

How to guide

Managing your profiles

A profile in the mobile app represents a different entity such as an individual account or a joint account. You can add multiple profiles, each with its own customer number, and manage them all within the app.

There are slight visual variations for iOS vs Android devices.

This guide includes:

- 1. How to add new profile
- 2. How to switch profile
- 3. How to remove profile

1. How to add new profile

Step 1: Click the slide menu.

Note: The location of the slide menu depends on the device. It can either be found on the top left or top right hand corner of the device.

Step 2: Click 'Add new profile'

Note: A new profile in the app would be a new set of account details that you add. For example, if you already have an individual account, you could add a new profile for a joint account

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|--------------------------|---------------------------|--|--|
| | | | |
| | MANAGE PROFILES | | |
| Rabobank Online Savings | Add new profile | | |
| Q Jane | Remove profile | | |
| △ 3658149 | Switch profile | | |
| | HELP | | |
| | Legal | | |
| | Privacy | | |
| | Online security | | |
| | Terms and conditions | | |
| | Data sharing arrangements | | |
| | Help and FAQs | | |
| | Contact us | | |
| | OTHER | | |
| Log in to mobile banking | Feedback | | |
| Get Secure Code | Version 2.0.5 | | |
| | | | |



Step 3: Enter your customer number for the new profile

Step 4: Click 'Continue'

Step 5: Enter your password

Step 6: Click 'Continue'





Step 7: Please enter the verification code received from Rabobank via text message

Note: If required, click 'Resend Code' to receive the message again

Note: You can select the button 'Send via email' if you prefer to receive the verification code via email.

Step 8: Click 'Continue'





Step 9: Create and confirm a PIN for your new profile. This PIN is unique to this profile

A pop up with the message 'Device Registered' will be shown. You have successfully added a new profile

Step 10: Click 'Okay'







2. How to switch profile

Step 1: Click the slide menu

Note: The location of the slide menu depends on the device. It can either be found on the top left or top right hand corner of the device.

Step 2: Click 'Switch profile'



Step 3: Select the profile you would like to switch to

Note: The current profile has a green tick, you can switch to another profile that is listed

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|------------------|----------------|---------|
| | Switch profile | × |
| PROFILES | | |
| Jane 11111111 | | ~ |
| Jane 22222222 | | 0 |
| Jane 33333333 | | • |
| | | |
| | | |
| | | |



3. How to remove profile

Step 1: Click the slide menu

Note: The location of the slide menu depends on the device. It can either be found on the top left or top right hand corner of the device.

Step 2: Click 'Remove profile'



Step 3: Select the profile you wish to remove

Step 4: Click 'Remove'

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|---|------------|-------------------|----------------|--|
| | Back | | Remove profile | |
| | SELEC | T PROFILE | | |
| | 0 | Jane 11111111 | | |
| | \bigcirc | Jane 222222222 | | |
| 3 | | Jane 33333333 | | |
| | | | | |
| 4 | | | Remove | |
| | | | | |



Step 5: Enter the 6 digit PIN for the profile you are removing

A pop up with the message 'Profile removed' will be shown. You have successfully removed the profile

