



Stanbic Smart App



Frequently Asked Questions

01

How do I get access to the upgraded app?

Go to your **Play store / App store / Huawei gallery** and update your banking app to the latest version. Remember to check at least once a month if an update is available.



02

What is my username?

Your username is the unique name you create when you registered your digital profile. This username (along with a password) will be required to sign into your banking app.

- If you registered to use the app PRIOR to the (PING) go-live, your username is the email address that you previously signed into the app with. If you'd like to change your username, once you've signed into the app, go to More, then select your Profile and then Sign-in details. Edit your username and click SAVE to confirm the changes you've made.



• If you haven't yet created a digital profile, you'll need to register one on either the banking app or internet banking.

- When creating a username, it's important to choose one that you'll easily remember*

* When creating a username, it's important to choose one that you'll remember*

03

Am I required to change my username?

No, you're not. If you'd like to, go to **More**, then select Profile and then Sign-in details. Once you've selected Username, edit it and then tap SAVE to apply the changes you've made. You can now use your new username to sign in.

04

Can my username be my email address?

Yes, it can be anything, as long as it doesn't already exist on our database. There are no length or character restrictions when creating a username. However, it is important to remember that your username is case sensitive.

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Can I change my username after the update?

You can change your username on the App. However please NOTE you will not be able to change your username through Internet banking.

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Can the Bank change my Internet Banking username for me?

No. The only way to change your username is to go into your banking app and follow steps above to update your username

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I don't know my banking App username or password – what do I do?

Go to your banking app on your device. Beneath the "sign in" button, you will see **FORGOT PASSWORD / FORGOT USERNAME**. Follow the steps to get your details sent to the email address we have on record for you. You can then sign in and reset the credentials you so desire.

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How do I view my banking App username and password if I have been using a PIN to sign in? Do I need this before I can sign into Internet Banking?

Once you've signed into the app, go to More. Click on your profile. Select sign-in details. Here, you can view or change your current username. You can also choose to change your password you can easily remember, allowing you to sign into Internet banking with your username and password.



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Why am I being asked to enter my password again?

"There are several reasons why you might be prompted for authentication. A primary reason is that an additional fingerprint has been added to your device. This is not related to PING but is a security measure to ensure that the new fingerprint has the appropriate access. Another reason for being asked for a password could be a security protocol where the app occasionally requires user credentials to maintain security."

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What's the difference between my username and preferred name?

Your username is part of your sign in credentials. Your preferred name is what the bank calls you in emails, on your login page, and other digital interactions. It's essentially the name you're referred to when using one of our digital platforms. However, having a preferred name is optional and not mandatory.

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How do I change my email address?

Go to More, then click on your Profile and then Sign-in details. Once you've selected Email address, edit it and then tap SAVE to apply the changes you've made.

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Do I need to go into a branch to register my profile?

No, you complete this process from wherever you are, as long as you have internet connectivity and are not already registered on the channels. This typically occurs during the onboarding process for new customers.

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Can I change my password?

Yes, you can change it on the App or on Internet banking.

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What happens when I have entered my password incorrectly?

If you enter your password incorrectly 3 times, your profile will be temporarily locked. To regain access, you can either click on "Forgot password" and follow the steps provided or wait 30 minutes. After this period, try entering your correct password again.

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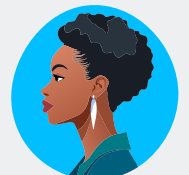
How do I change my preferred name?

Go to More, then select your Profile and then Sign-in details. Once you've selected Preferred name, edit it and then tap SAVE to confirm the changes you've made.

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If I register on the app, do I also need to register separately on internet banking?

No, once you register on either the app or internet banking, you're automatically registered for the other. In other words, your username and password are the same for both your app and internet banking.



If you need assistance, please contact:

Enterprise Direct

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