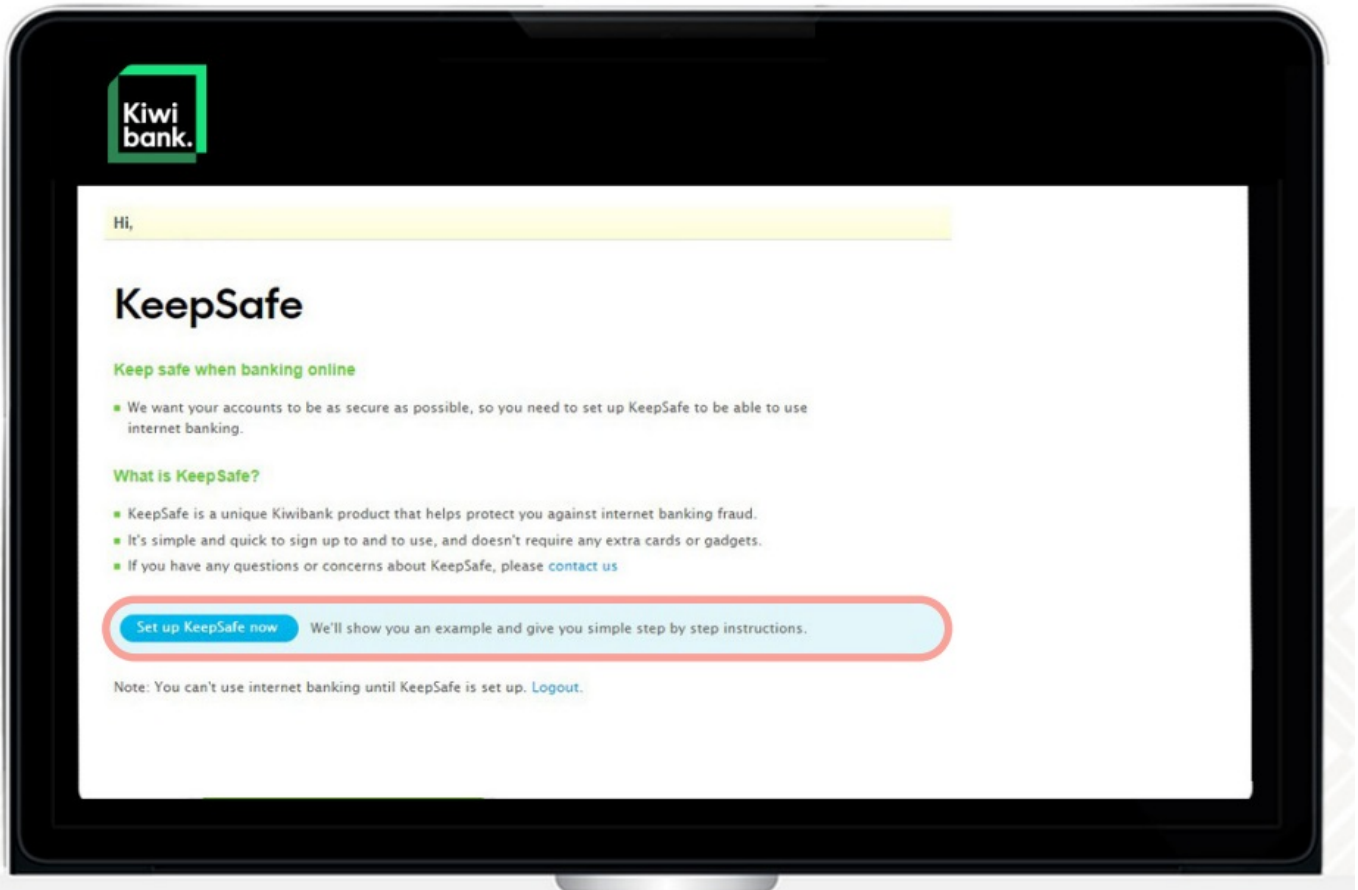


The image shows a tablet displaying the Kiwi bank website. The page is titled "Change password" and features a form with the following fields:

- Current password:** A text input field with a masked password (dots).
- New password:** A text input field with a masked password (dots).
- Confirm new password:** A text input field with a masked password (dots).

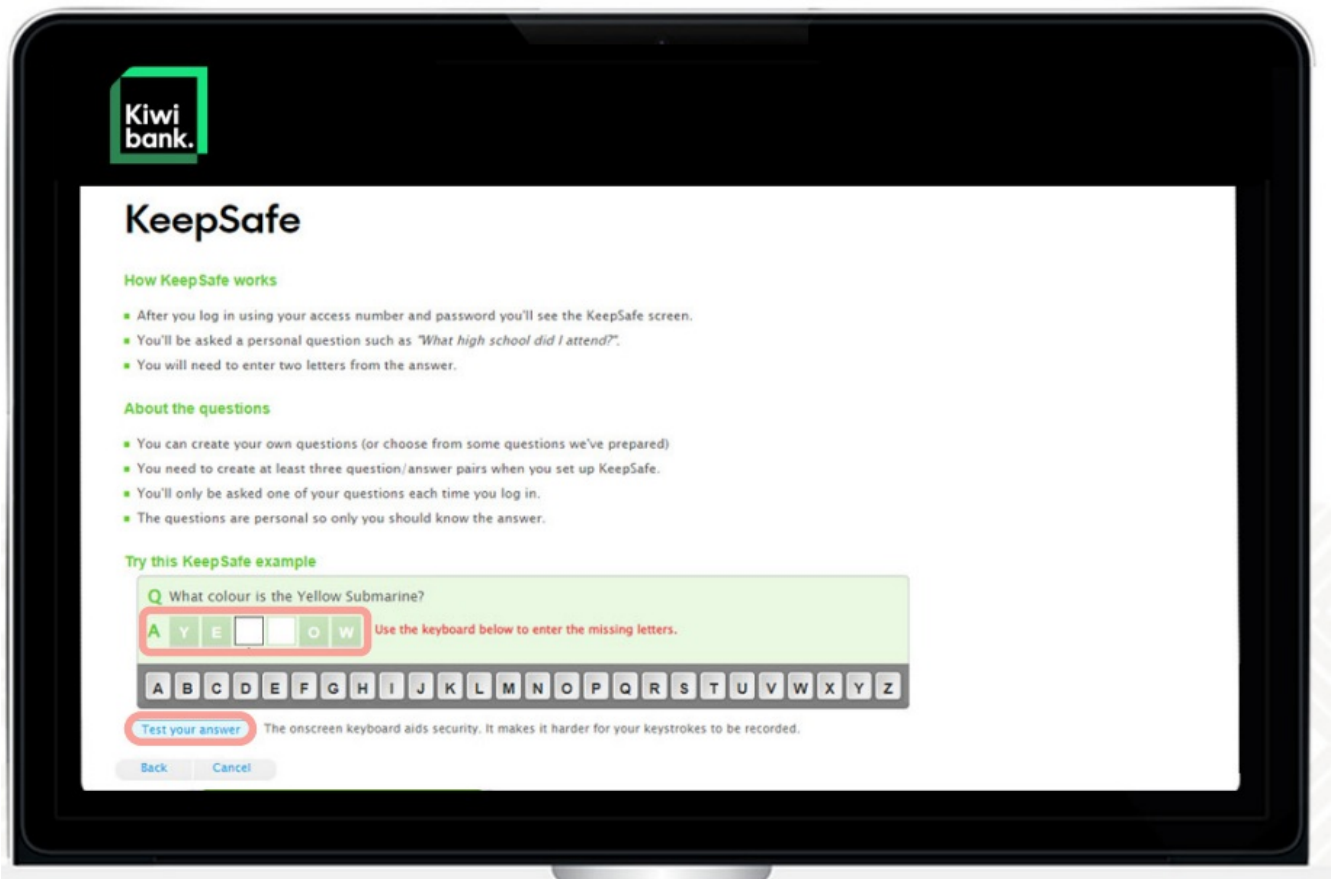
Below the fields is a blue button labeled "Save changes". A red rectangular box highlights the "Save changes" button. The Kiwi bank logo is visible in the top left corner, and the text "MORE ABOUT INTERNET BANKING" is in the top right corner.

Step 3

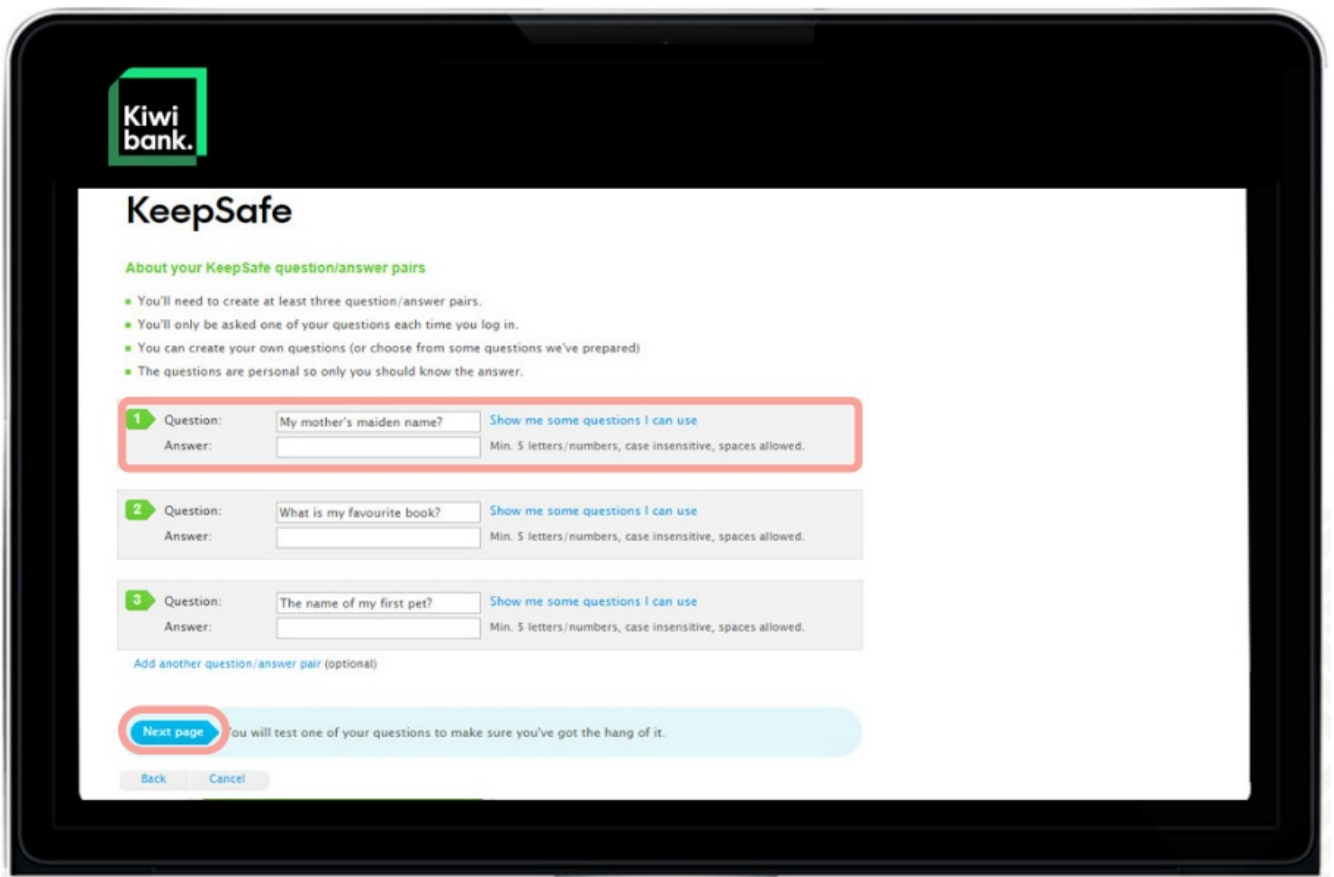


Set up KeepSafe

- KeepSafe is Kiwibank's unique way to help protect you against internet banking fraud and it doesn't take long to get it set up.
- You won't be able to use internet banking until KeepSafe is set up.
- Click "Set up KeepSafe now" to begin.
- KeepSafe is based on questions and answers that you set up.
- You'll be prompted to do a simple test first.
- Enter the missing letters in the white boxes using the on-screen keyboard.
- In the example below, you'd need to select the letter L twice, and then click "Test your answer".
- When your KeepSafe is set up, the answer boxes will be blank.
- You can try as many examples as you like until you feel comfortable.
- When you're ready to set up your own questions and answers, click "Next page".



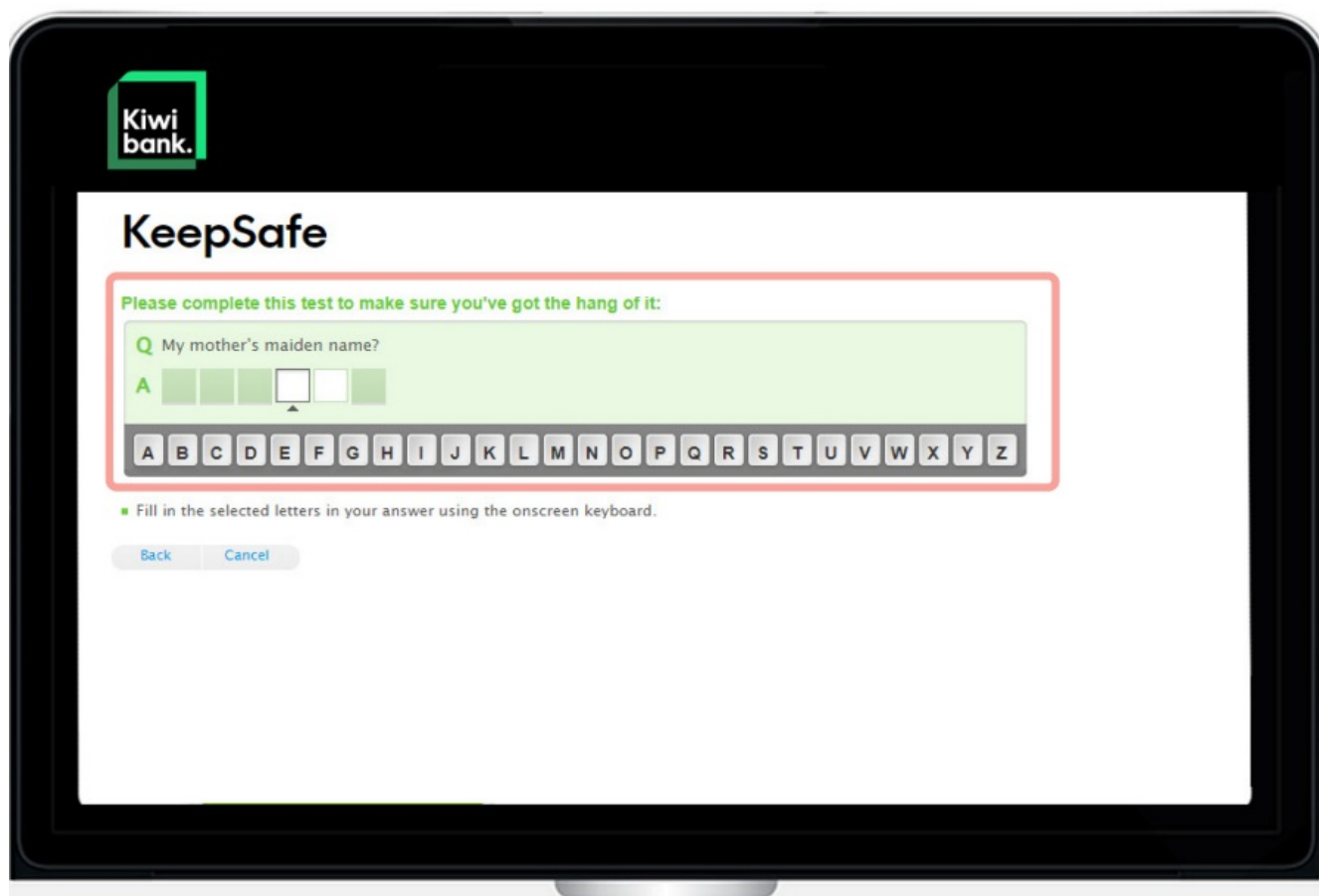
- Set up your own questions and answers or select a question from a pre-made list by clicking “Show me some questions I can use”.
- Make sure your answers follow the on-screen prompts.
- You can add more questions if you want.
- When you’re ready click “Next page”.



- Once your questions and answers have been set up, you’ll need to test it to show you know how to use

KeepSafe; this time using one of your own questions.

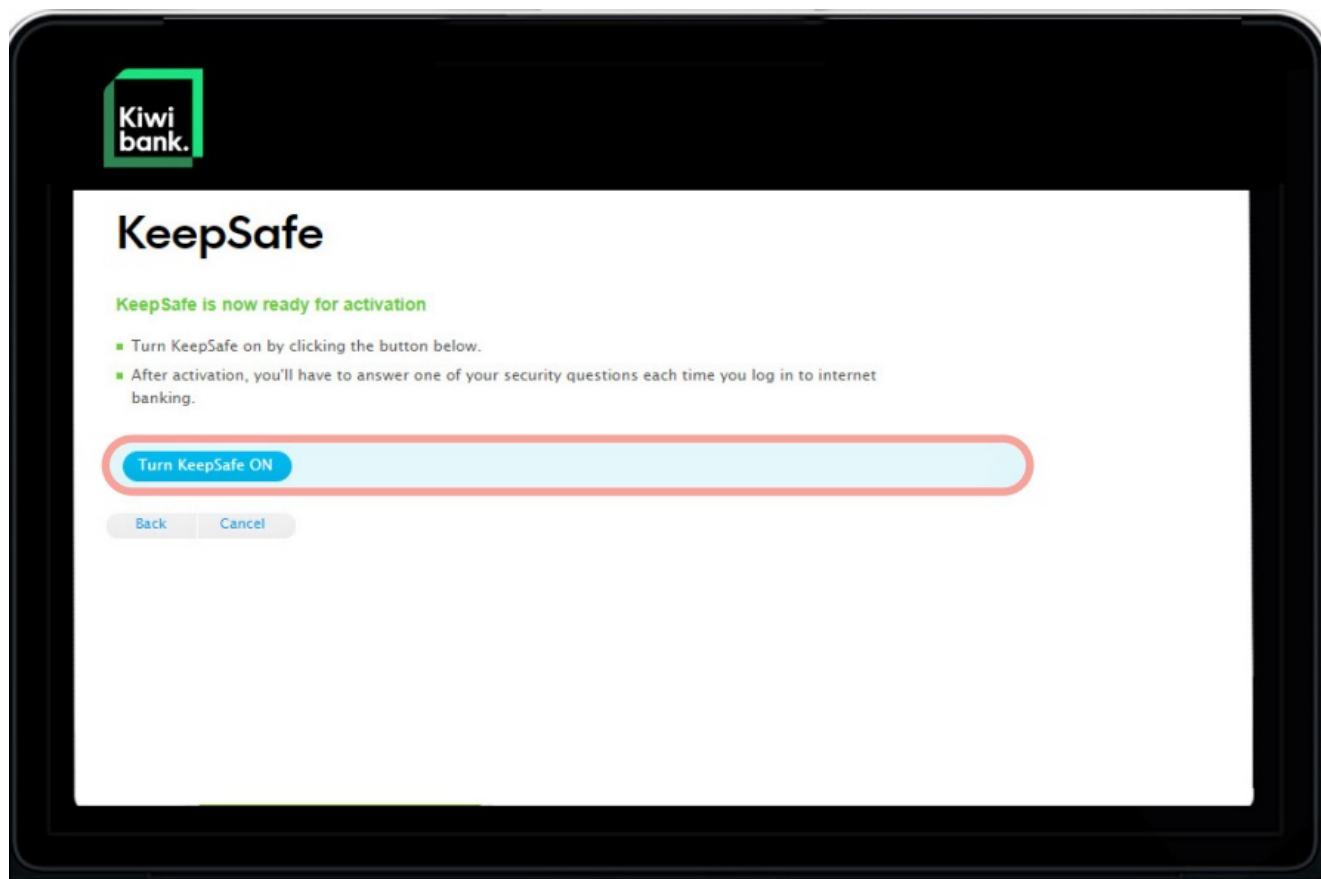
- Fill in the white boxes with the corresponding letter to your answer using the on-screen keyboard.



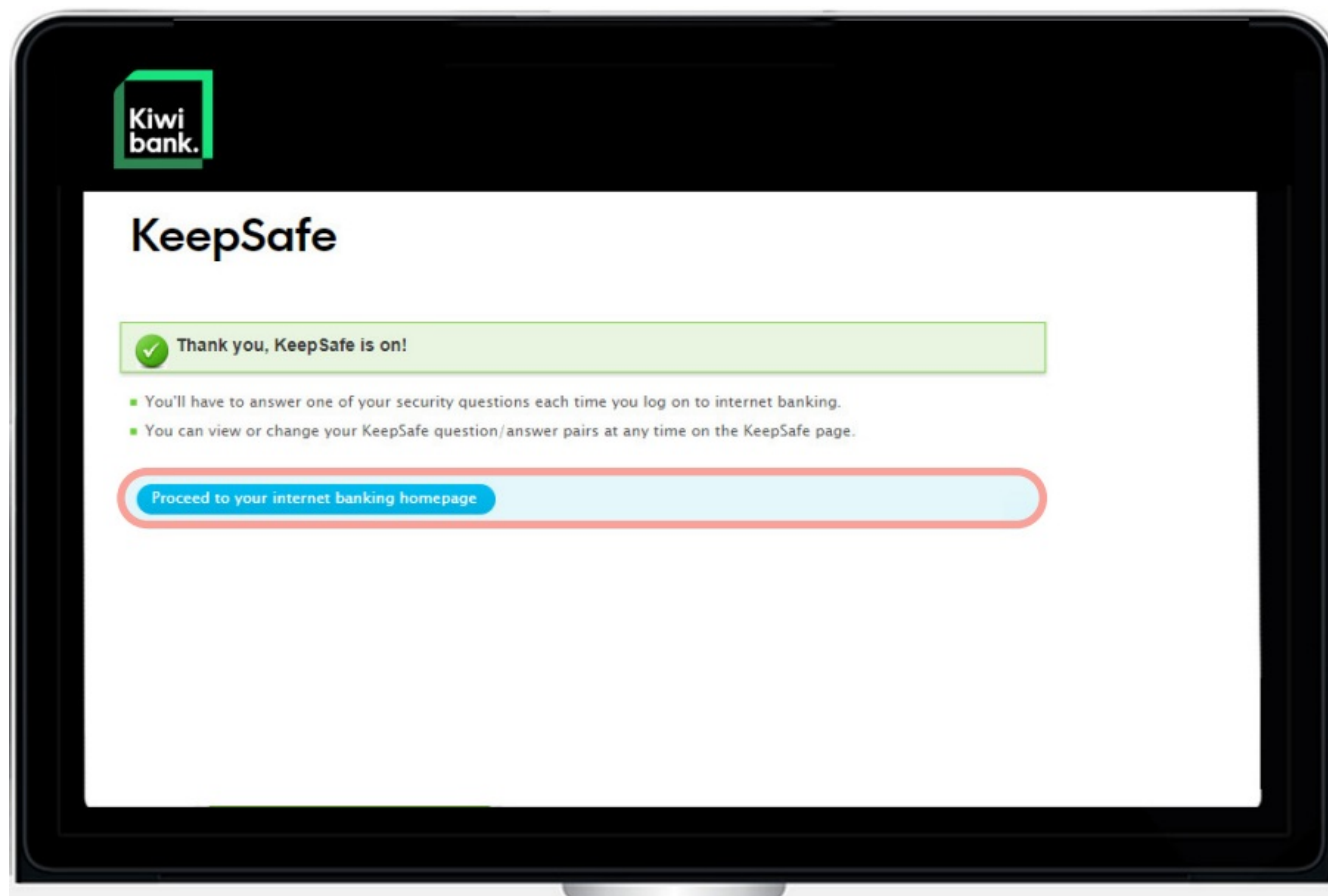
Step 4

Turn KeepSafe on

- Once tested and you're comfortable with the set-up, click "Turn KeepSafe ON".
- You can cancel at this point, but internet banking will be unavailable until your KeepSafe has been switched on.



- Now that's done you're good to go! You can check your accounts and services by clicking "Proceed to your internet banking homepage".




- And that's it!
- You're now set up to use internet banking.

Check out our other how to guides:

- how to view accounts and balances
- how to pay someone
- how to view, download and print bank statements
- **Logging in > Your password > KeepSafe question**

Documents / Resources

	<p>Kiwi bank How to Set up Internet Banking Guide [pdf] User Guide</p> <p>How to Set up Internet Banking Guide, Internet Banking Guide, How to Set up Internet Banking, Internet Banking, Banking</p>
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References

-  [Login - Kiwibank Internet Banking](#)