

How to

Set up internet banking



Kiwi
bank.

Step 1

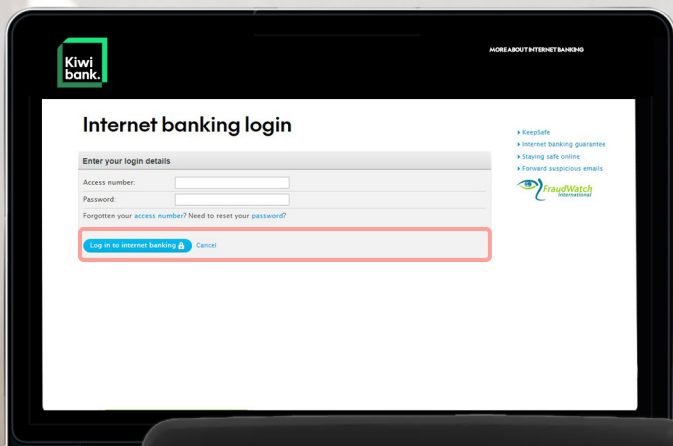
Log in

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 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.

Kiwi bank. MORE ABOUT INTERNET BANKING

Change password

Password details

Current password:

New password:

Confirm new password:

Password must be 6-15 characters including at least 2 numbers and 2 letters

[Save changes](#)

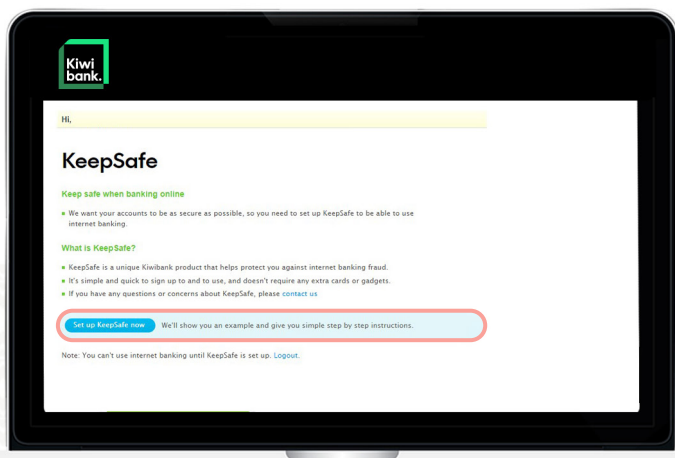
Step 3

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.



Set up KeepSafe continued

KeepSafe is based on questions and answers that you set up.

You'll be prompted to do a simple test first.

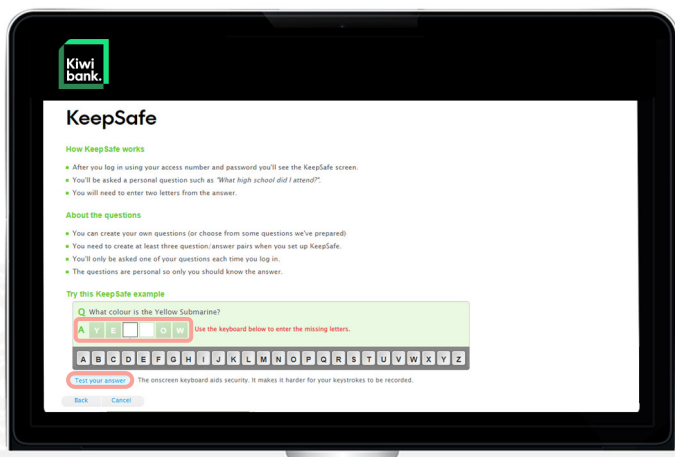
Enter the missing letters in the white boxes using the on-screen keyboard.

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"**.



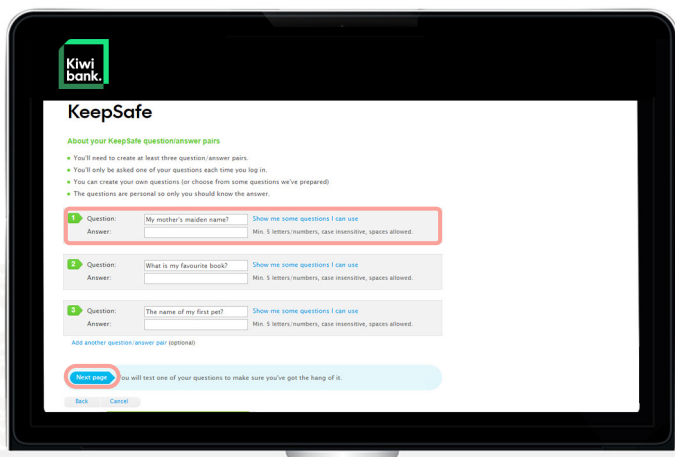
Set up KeepSafe continued

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”**.



The screenshot shows a laptop screen displaying the Kiwi bank KeepSafe setup interface. At the top left is the Kiwi bank logo. The title 'KeepSafe' is centered. Below it, a section titled 'About your KeepSafe question/answer pairs' contains four bullet points: 'You'll need to create at least three question/answer pairs.', 'You'll only be asked one of your questions each time you log in.', 'You can create your own questions (or choose from some questions we've prepared)', and 'The questions are personal so only you should know the answer.' Below this are three question/answer pairs, each with a numbered green circle, a question, an answer field, and a 'Show me some questions I can use' link. The first pair is highlighted with a red border: '1. Question: My mother's maiden name? Answer: [text field] Show me some questions I can use Min. 5 letters/numbers, case insensitive, spaces allowed.' The second pair is '2. Question: What is my favourite book? Answer: [text field] Show me some questions I can use Min. 5 letters/numbers, case insensitive, spaces allowed.' The third pair is '3. Question: The name of my first pet? Answer: [text field] Show me some questions I can use Min. 5 letters/numbers, case insensitive, spaces allowed.' Below these is a link 'Add another question/answer pair (optional)'. At the bottom is a blue 'Next page' button with a red border, followed by the text 'You will test one of your questions to make sure you've got the hang of it.' and 'Back' and 'Cancel' buttons.

Kiwi bank.

KeepSafe

About your KeepSafe question/answer pairs

- You'll need to create at least three question/answer pairs.
- You'll only be asked one of your questions each time you log in.
- You can create your own questions (or choose from some questions we've prepared)
- The questions are personal so only you should know the answer.

1. Question: My mother's maiden name? [Show me some questions I can use](#)
Answer: Min. 5 letters/numbers, case insensitive, spaces allowed.

2. Question: What is my favourite book? [Show me some questions I can use](#)
Answer: Min. 5 letters/numbers, case insensitive, spaces allowed.

3. Question: The name of my first pet? [Show me some questions I can use](#)
Answer: Min. 5 letters/numbers, case insensitive, spaces allowed.

[Add another question/answer pair \(optional\)](#)

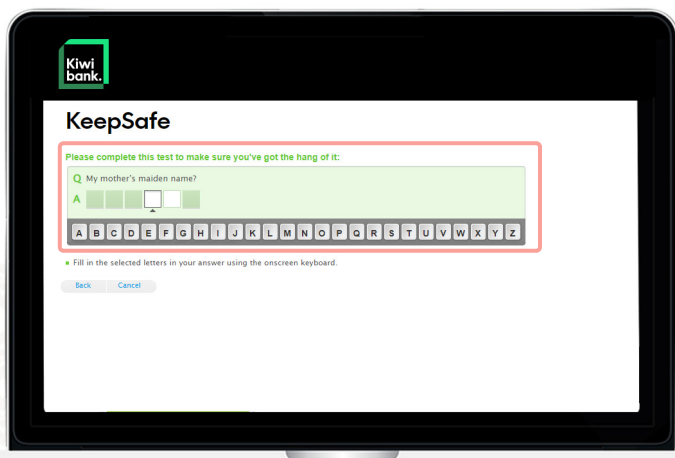
Next page You will test one of your questions to make sure you've got the hang of it.

[Back](#) [Cancel](#)

Set up KeepSafe continued

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.

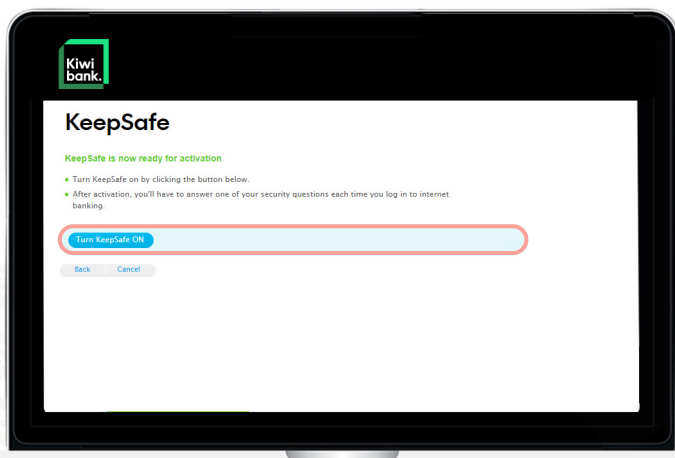


Step 4

Turn KeepSafe on

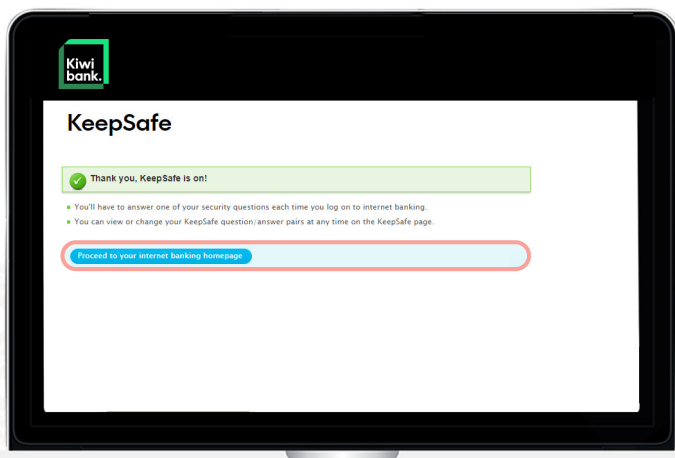
Once tested and you're comfortable with the set-up, click **"Turn KeepSafe ON"**.

You can cancel at this point, but internet banking will be unavailable until your KeepSafe has been switched on.



Turn KeepSafe on continued

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

