

ClearSpend – Registering for our Digital services



ClearSpend

 **Ulster Bank**
Help for what matters

Contents

1. Web registration >

2. Web login >

3. Web login with biometric and device ID >

4. Mobile registration >

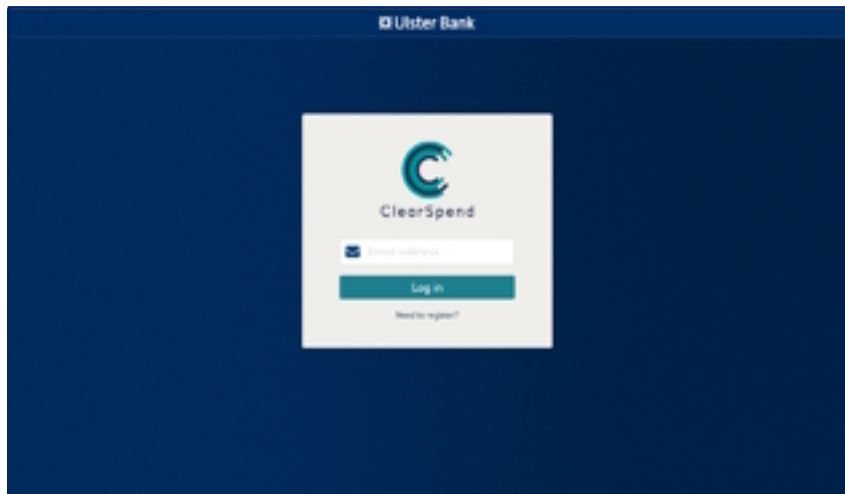
5. Mobile login >

6. Mobile login with biometric and device ID >

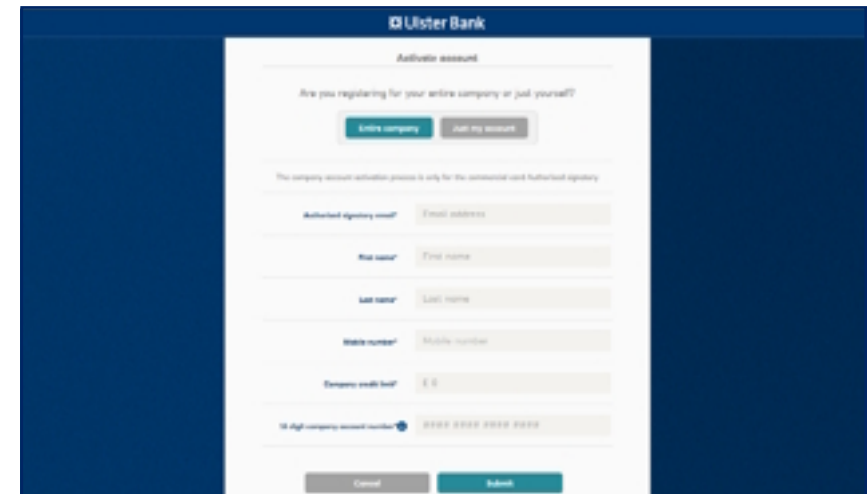
7. Contact us >



1. Web registration



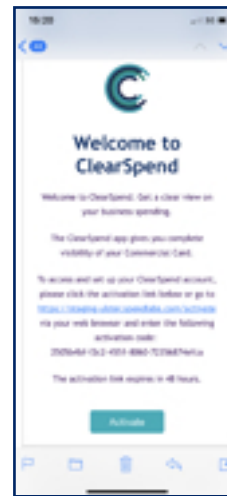
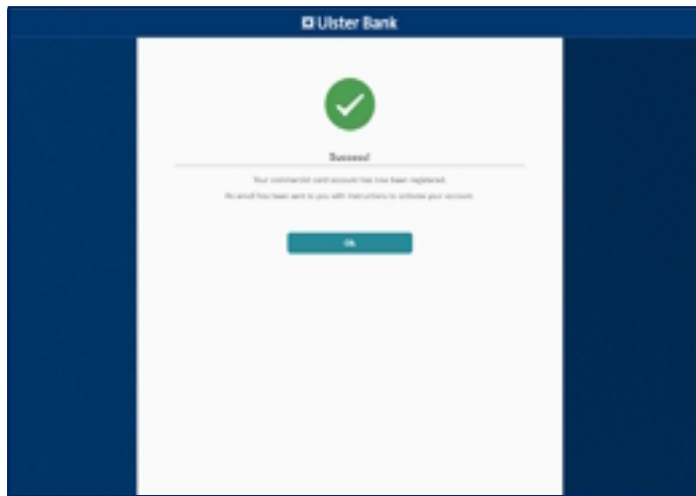
1. Enter your email address and click “**log in**”.



2. Select register “**entire company**” or “**just my card**” and enter the relevant details.

* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

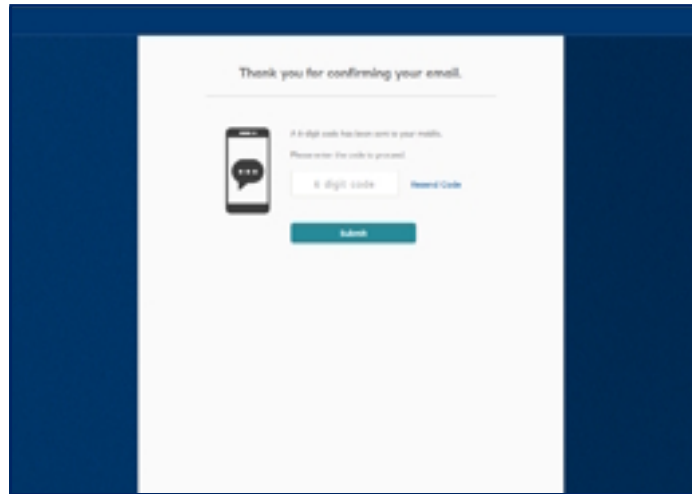
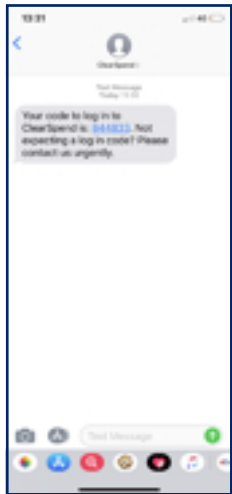
1. Web registration – cont'd



3. Once your details have been successfully entered, an activation code will be sent to you by email.

4. Click on the email link and enter the activation code received on screen.

1. Web registration – cont'd



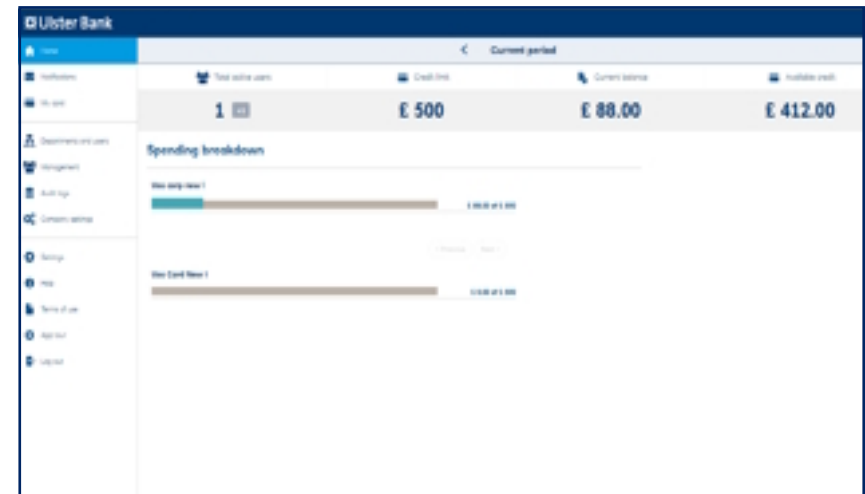
5. A ClearSpend one time passcode (OTP) will be sent to you by text. Enter the OTP before clicking **“submit”**.

6. You'll be prompted to create a password.

1. Web registration – cont'd

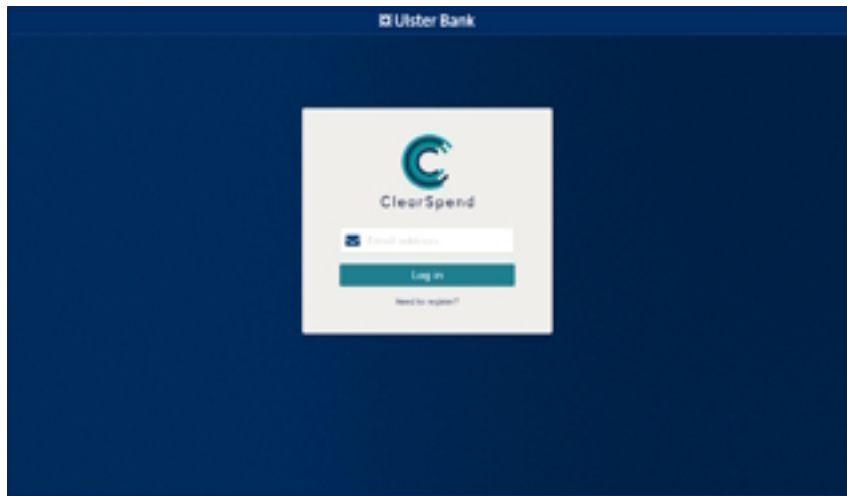


7. You'll need to read and accept the Terms and Conditions before proceeding.

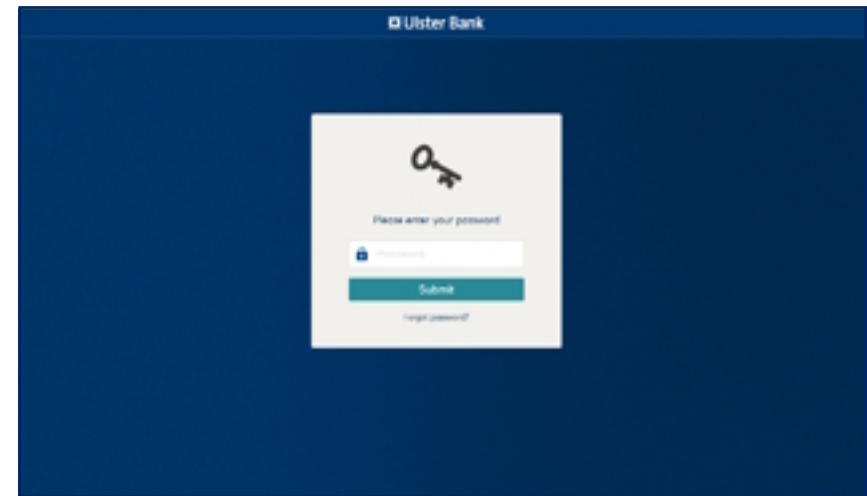


8. You'll now be directed to the homepage.

2. Web login



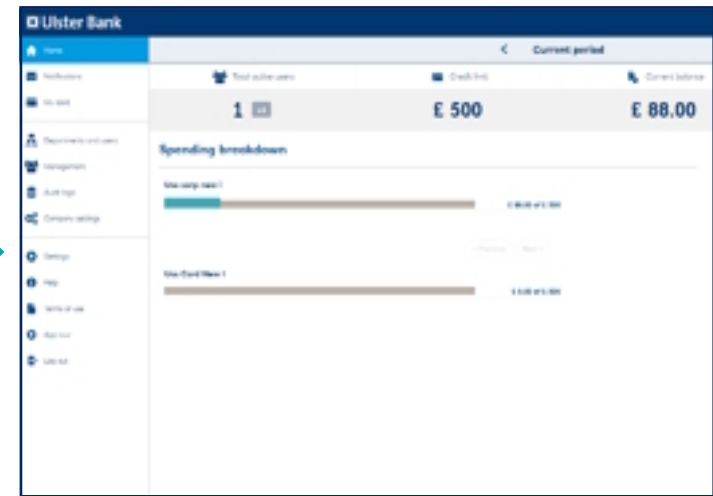
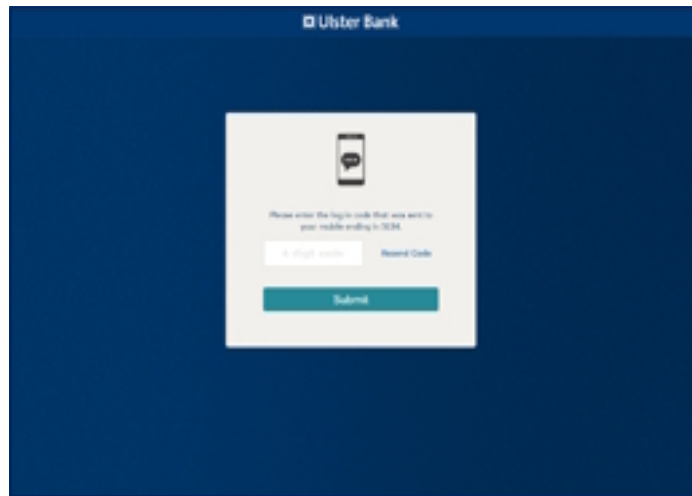
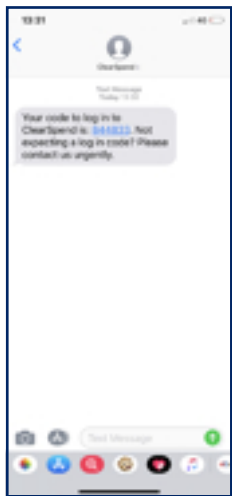
1. To log in enter your email address.



2. You'll be prompted to enter your password.*

* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

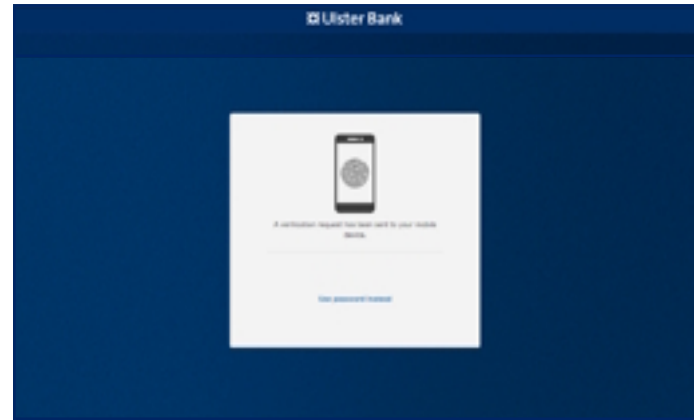
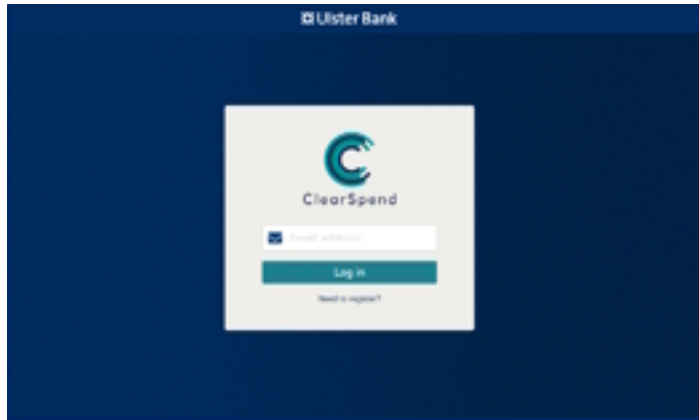
2. Web login – cont'd



3. You'll be sent a ClearSpend OTP by text which you need to enter before clicking "**submit**".

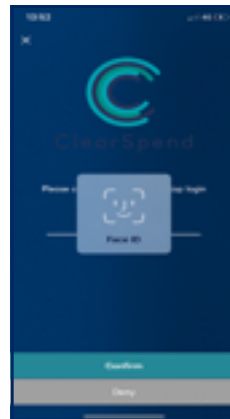
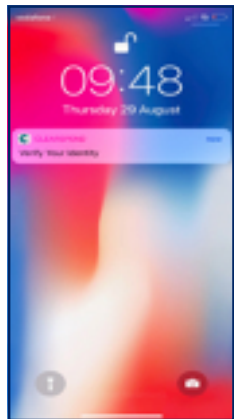
4. You'll now be taken to the homepage.

3. Web login with biometric and device ID



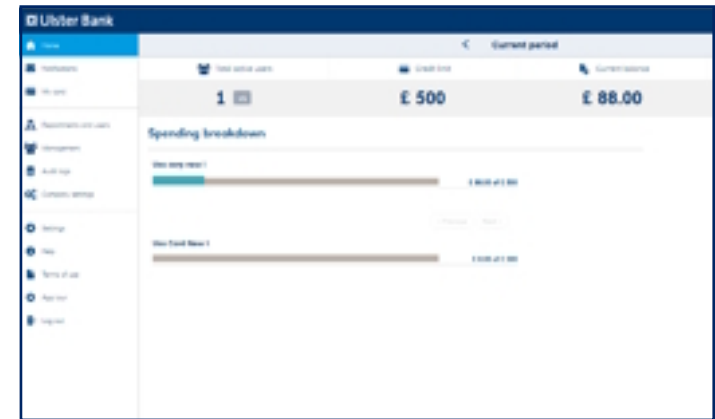
1. At login enter your email address.

2. If you've downloaded and logged into the ClearSpending mobile app and turned on biometric authentication. A push notification will be sent to your mobile device.



3. Click the push notification and the ClearSpending mobile app will open.

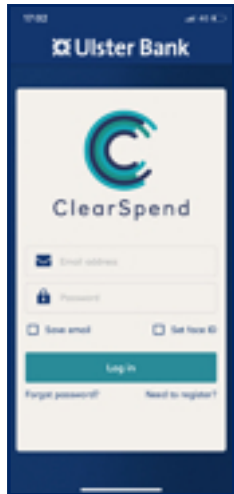
4. You can then use fingerprint or facial recognition to authenticate yourself.



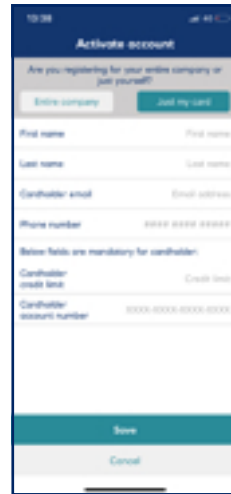
5. The webpage will reload to confirm you have successfully logged in.

* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

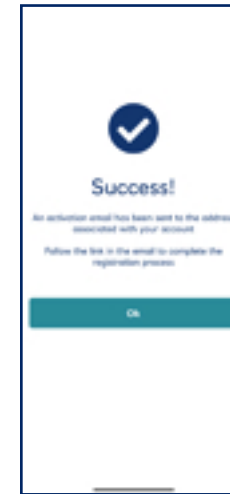
4. Mobile registration



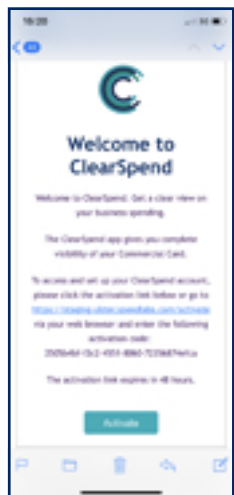
1. Go to the ClearSpending app and click on “need to register?”



2. You can either choose to register with “entire company” or “just my card”. Then enter the relevant details.



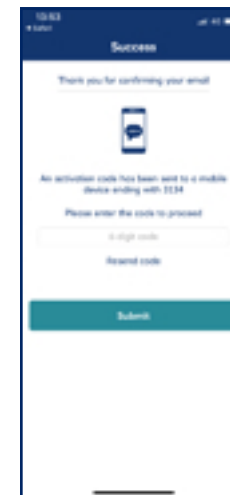
3. Once your details have been entered successfully you will receive an email.



4. By selecting the activation link in the email you'll be directed to the ClearSpending mobile app.



5. You'll receive a ClearSpending OTP by text.



6. When prompted, enter the OTP on the app.

* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

4. Mobile registration – cont'd



7. You'll be asked to create a password.



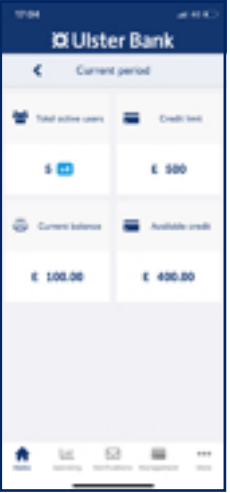
8. Please read and accept the Terms and Conditions.



9. You'll be provided with an option to set up a biometric authentication.

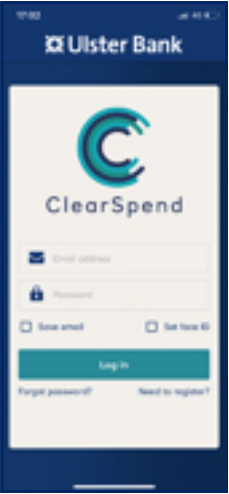


10. A tour of the app is available.



11. You'll now be at the homepage.

5. Mobile login



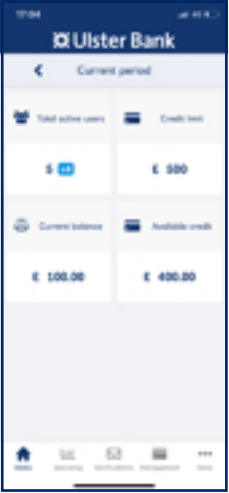
1. Open the ClearSpend app and enter your email address and password. You'll be provided with an option to set up biometric authentication.



2. You'll be sent a ClearSpend OTP by text.



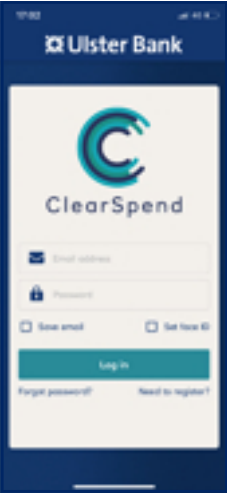
3. When prompted, enter the OTP.



4. Once you've successfully entered the OTP you will be taken to your homepage.

* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

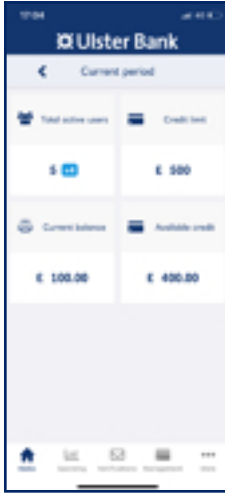
6. Mobile login with biometric and device ID



1. To use fingerprint or facial recognition you'll need to have logged into the ClearSpend mobile app and turned on biometric authentication.



2. You can then use fingerprint or facial recognition to authenticate yourself.



3. You'll now have successfully logged into your homepage.



* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

Contact us

Ulster Bank ClearSpend is available to download from the App Store and from Google Play.



For more information call the Commercial Card helpline.

UK: **0370 010 1152**

Overseas: **+44 1268 508 019**

Relay UK: **18001 0370 010 1152**

Lines open Monday to Friday 8am – 6pm, Saturday 9am – 1pm. Calls may be recorded. Call charges from residential lines, business lines and mobiles vary and depend on your telephone operator's tariffs.



Ulster Bank, a business name of National Westminster Bank Plc ("NatWest"), registered in England and Wales (Registered Number 929027).
Registered Office: 250 Bishopsgate, London EC2M 4AA.
Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
NatWest is entered on the Financial Services Register (Registration Number 121878).

234027735