

### First time login – Corporate Admin

Download the “HBL Bank UK Mobile Banking” application from Google Playstore for Android, or the App Store for iOS operating devices. Once downloaded, select the tab on top of the application for “Business” followed by “Register.”



Key in the Username which you had written on the Business Internet Banking Application followed by the Password which you would have received via Text (SMS). Once completed, tap "Login."

16:09 4G

< **HBL** BANK UK

Personal **Business**

User Name  
**RICKY1**

Password

**LOGIN**

FAQ

16:09

4G


HBL


BANK UK


Welcome RICKY


If the below given security view and text is not yours, please log out from Online Banking account and contact to customer services.


Please Select Security Image




☒









Please Write Your Security Text

Your Text

NEXT

For anti-phishing purposes, we have added a feature where you can select a 'Security Image' and Security Text.' Select one of the images and write a text of your choice which will appear everytime you login via the website and ensure the same image and text appears.

Once your chosen image and text has been selected/keyed, tap "Next."

If for any reason, the image does not match, **do not** proceed with logging in and call our Contact Centre immediately.

16:09

4G

<

HBL

BANK UK

Dear RICKY ,

Mobile Phone Number

00447757326895

OTP Type

SMS OTP

SMS Password

Remaining Time To Enter OTP

1:25

I agree to the [Terms and Conditions](#)

CONTINUE

You will receive a Text (SMS) message with your OTP (One Time Password) on your registered mobile number.

Key in the OTP and agree to the Terms and Conditions, followed by tapping "Continue."

16:10

4G



## Welcome RICKY

If the below given security view and text is not yours, please log out from Online Banking account and contact to customer services.

### Please Select Security Questions

Question 1



Answer is

Question 2



Answer is

Question 3



Answer is

You will be required to select 3 security questions with your chosen answers. These will be requested when you have forgotten either your Username or Password.

Once completed, tap "Next."

16:11

4G

# HBL BANK UK

Please Define New Password

Confirm New Password

*Your password must not be same as your Username*

*Your password must be between 10 and 15 characters*

*Your password must contain at least one lowercase letter*

*It must be a combination of letters, numbers and special characters.*

*Your password must not be same as your last 3 password.*

NEXT

As the initial password sent to you via Text (SMS) is for one time registration, you will be prompted to choose a password of your own.

Please ensure the following criteria are met:

- Password must not be the same as your Username
- Password must be between 10-15 characters
- Password must contain at least one Upper and Lower case
- Password must be combination of letters, numbers and special characters
- Password must not be the same as your previous last 3 passwords (applicable when updating/changing your new password)

Once completed, tap "Next."



#### USER MANAGEMENT

[Manage User Roles](#)

[Create New User](#)

[Update User Information](#)

[Delete User](#)

#### USER RESTRICTIONS

[IP Restrictions](#)

[Time/Vacation Restriction](#)

[Account Access Restrictions](#)

[Country Restrictions](#)

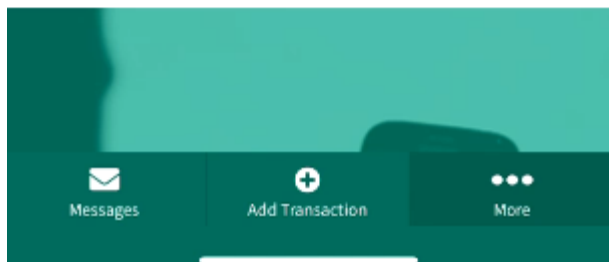
#### LIMITS

[Define Company Level Approval Limits](#)

[Define Personal Based Approval Limits](#)

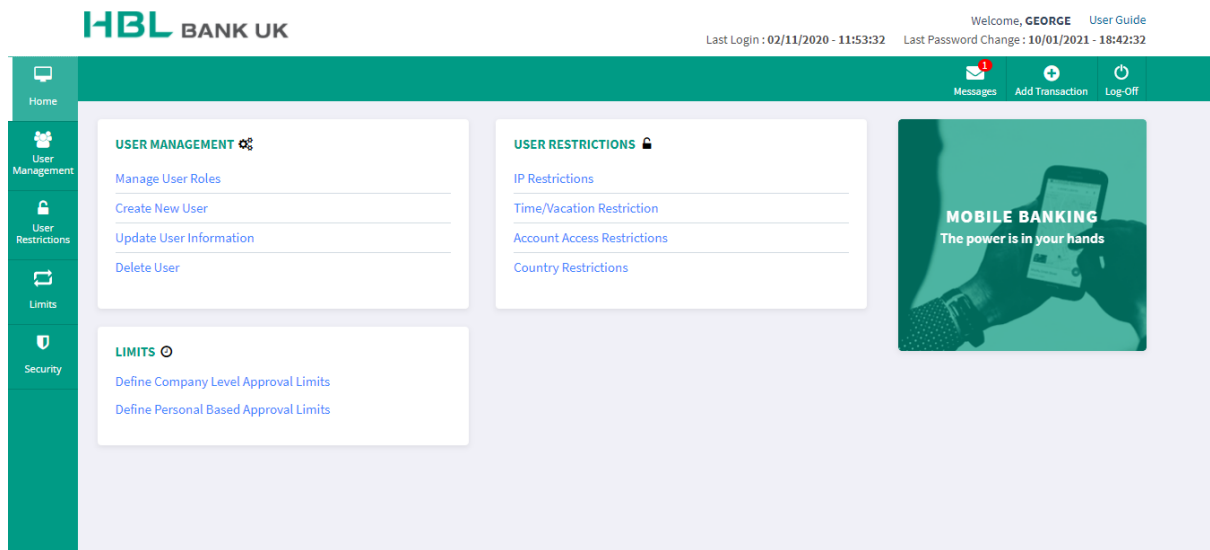
You will have logged in successfully with your main dashboard.

You may also login to our website, ensuring you have logged out from the mobile application.

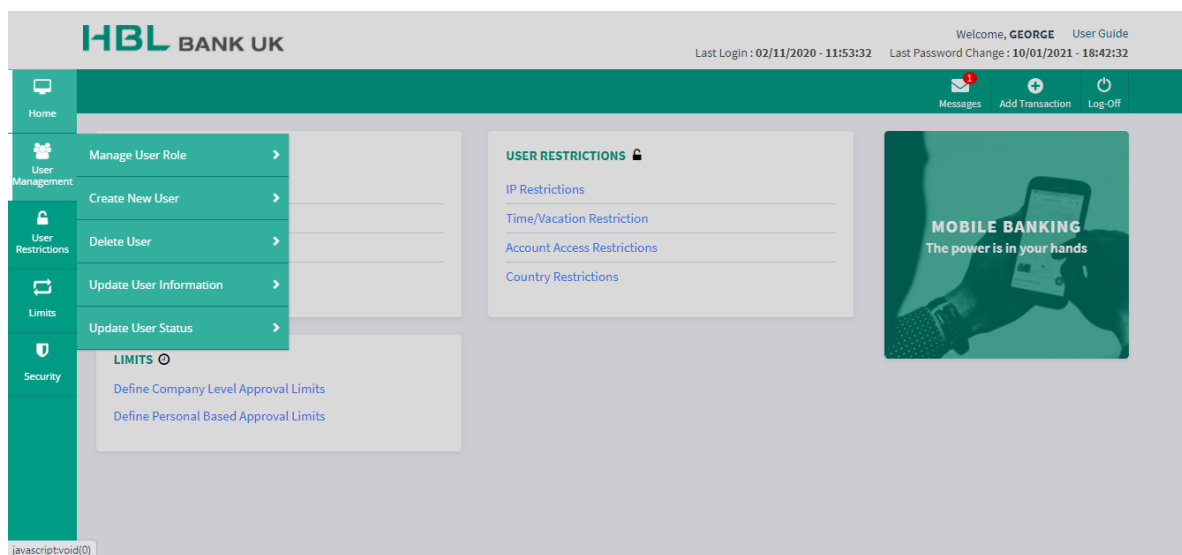


## Creating A New User

Main Page – Under the heading “User Management” click “Create New User”



Hover mouse over “User Management” and select “Create New User”





Complete all the fields for the employee who will be required the relevant role.

The roles available are:

- Poster
- Approver
- Inquirer
- Supervisor

**HBL BANK UK**Welcome, GEORGE [User Guide](#)  
Last Login : 02/11/2020 - 11:53:32    Last Password Change : 10/01/2021 - 18:42:32

Home

User Management

User Restrictions

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User Management > Create New User

?

PLEASE ENTER USER DETAILS

User Name

Employee ID

Role

Poster

Sign In Expire Date

10 Jan 2031

Department

First Name

Last Name

E-Mail

Mobile Phone

Birth Date

10 Jan 2021

After completing the employee's details, the next screen will allow how each account can be viewed to the specific user. The options are:

- Inquiry and Execution
- Only Observation
- Hide

Once the appropriate option has been selected, click "Next" to proceed to the next screen.

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Home Messages Add Transaction Log-Off

**User Management** > **Create New User**

PLEASE SELECT ACCOUNT RESTRICTIONS FOR NEW USER

Account Number	Currency	Current Balance	Available Balance	Status
70025400	GBP	0.00	0.00	<div>Inquiry and Execution</div> <div>Inquiry and Execution</div> <div>Only Observation</div> <div>Hide</div>

BACK

A summary screen will appear to view the details keyed in for the additional user; their Role and their Status for each account opened under HBL Bank UK. Click confirm if you are happy to proceed.

**HBL BANK UK** Welcome, GEORGE User Guide  
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Home Messages Add Transaction Log-Off

**User Management** > **Create New User**

**USER DETAILS**

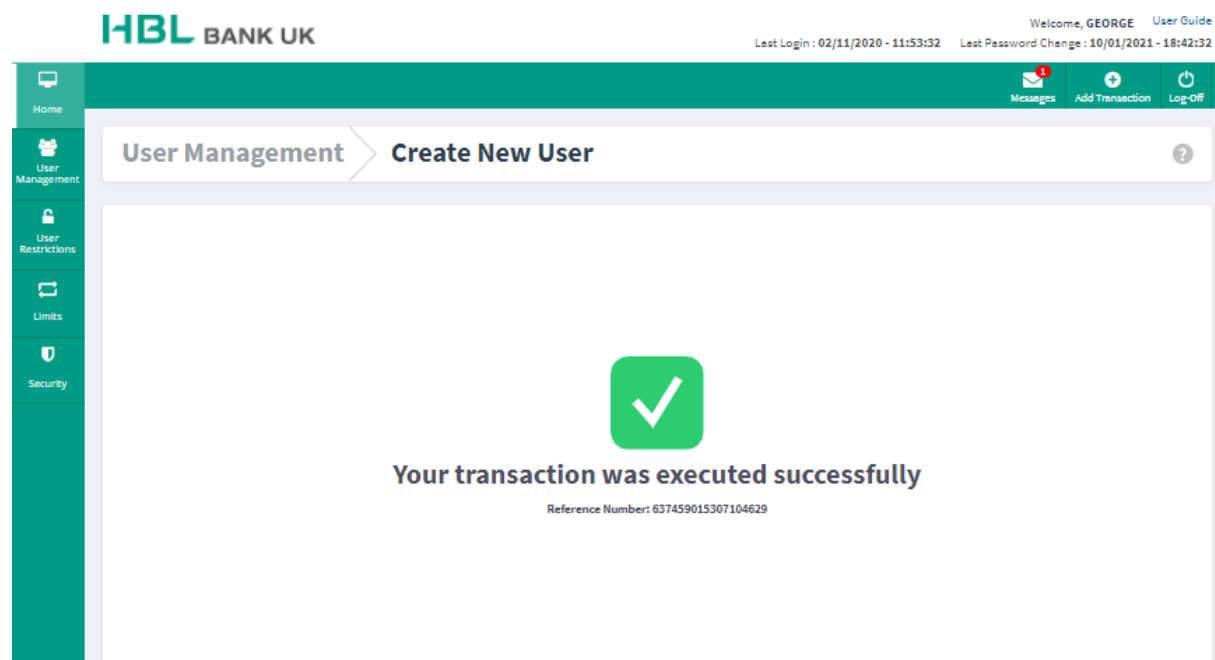
User Name	shaunhammond
Employee ID	
Role	Supervisor
Sign in Expire Date	10 Jan 2031
Department	Technical
First Name	Shaun
Last Name	Hammond
E-mail	saad.sheikh@hbluk.com
Mobile Number	07757326895
Birth Date	27 Jul 1991

**ACCOUNT DETAILS**

Account Number	Status
70025400	Inquiry and Execution

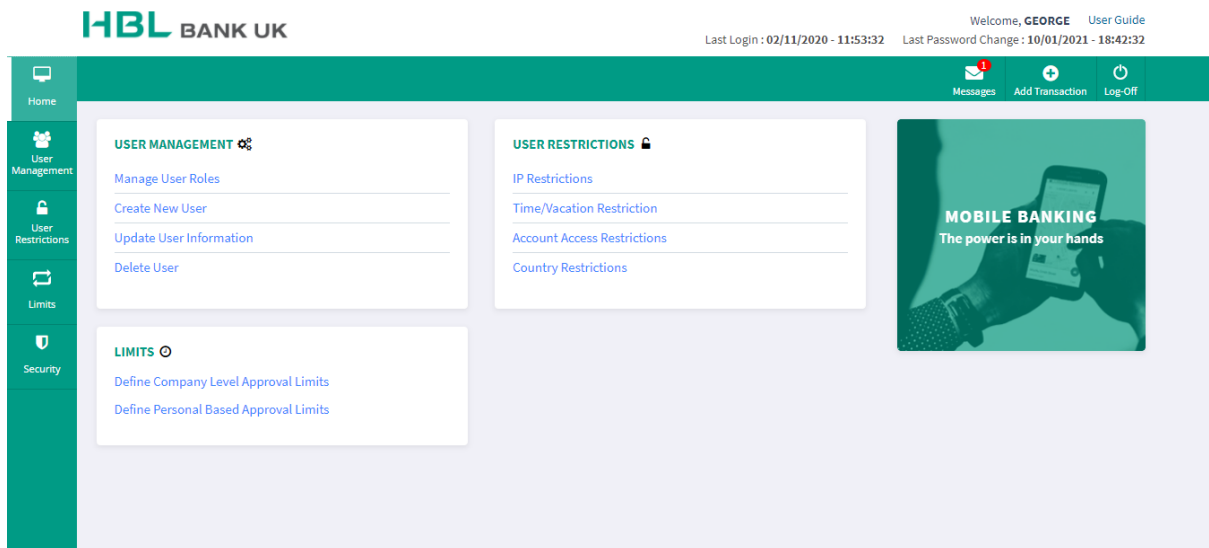
BACK CONFIRM

Once you have clicked “Confirm” the new user will receive a mobile text (and email) informing them of their Username and Password.

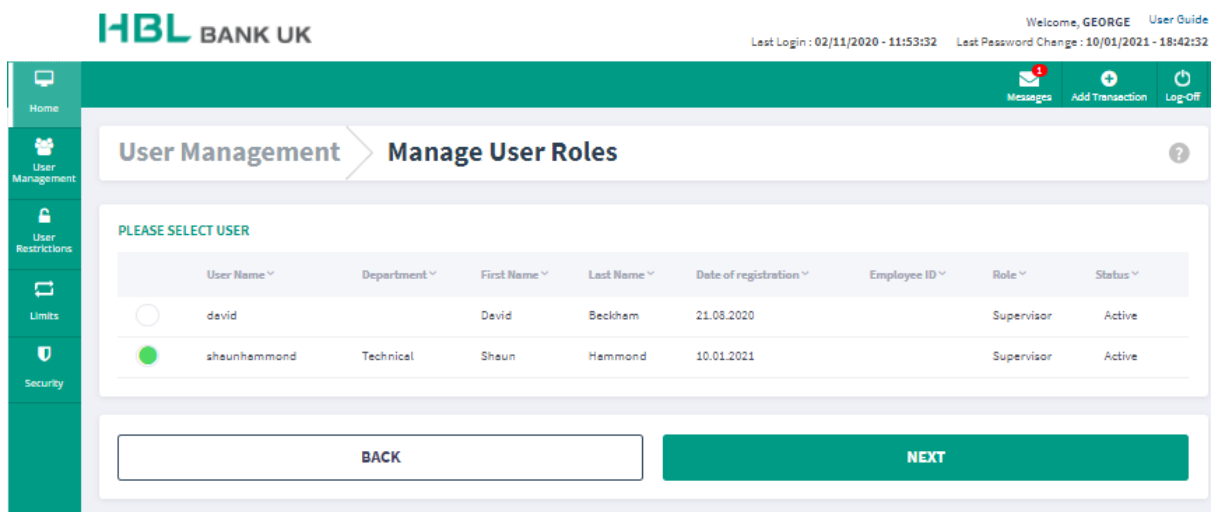


## Manager User Role

To change the role given to a specific user, from the main page click on “Manage User Role” or via the side panel, hover your mouse over “User Management” and click “Manager User Role.”



Then select the user you intend to amend/view their role and click “Next.”



Under the heading, “Role Information” click and select the new role you intend to assign to your staff, then click “Next.”

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Home Messages Add Transaction Log-Off

**User Management** Manage User Roles

**USER INFORMATION**

Employee ID		User Name	shaunhammond
Department	Technical	First Name	Shaun
Last Name	Hammond	Status	Active

**ROLE INFORMATION**

Supervisor	
Poster	
Approver	
Inquirer	
Supervisor	

A summary screen will appear showing the intention to assign a new role to the user. If you happy to proceed, click “Confirm”

**HBL BANK UK** Welcome, GEORGE User Guide  
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Home Messages Add Transaction Log-Off

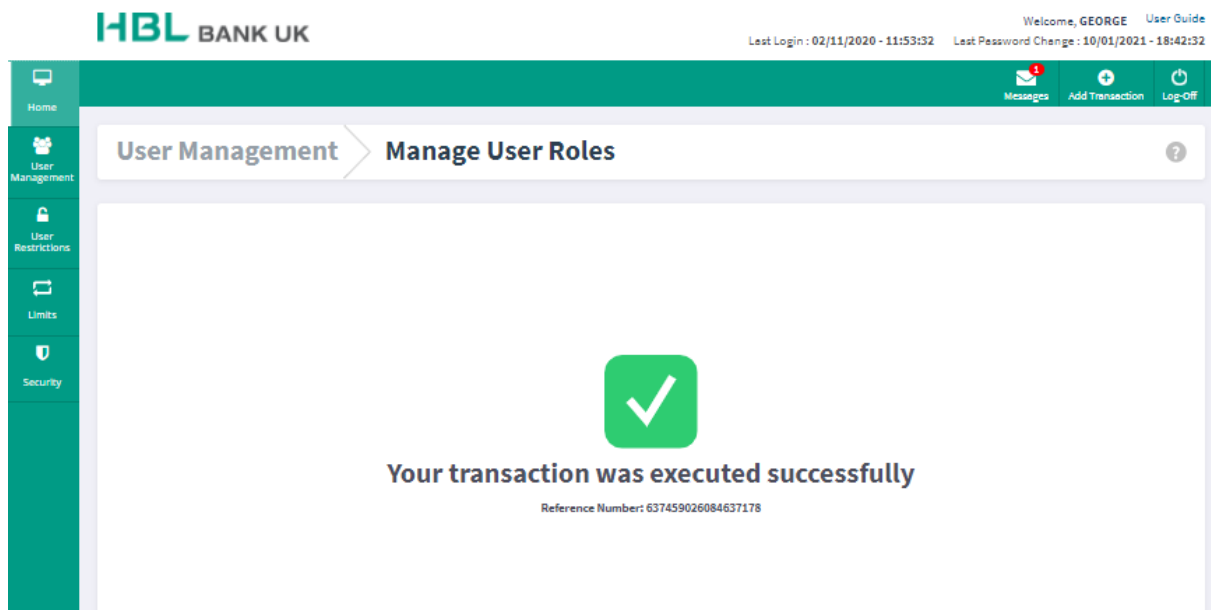
**User Management** Manage User Roles

PLEASE CHECK THE DETAILS OF YOUR OPERATION AND PRESS CONFIRM TO CONTINUE.

Employee ID	
User Name	shaunhammond
Department	Technical
First Name	Shaun
Last Name	Hammond
Old Role	Supervisor
New Role	Approver

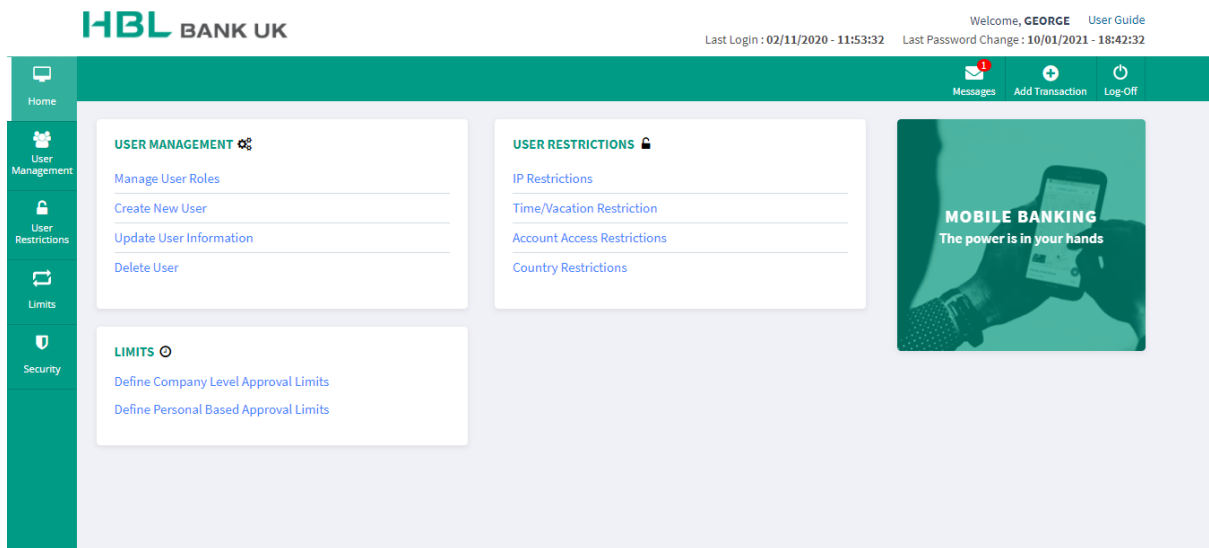
**BACK** **CONFIRM**

A confirmation screen will then appear once the new role has been assigned.

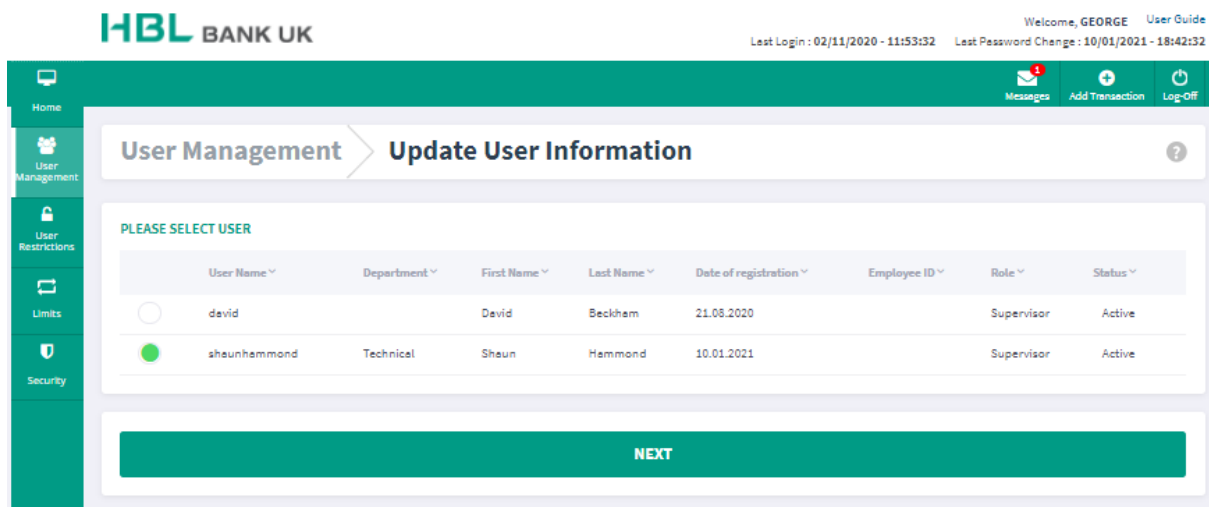


## Update User Information

To update either the user's, Sign in Expiry Date; Department; Email Address or Mobile Number, use this option. This can be selected via the main homepage or side panel under "User Management"



Select the user you intend to update their details and click "Next"



Amend the necessary details required on this screen and click "Next" once updated.

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User Management

Update User Information

USER INFORMATION

User Name

shaunhammond

Employee ID

First Name

Shaun

Last Name

Hammond

Birth Date

27.07.1991

PLEASE SPECIFY AMENDMENTS

Sign In Expire Date

10 Jan 2031

Department

Technical

Designation

E-mail

saad.sheikh@hbluk.com

Mobile Phone

07757326895

BACK

NEXT

A summary screen will appear, once you are happy with the changes, click “Next”



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Update User Information

PLEASE VERIFY DETAILS BELOW AND CONFIRM TO CONTINUE

Employee ID	
User Name	shaunhammond
First Name	Shaun
Last Name	Hammond
Birth Date	27 Jul 1991

OLD USER INFORMATION

Sign in Expire Date	10 Jan 2031
Department	Technical
Designation	
E-mail	saad.sheikh@hbluk.com
Mobile Number	07757326895

NEW VALUE

Sign in Expire Date	10 Jan 2031
Department	Technical
Designation	
E-mail	saad.sheikh@hbluk.com
Mobile Number	07757326895

BACK

CONFIRM

A confirmation screen will appear.

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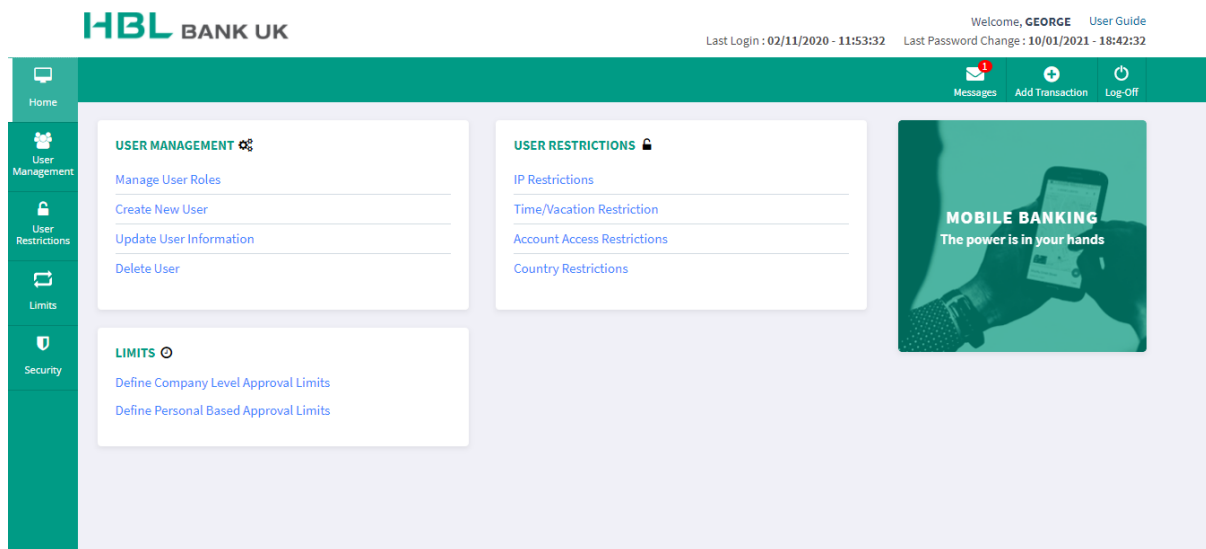
Update User Information

Your transaction was executed successfully

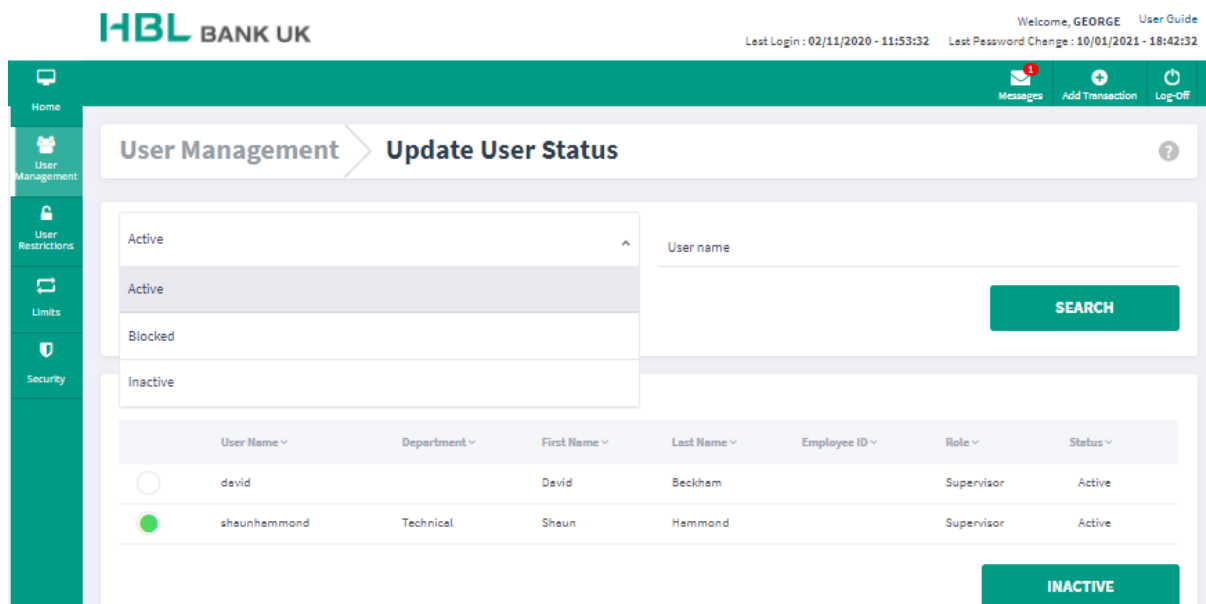
Reference Number: 637459031161091504

Update User Status

If you intend to change the status of a user, you can do so by clicking “Update User Status” via the main homepage or the side panel, “User Management”



Select or search your user and the “Status” you intend to assign. The options are, Active; Blocked and Inactive.



A summary screen will appear showing the new Status you intend to assign and click “Inactive” as a confirmation.

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Home Messages Add Transaction Log-Off

User Management **Update User Status** ?

PLEASE CLICK ON THE CONFIRM BUTTON IN ORDER TO INACTIVE THE FOLLOWING USERS

User Name	Department	First Name	Last Name	Employee ID	Role	Status
sheunhammond	Technical	Shaun	Hammond		Supervisor	Active


BACK CONFIRM

A summary screen will appear confirming your action.

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Home Messages Add Transaction Log-Off

User Management **Update User Status** ?



**Your transaction was executed successfully**

Reference Number: 637459035329388310

To reactivate the user, click on “Update User Status” and from the drop-down list, select the status you have assigned to the specific user or search via their username and click “Search”. Select the user and click “Active” in order reactivate their access for the pre-existing assigned role.

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Welcome, GEORGE

User Guide

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Last Password Change : 10/01/2021 - 18:42:32

User Management

Update User Status

Select User Status

Inactive

User name

SEARCH

PLEASE SELECT USER TO UPDATE STATUS

User Name	Department	First Name	Last Name	Employee ID	Role	Status
sheunhammond	Technical	Shaun	Hammond		Supervisor	Inactive

ACTIVE

Review the summary screen and click “Confirm”

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Welcome, GEORGE

User Guide

Last Login : 02/11/2020 - 11:53:32

Last Password Change : 10/01/2021 - 18:42:32

User Management

Update User Status

PLEASE CLICK ON THE CONFIRM BUTTON IN ORDER TO ACTIVATE THE FOLLOWING USERS

User Name	Department	First Name	Last Name	Employee ID	Role	Status
sheunhammond	Technical	Shaun	Hammond		Supervisor	Inactive

BACK

CONFIRM

The confirmation screen will appear.

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User Management

Update User Status

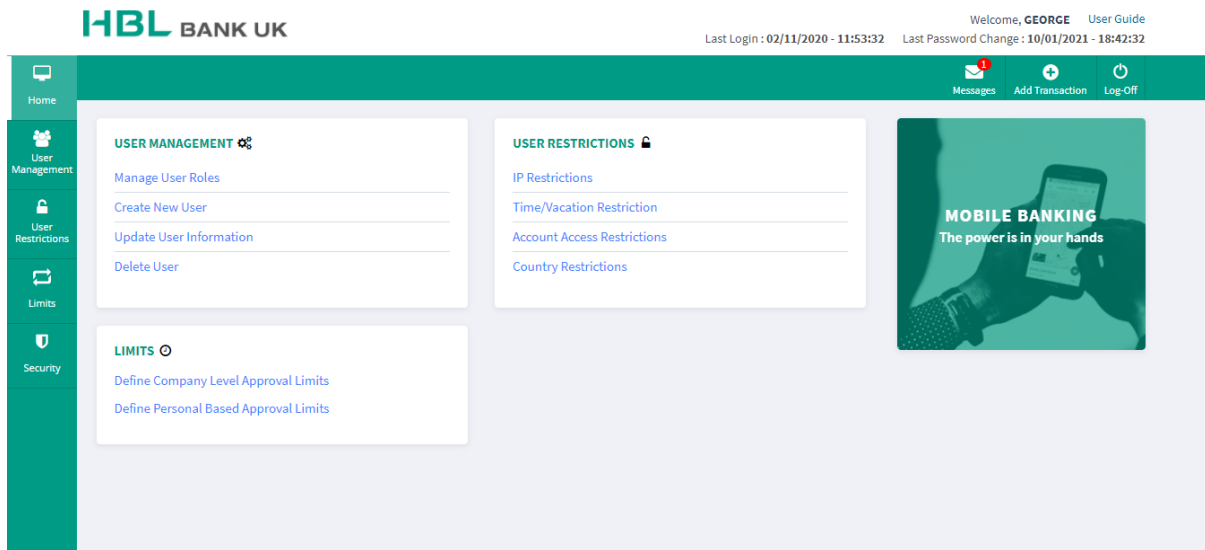


**Your transaction was executed successfully**

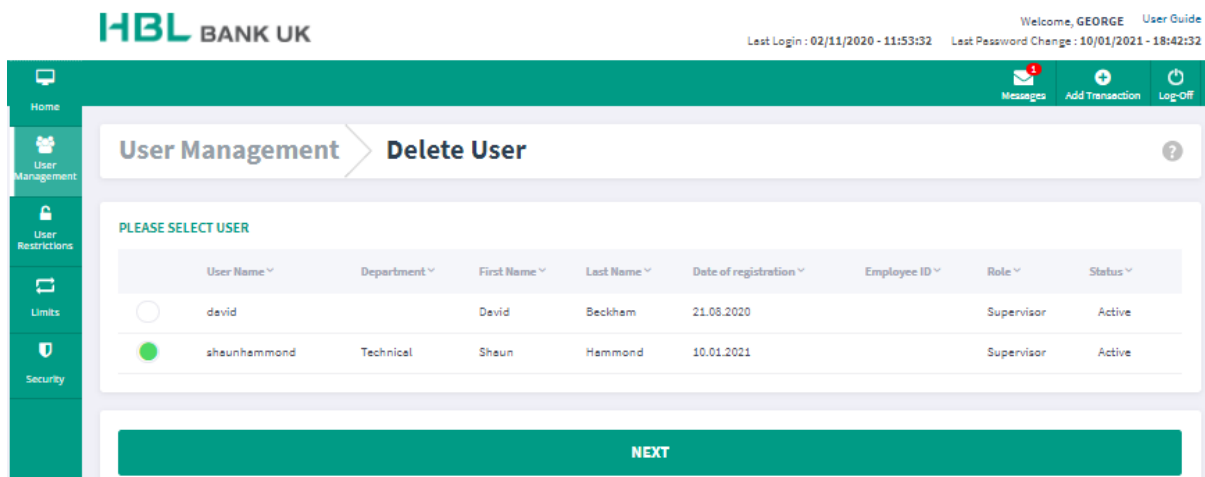
Reference Number: 637459038548008882

Delete User

To delete a User, you can select click on “Delete User” via the homepage of under the side panel, “User Management”



Select the User whose access you intend to delete.



Review your action on the summary screen and click “Confirm” to delete the user followed by a confirmation screen.

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Delete User

?

Are you Sure to Delete shaunhammond ?

shaunhammond

User Name

Employee ID

First Name

Last Name

Birth Date

Sign In Expire Date

Department

Designation

E-mail

Mobile Number

Shaun

Hammond

27 Jul 1991

10 Jan 2031

Technical

saad.sheikh@hbluk.com

07757326895

BACK

CONFIRM

## Poster – Processing Payments

### UK Payment

The user with the 'Poster' login will be able to execute payments, however, will require approval from either the 'Approver' or 'Supervisor' for the payments to be processed.

To process any payments, except Bulk Payment, select from the left hand menu "Payments & Transfers" and select "UK Payment" and select the debiting account and complete the beneficiary details and amount. Once completed, select "Next."

**HBL BANK UK**

Welcome, **KABIR KHAN** [User Guide](#)

Last Login : 22/01/2021 - 17:16:11 Last Password Change : 25/07/2020 - 14:05:59

Home Messages Add Transaction Log-Off

**Payments & Transfers > UK Payment**

**1- FROM ACCOUNT**

Please choose

70012328 / 609511 - GBP 62,928.31

**2- RECIPIENT DETAILS**

☒ Sort Code - Account Number ☐ Beneficiary

Sort Code

Account Number

Receiver Name

Receiver's Currency

POUND STERLING

Save Beneficiary ☐

Beneficiary Name

**3- TRANSFER DETAILS**

Mark Favorite ☐

Amount In Source Currency

Reference

Frequency

Immediate - Today

First Transfer Date

Final Transfer Date

**SAVE FOR LATER** **NEXT**

Review the account details and amount keyed, agree to the Terms and Conditions and click "Confirm."



Welcome, **KABIR KHAN**

User Guide

Last Login : 18/01/2021 - 16:48:20

Last Password Change : 25/07/2020 - 14:05:59

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CONFIRMATION

TRANSFER INFORMATION

From Account	70012328 GBP
To Account	GB73HLFX11086711128563
Receiver Sort Code	110867
Receiver Account Number	11128563
Receiver Name	Kabir Khan
Final Transfer Amount	GBP 10.00
Request Date	21 Jan 2021
Receiver Bank	HALIFAX (A TRADING NAME OF BANK OF SCOTLAND PLC)
Receiver Bank Branch	WOOD GREEN

OTHER TRANSFER DETAILS

Transaction Type	Immediate
Transaction Date	21 Jan 2021
Number Of Transfers	1
Mark Favorite	No

☐ I agree to the [Terms and Conditions](#)

BACK

SAVE FOR LATER

CONFIRM

A confirmation screen will appear with the payment Reference Number which informing the transaction has been submitted to the approver.

Welcome, **KABIR KHAN**

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Last Password Change : 25/07/2020 - 14:05:59

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Payments & Transfers > UK Payment

Your transaction has been successfully submitted for approval

Reference Number: 637468187607302279

BACK TO HOME PAGE

## Bulk Payment

Select “Bulk Payment” from the side dashboard and select the account you intend to debit from the dropdown menu. Click on “Download Template” where a MS Excel workbook will be downloaded for you to complete. Please ensure the “File Reference Number” differs for each Bulk Upload.

Once completed, “Click to Upload” and click “Next.”

Welcome, **KABIR KHAN** [User Guide](#)  
Last Login : 22/01/2021 - 17:16:11    Last Password Change : 25/07/2020 - 14:05:59

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Payment  
Bulk Payment  
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Bulk Payment
Payment Upload

**BATCH TRANSACTION**  
Please choose  
70012328 / 609511 - GBP 62,928.31  
Execution Date  
24 Jan 2021

CLICK TO UPLOAD

DOWNLOAD TEMPLATE

	A	B	C	D	E	F	G
1	File Reference Number *						
2	Number of Transactions *						
3			Receiver's Details			Other Details	
4	Transaction Order Number *	Sort Code *	Account Number *	Receiver Name *	Amount *	Reference *	Purpose
5							
6							
7							
8							
9							
10							

	A	B	C	D	E	F	G
1	File Reference Number *	30					
2	Number of Transactions *	3					
3			Receiver's Details			Other Details	
4	Transaction Order Number *	Sort Code *	Account Number *	Receiver Name *	Amount *	Reference *	Purpose
5	1	110867	11128563	Kabir Khan	1.50	Bus Fare	Refund
6	2	230580	36723807	Saad Sheikh	3.00	Travel Fare	Refund
7	3	400713	51758209	Mohammed Khan	5.00	Lunch	Refund
8							
9							
10							

Welcome, **KABIR KHAN**    User Guide  
 Last Login : 18/01/2021 - 16:40:53    Last Password Change : 25/07/2020 - 14:05:59

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**Bulk Payment**  
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## Bulk Payment > Upload Details

[?](#)

### FILE DETAILS

File name	Payment Upload Sample (4).xlsx
Reference Number	30
Debit Account	70012328
Debit Currency	GBP
Total Amount	GBP 9.50
Number of Transactions	3
Value date	18 Jan 2021
File Uploaded By	kabir02

### DISCLAIMER

Corporate Disclaimer Text

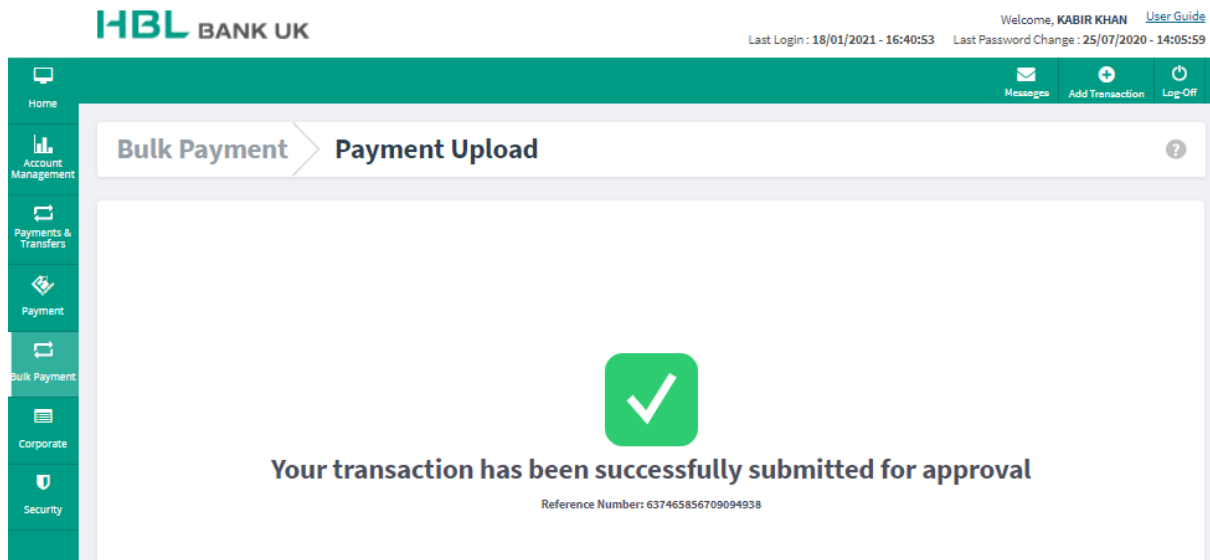
### SUCCESS RECORDS

#	Transaction Type	Account Number / IBAN	Bank Name	Branch name	Amount	
1	DOMESTIC TRANSFER	GB73HLFX11086711128563	HALIFAX (A TRADING NAME OF BANK OF SCOTLAND PLC)	WOOD GREEN	1.50	▼
2	DOMESTIC TRANSFER	GB29MYMB23058036723807	METRO BANK PLC	London	3.00	▼
3	DOMESTIC TRANSFER	GB03HBUK40071351758209	HSBC UK BANK PLC	Belgravia	5.00	▼

BACK

CONFIRM

A confirmation Reference Number will appear for the “Approver/Supervisor” to view and approve the payment.



The approver will be able to view all pending transactions when you click “Corporate” on the side menu and select “Pending Approval Transactions” and the same will appear on the Dashboard.

#### PENDING APPROVAL TRANSACTION LIST

Transaction ID	Transaction Type	Maker Name	Amount	Transaction date	Status
637465856709094938	Payment Upload	kabir02	9.50 GBP	18/01/2021	Waiting for approval
637465853298206848	UK Payment	kabir02	10.00 GBP	18/01/2021	Waiting for approval

## Approver/Supervisor – Approving Payments

All payments carried out by the 'Poster' user will appear on the Approver/Supervisor's Dashboard and on the side Menu of under "Corporate."

Please note, Payments will be allowed to be viewed during 9am-5pm on working days.

### Dashboard - View

The screenshot shows the HBL Bank UK dashboard. The top header includes the HBL Bank UK logo, the user's name (KABIR KHAN), and login/logout options. The left sidebar contains navigation links: Home, Account Management, Payments & Transfers, Payment, Bulk Payment, Corporate, and Security. The main content area is titled "PENDING APPROVAL TRANSACTION LIST" and displays a table of transactions. To the right, there are sections for "Favourite Transaction" (showing no favorites) and "Announcements" (listing recent updates).

Transaction ID	Transaction Type	Maker Name	Amount	Transaction date	Status
637468191883490366	Payment Upload	kabir02	13.00 GBP	21/01/2021	Waiting for approval
637468187607302279	UK Payment	kabir02	10.00 GBP	21/01/2021	Waiting for approval

**LAST TRANSACTIONS**

Select Account: 70012328

Date	Reference	Amount
------	-----------	--------

[Show More](#)

**Announcements**

- 15/10/2019 Welcome to Online Banking
- 15/10/2019 Financial Calendar
- 15/10/2019 Rate Our Services

[All Announcements](#)

### Corporate > Pending Approval Transaction List – View

Under this option, the Approver/Supervisor can view all types of transactions and requests within date ranges and as per the transaction ID (confirmation references).

The screenshot shows the "Corporate > Pending Approval Transaction List" view. The top header is the same as the dashboard. The left sidebar is the same. The main content area is titled "Corporate Pending Approval Transaction List" and includes a search section. The search section has fields for Start Date (21 Dec 2020), End Date (21 Jan 2021), Transaction Type (Please Select), and Transaction ID. A "SEARCH" button is present. Below the search section is a table titled "TRANSACTION LIST" showing the same two transactions as the dashboard. A "NEXT" button is at the bottom right.

**SEARCH TRANSACTION**

Start Date: 21 Dec 2020 End Date: 21 Jan 2021

Transaction Type: Please Select Transaction ID:

**SEARCH**

**TRANSACTION LIST**

	Transaction ID	Transaction Type	Maker Name	Amount	Transaction date
<input checked="" type="radio"/>	637468191883490366	Payment Upload	kabir02	13.00 GBP	21/01/2021
<input type="radio"/>	637468187607302279	UK Payment	kabir02	10.00 GBP	21/01/2021

**NEXT**

Review the transactions the 'Poster' user has keyed and click "Approve" or "Decline" accordingly.

### Bulk Payment - View

**HBL** BANK UK

Welcome, **KABIR KHAN** [User Guide](#)  
Last Login : 21/01/2021 - 09:04:06 Last Password Change : 12/01/2021 - 14:19:50

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**FILE DETAILS**

File name	Payment Upload Sample (4).xlsx
Reference Number	31
Debit Account	70012328
Debit Currency	GBP
Total Amount	GBP 13.00
Number of Transactions	3
Value date	21 Jan 2021
File Uploaded By	kabir02

**DISCLAIMER**

Corporate Disclaimer Text

**SUCCESS RECORDS**

#	Transaction Type	Account Number / IBAN	Bank Name	Branch name	Amount	
1	DOMESTIC TRANSFER	GB73HLFX11086711128563	HALIFAX (A TRADING NAME OF BANK OF SCOTLAND PLC)	WOOD GREEN	2.00	▼
2	DOMESTIC TRANSFER	GB29MYMB23058036723807	METRO BANK PLC	London	6.00	▼
3	DOMESTIC TRANSFER	GB03HBUK40071351758209	HSBC UK BANK PLC	Belgravia	5.00	▼

BACK

APPROVE

DECLINE

## UK Payment – View

**HBL BANK UK**

Welcome, **KABIR KHAN** [User Guide](#)

Last Login : 21/01/2021 - 09:04:06Last Password Change : 12/01/2021 - 14:19:50

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UK Payment

**CONFIRMATION**

**TRANSFER INFORMATION**

From Account

70012328 GBP

To Account

GB73HLFX11086711128563

Receiver Sort Code

110867

Receiver Account Number

11128563

Receiver Name

Kabir Khan

Final Transfer Amount

GBP 10.00

Request Date

21 Jan 2021

Receiver Bank

HALIFAX (A TRADING NAME OF BANK OF SCOTLAND PLC)

Receiver Bank Branch

WOOD GREEN

**OTHER TRANSFER DETAILS**

Transaction Type

Immediate

Transaction Date

21 Jan 2021

Number Of Transfers

1

Mark Favorite

No

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Authentication will be required via OTP to confirm the payment(s) to be processed; once keyed, the payment will be processed accordingly.

### Authentication Method

Mobile Device

iPhoneUAT04

