Get to know Bankline for Communities

Contents

Welcome to Bankline for Communities

This guide will help you find your way around and introduce you to the key features of Bankline for Communities.

A good way to get started is to sign up for a free Bankline for Communities webinar. Our experts will give you an overview of the service, covering everything from statements to payments. Just visit this page and scroll down to Bankline for Communities:

Book a webinar

Info for account leaders

Your team can work together to securely manage your finances in Bankline for Communities.
It's important to have the right number of account leaders on your profile. Account leaders are responsible for adding and managing users, you'll need at least two to do this. They can also create and approve payments.

You should consider adding additional accounts leaders, as this will help keep your profile running efficiently when other account leaders are away.

You'll also always need two users to approve payments, it's worth thinking about this when deciding who needs access. You'll find out more about this in the manage users section of this guide.

Logging in

If you're logging in for the first time, you can find help here.

To log in, go to www.natwest.com/bankline, and click the log in button. (If you want to save a link, use this one, not the log in screen itself.)

You'll need your:

Customer ID:	the same for everyone in your organisation. Contains numbers only.
User ID:	unique to you. Can contain letters and numbers.
Password:	6-20 characters with one number, one letter, but no special characters.
Smartcard & QR card reader:	for scanning a QR code with your card reader

Once you have these, follow these steps:

1. Enter your Customer ID and User ID, then select 'Continue'
2. You'll now be asked to scan a QR code with your Smartcard and card reader. Put your card into your reader and scan the QR code, check the log in details are correct and press 'OK' on your reader. (For help scanning a code, check out this guide)
3. Enter the PIN for your smartcard and press 'OK'
4. The reader will show a response code, enter this back into the log in screen
5. Enter the requested characters from your password and select 'Continue'
6. Check the information in the welcome message is correct then click 'Confirm'

For help logging in, just click the 'Message us' button on the log in page.

Logging in for the first time?

Log in as soon as you can, as after 21 days you'd need to request another activation code.

Both account leaders will need to do this, as key activities, like payments, require second approval.

Can't remember your Password?

You can reset your details by clicking the "Request an activation code" link on the password page.

If you can't see this link, ask your Bankline account leader(s) to reactivate your log in details.

What you'll need to get started

You'll need the following items:

Getting Started Checklist

Email containing your Customer ID and User ID

This will arrive the day you're added onto Bankline. Your business will have the same Customer ID for all users but User IDs are specific to each user of Bankline. You'll use this to log into Bankline going forward.

Email containing your Activation Code

This will arrive the day you're added onto Bankline. It is 10 digits long and you'll only need to use this code once, to get started. You'll have 21 days to use this code before it expires.

User Smartcard

This will arrive within **5 working days** and will be sent to the account leader who set you up on Bankline.
This should only be used by the user whose name is on the card.
Smartcards are used to log in, and to authorise payments and certain changes.

Letter containing your Smartcard PIN

This will arrive within **5 working days** and will be sent to your user address on Bankline. The PIN that comes in the letter is for one use only, and you'll need to set your own PIN.

Bankline Smartcard Reader

This will arrive within **5 working days** and will be sent to the account leader who set you up on Bankline.

You can find out how to activate and use your smartcard in our guide at:
www.natwest.com/bankline-card-reader-guide

Manage users

Account leaders can create, edit and delete users through the 'Manage users' page located under the 'Admin' tab. This is also where you authorise and cancel requests to create new users made by another account leader.

You can view existing users and their roles by expanding the accordion next to each user's name.

To set up new users, click the 'add user' tab on the top right corner of the page. Click here to follow the step-by-step guide.

There are three different type of users you can set up:

- Account leader
- Payment controller
- Account viewer

The table below shows what each user can do. Please note that all account leaders and payment controllers must be signatories on the bank account.

Account leader	Payment controller	Account viewer
• View transactions, payments and statements • Raise domestic payments and transfers • Approve all payments • Manage payment templates • Manage users and assign their roles • Open additional accounts and close accounts • Change address and contact details • Request stationary and stop cheques • Manage Open Banking services	• View transactions, payments and statements • Raise domestic payments and transfers • Approve all payments • Manage payment templates • Open and close additional accounts • Change address and contact details • Request stationary and stop cheques • Manage Open Banking services	• View all transactions, payments and statements • View account servicing requests • View Open Banking services

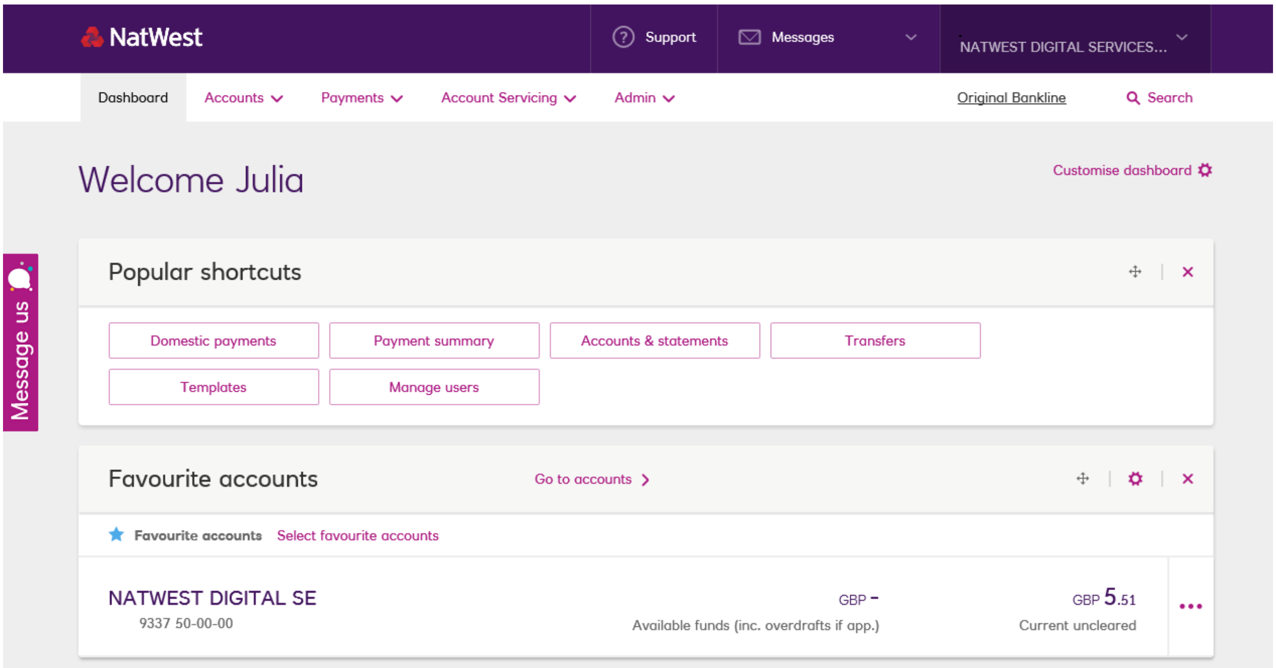
Dashboard

The first thing you'll see is the dashboard. This is your home page for Bankline for Communities.

From here, you can set up a quick view of your favourite accounts and find quick links to some of the most popular Bankline features.

You can customise the dashboard to a view that works for you. Move the panels around or even switch them off.

Tip: To log out, hover over your name in the top right and a drop-down menu will appear with a log out button



If you need to add more of your accounts to Bankline, and you're an account leader, you can find help on how to do this here:

[How do I register an account in Bankline for Communities?]

Statements

View your statements

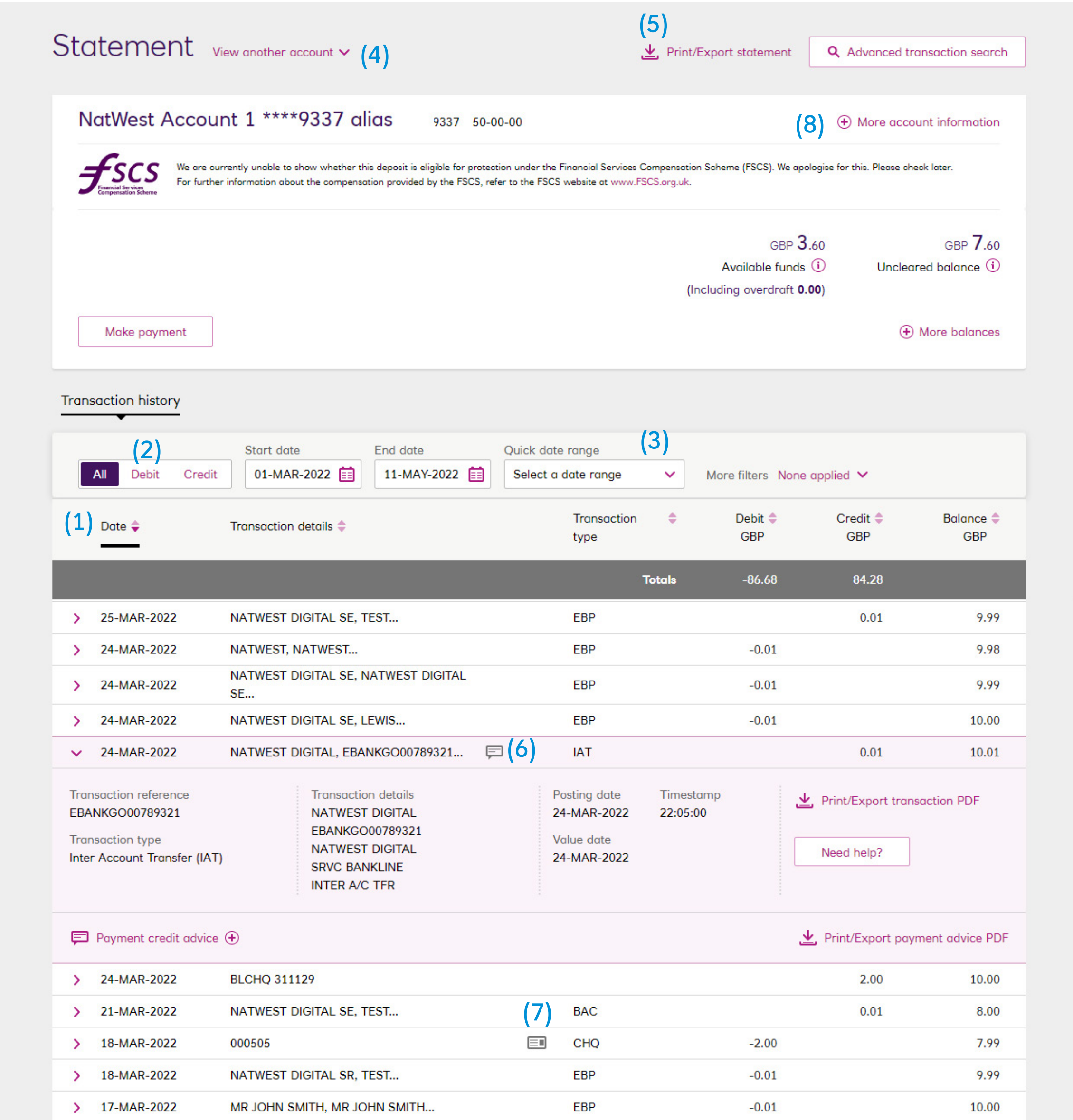
On the statement page you can sort your transactions by any of the headings (1).

You can filter to just show credits or debits (2). You can also set a filter for specific payment types, value ranges or date ranges (3).

Quickly switch between different accounts using the drop down (4), and print or export the statement as needed (5).

Click on a transaction to expand it (6), where you'll also find printable debit and credit advices for CHAPS and international payments (7).

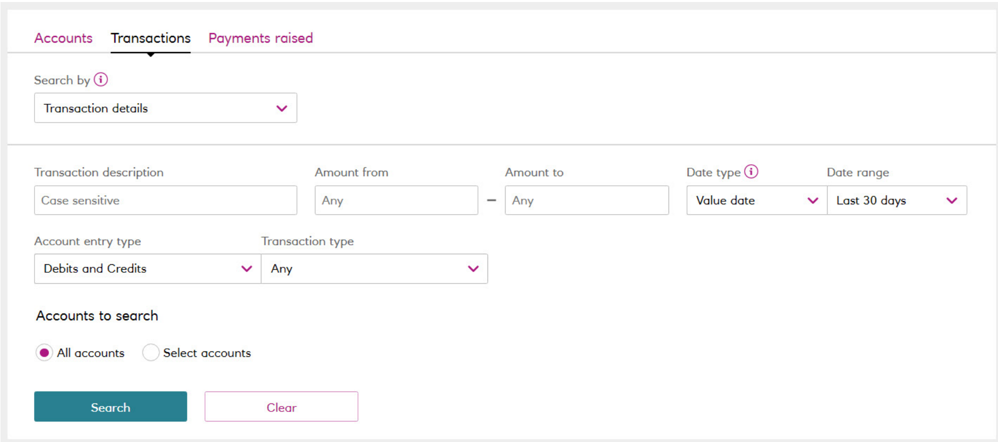
Should you need to find additional account information such as your BIC or IBAN, they're under 'More account information' (8).



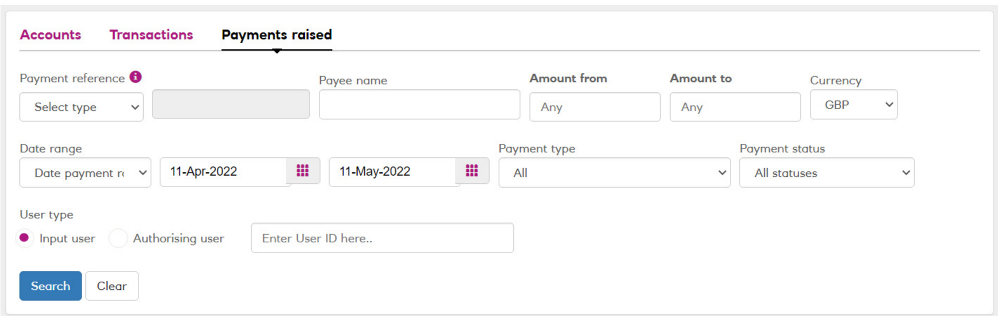
Searching your accounts and payments

Click 'Search' from the top menu to look for specific statement transactions and find payments you've made in Bankline.

You can search for transactions on all of your accounts by completing as many fields as you need to.

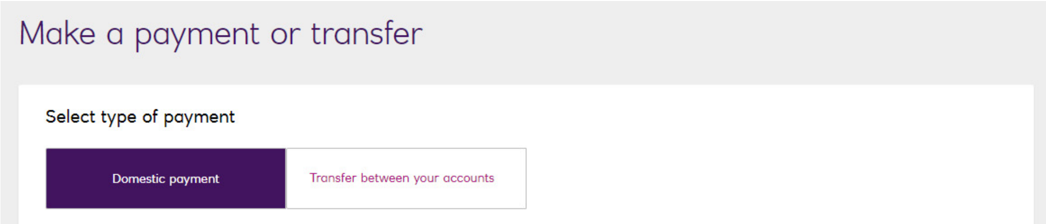


Click the 'Payments raised' tab to search for payments you've made in Bankline for Communities. You can complete as many or as few of the below fields as you need to.



Making payments and transfers between accounts

Payments to others and transfers between your accounts are accessed through the same menu.



You don't need to select the payment type up-front; just enter who the payment is for, how much and when it's to be made.

Bankline will calculate the most appropriate and cost effective way to send your payment.

When you're making a domestic payment you'll run a payee name check to give you greater confidence that you're sending your payment to the intended recipient.

You'll see the option to 'Raise another payment' after you've created a payment. This means you can raise all the payments you need to and then approve them in one go.

If you need to make an international payment you'll need to visit your local branch. You can't make international payments in Bankline for Communities.

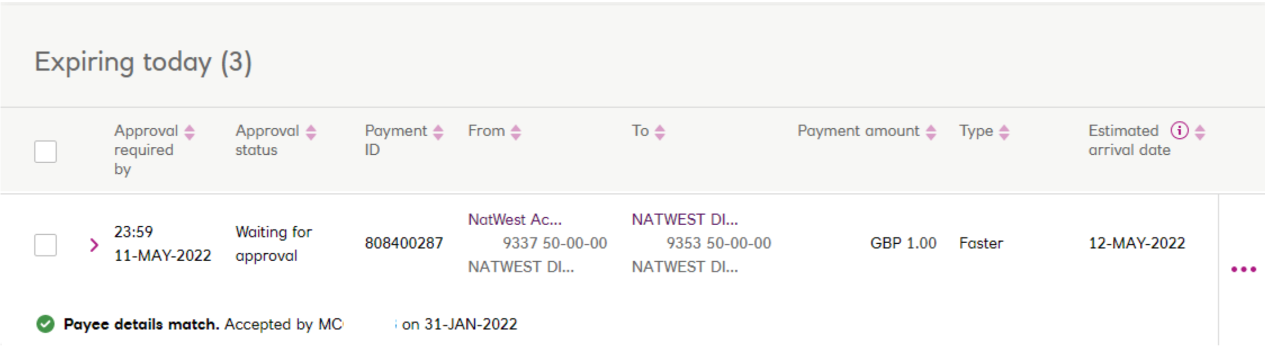
Approving payments

Every payment in Bankline for Communities will need a second person to approve it. To do this go into 'Approve payments' from the payments menu.

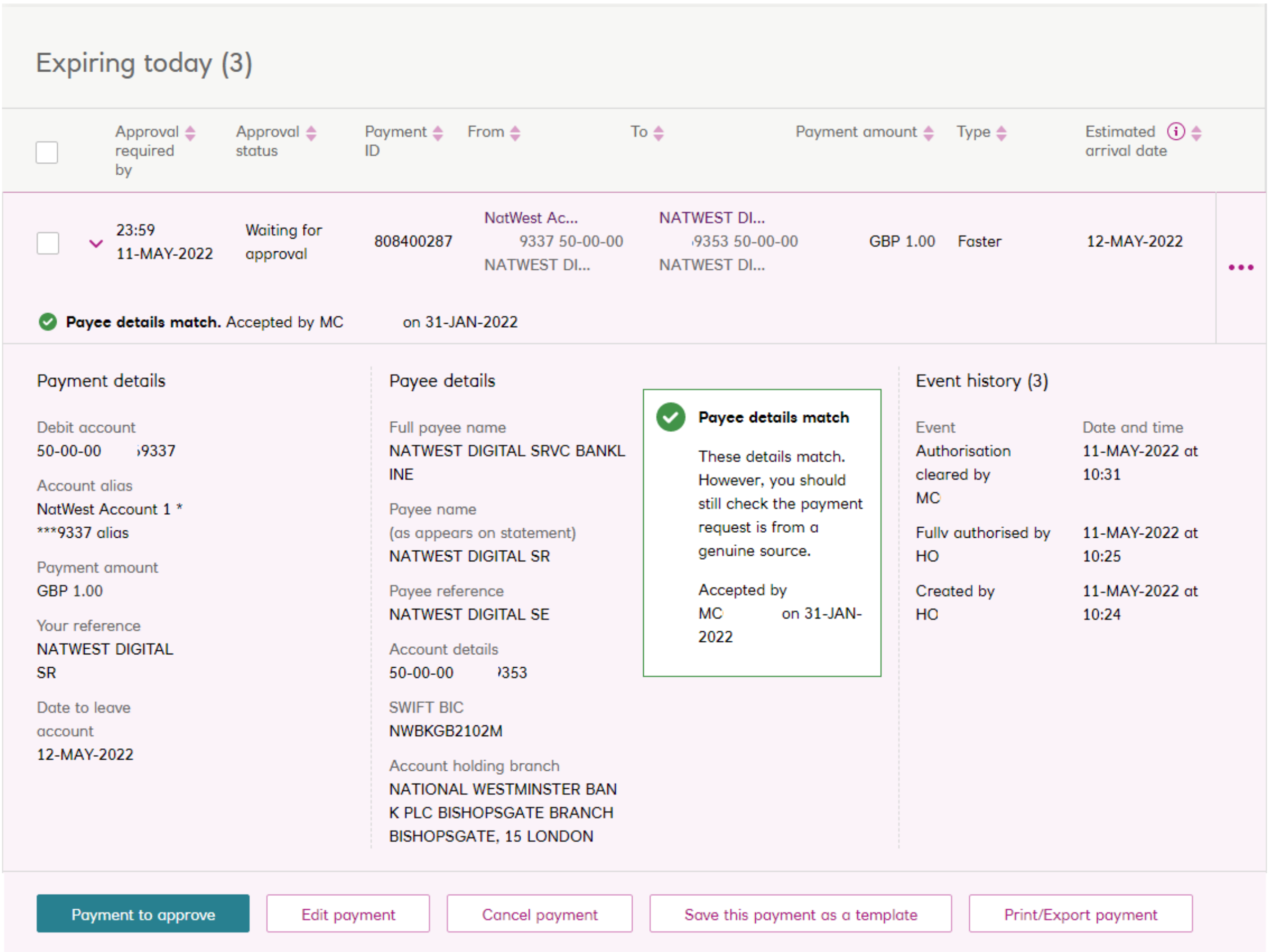
You'll see all payments awaiting approval, listed in date order (closest date first).

Just use the tick-boxes to select the payments you want to approve and click 'Approve'. You'll then use your smartcard and reader to approve these.

Standard view:



Expanded view:



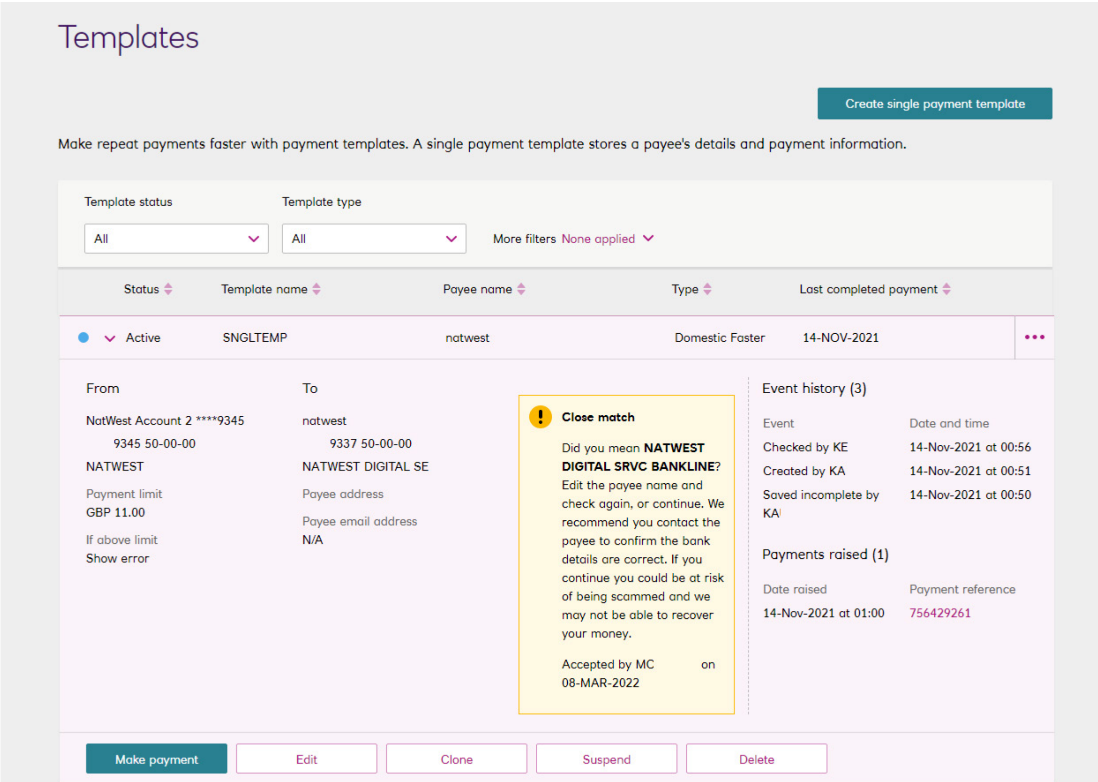
Templates

Templates are a great way to store details for regular payments. They save the account the payment is sent from, the payee details and payment type.

You can also set a payment limit for payments made from each template.
Any templates created are available to account leaders and payment controllers to use.

When selecting a template, you can see who created it and the payments that have been made from it to date.

A new or edited template will need to be approved by another user before you can make a payment from it.



Print & Export

Statements and balances

You can print or export your statements using the Print/Export link on the top of the statement page. This lets you export in either PDF or CSV formats.

You can print or export balances from the ‘View account balances’ page. This is also available in PDF or CSV formats.

Payments

Once you’ve raised a payment, you can print or export it from the ‘Payments to be approved’ page, or from the ‘Approve payments’ screen. You can print a single payment before or after approval.

You can also print payments created from templates by clicking the payment reference in the expanded template.

NatWest

Transactions from 09-MAY-2022 to 11-MAY-2022

Account name or alias	Account number	Sort code	Account currency
NatWest Account 1 ****9337 alias	9337	50-00-00	GBP

Debit or credit	Current cleared balance
Any	3.59

Any eligible deposits you hold with us are protected by the Financial Services Compensation Scheme (FSCS). A link to the FSCS Information Sheet and list of exclusions can be found on your digital statement. For further information about the compensation provided by the FSCS, refer to the FSCS website at www.FSCS.org.uk.

Date	Type	Transaction details	Debit	Credit	Balance
11-May-2022	**EBP**	**NATWEST DIGITAL SR**	**-0.01**		**-**
11-May-2022	**CHQ**	**000495**	**-2.00**		**-**
11-May-2022	**EBP**	**COPY 2 TEST, RBS TEST**	**-0.02**		**-**
		Closing balance			**9.62**
10-May-2022	EBP	NATWEST DIGITAL, TEST, FP 10/05/22 10, 57123217482478000N	-0.01		9.62
10-May-2022	EBP	NATWEST, NATWEST, FP 10/05/22 10, 37123836827333000N	-0.01		9.63
10-May-2022	EBP	TEST, TEST, FP 10/05/22 10, 40150029759434000N	-0.01		9.64
10-May-2022	EBP	NATWEST, NATWEST, FP 10/05/22 10, 07145445020861000N	-0.01		9.65
10-May-2022	EBP	NATWEST DIGITAL SE, NATWEST ACCOUNT 3	-0.01		9.66
10-May-2022		BLCHQ 701109		2.00	9.67
10-May-2022		BLCHQ TEST		2.00	7.67
09-May-2022	BAC	NATWEST DIGITAL SE, NATWEST DIGITAL SE, FP 09/05/22 0906, 01090601336418000N, NATWEST DIGITAL SE		0.01	5.67
		Opening balance			**5.66**
		Totals	**-2.08**	**4.01**	

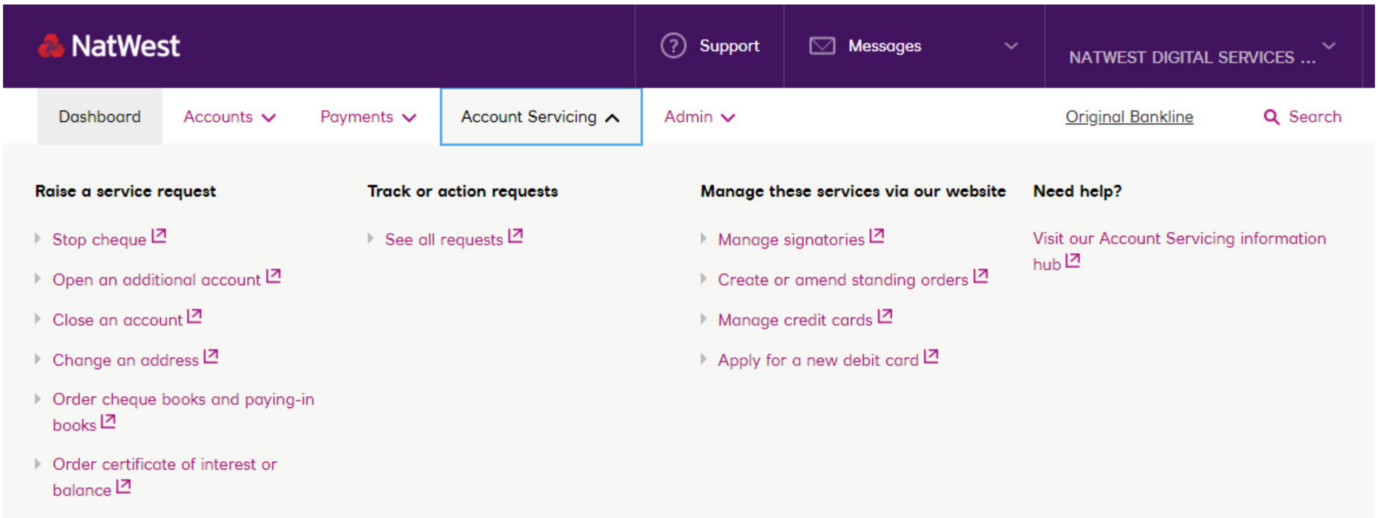
Account Servicing

Account Servicing lets you complete everyday banking tasks online, without having to pick up the phone or send off forms.

From the account servicing page in Bankline you can:

- Stop cheques
- Open additional accounts
- Change your address
- Close accounts
- Order stationery (e.g. cheque books)
- Track the progress of all your requests

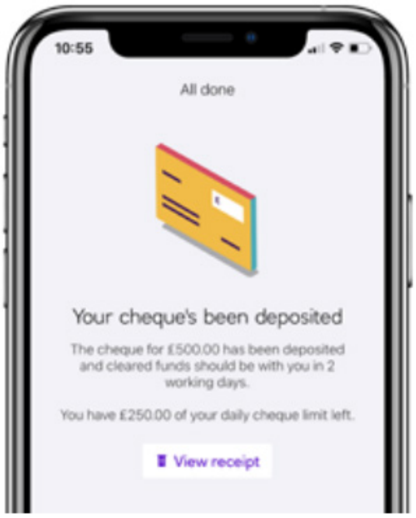
Find out more about account servicing



Bankline Mobile

Bankline for Communities has a companion app available for both Android and iPhone users. The app has a range of features that let you use Bankline and manage your finances on the go. These include:

- Biometric log in and payment approval (dependent on device capability)
- Raise payments from scratch or via a template
- Cheque deposit (daily limits apply)
- View balances and statements



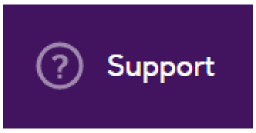
Users will have the same access in Bankline Mobile as they do in the web version of Bankline for Communities. You don't need to add any additional permissions to download the app.

For help downloading and registering for Bankline Mobile, visit this page:

Bankline Mobile support

Bankline Mobile is available on compatible iOS and Android devices with biometrics and a UK or international mobile number in selected countries. Network provider charges may apply. All transactions will be billed in line with the Bankline tariff.

Help when you need it



FAQs

You can get to these from every Bankline page, just click 'Support' and enter your search terms. Type in 'Bankline for Communities' to find relevant FAQs. Here are some of the most commonly asked questions:

Webinars

Sign up for a free Bankline for Communities webinar. Our experts will give you an overview of the service, covering everything from statements to payments. Just visit this page and scroll down to Bankline for Communities:

Book a webinar

Message us

The quickest way to get in touch with us is via messaging. You'll find a 'Message us' button on every Bankline page.

Cora, our digital assistant, will help with your question and connect you to the right team.

Bankline Helpdesk

You can call the Bankline Helpdesk for support with more complex queries.
0345 300 4108 or +44 1268 502128 (outside the UK)

Relay UK : 18001 0345 030 3109

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