Assign Bankline Mobile App access to users

A guide for Bankline administrative users

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NatWest

Assigning Bankline Mobile App access to a user

If you applied for Bankline **on or after 27 August 2026** and assign users one of the pre-defined Bankline roles, they'll automatically have access to Bankline Mobile. You don't need to follow these steps.

If your Bankline profile was set up **before** 27 August 2026, follow these steps to check whether your users have Bankline Mobile access and assign it where needed:

1. Go to Administration then 'Manage users'.
2. Select the user you want to check or assign access to.
3. Now select 'Edit' in the roles section, 'continue' to navigate to the manage user menu.
4. Choose the user again and scroll down to the bottom and select 'Edit roles/Smartcard'.
5. Now in the list of roles look if there's a tick in the box next to 'Bankline Mobile user'. If there is, great, you can simply navigate away from the page. If there isn't, place a tick in the box next to 'Bankline Mobile user'. 'Continue' and 'Confirm changes'. If prompted to approve this, go ahead and do this.

If you have dual administration switched on, you may need a second user with administrative access to approve this change. Now the user is ready to register for the app.

Staying safe when using Bankline

- **Always** log in from www.natwest.com/bankline
- We'll **never** ask for your **full** password when logging in (we'll only ask for certain characters).
- We'll **never** ask for **any** part of your password or smartcard codes over the phone.
- We'll **never** text, email or WhatsApp you a QR code to scan to approve an action.
- **Never** share passwords, PINs or smartcard codes with anyone. Each user should have their own to log in.

You can also find more help with Bankline in our Bankline Help and Support hub