

# Key Code Support Guide



Whatever your business your loan is just a few clicks away  
Click Here



### KeyCode activation deadline is fast approaching

To avoid any inconvenience, Administrators and Users should download the app as soon as possible. Administrators then need to login to their Administrator profile on Business On Line to complete the setup process. This guide will help you to get started.

### Features and benefits

#### Bank of Ireland KeyCode:

- ▶ generates unique one-time codes for logging in and authorising payments and payees on Business On Line
- ▶ will replace existing security features on Business On Line, i.e. passwords, digital certificate, Java dependency and Security Codes.

#### KeyCode is easy to use, secure and convenient

- ▶ **Easy** – Once downloaded and registered, the free app allows you to access your accounts with no need to remember passwords or Java updates
- ▶ **Convenient** – Compatible with all major browsers and smart handheld devices. Users can authorise payments from multiple locations as they are no longer restricted to a specific desktop/laptop
- ▶ **Secure** – In a world where technology is constantly evolving, security must evolve also and we are committed to providing you with best-in-class when it comes to your safety online.

### Devices

Every user on your Business On Line profile will need to download the Bank of Ireland KeyCode app to a device of their choice, which could be a tablet or mobile phone that they already own.

#### Device compatibility

- ▶ Bank of Ireland KeyCode works with all major smart mobile devices including iOS, Android, Windows smartphone, tablet (excluding Amazon Fire tablet) or iPod Touch
- ▶ Minimum technical specifications: Android 4.1 to 6x; iOS 8, 9, 10; Windows mobile OS 8.1 and 10 (Not compatible with Windows 10 Home edition)
- ▶ The app is available to download from all official app stores. If you are unsure if your device is compatible, why not try downloading now by searching for 'Bank of Ireland KeyCode' in your device's app store
- ▶ Once downloaded, KeyCode can operate in an entirely offline environment with no requirement for internet access or mobile phone signal.

**Tip: Automatic date and time settings should be in use on your KeyCode device**

### Security

#### Bank of Ireland KeyCode offers the following security benefits or controls

- ▶ A secure PIN is required to access the KeyCode app. The one-time code is transaction-specific and either expires on use or after 60 seconds
- ▶ KeyCode does not store personal information or account details. It is not a banking app and is simply used to generate one-time authentication codes to use on Business On Line in conjunction with your User ID
- ▶ The app is registered to the individual user on their registered device
- ▶ The Business On Line Administrator can continue to lock a User's profile (for example, in the event of leave, etc.) from their Administrator dashboard.

#### Here are some ways you can help to keep your device secure

- ▶ Secure access to your device by using a strong PIN or alphanumeric passcode or other security feature (e.g. biometrics), as supported by your device. Remember to always keep your PIN or passcode safe and secure
- ▶ Set the auto-lock feature on your device so that the screen locks automatically after a short time period
- ▶ Keep the software on your device up to date by installing the latest software update as soon as it becomes available. You will normally receive a prompt to update it
- ▶ Only download trusted apps from official app stores (e.g. the App store for iOS, Play store for Android or Windows store); never from links received in emails, texts or web pages

- ▶ Avoid clicking on links or opening attachments in unsolicited emails
- ▶ Choose 3G or 4G networks rather than joining unknown Wi-Fi networks or using unsecured Wi-Fi hotspots
- ▶ Log out of websites when you have finished using them. If you remain signed into certain pages and your device is stolen, that information may be easily accessible
- ▶ We recommend that you do not access Business On Line from the same device that you use the Bank of Ireland KeyCode app for authentication.

## Get started with KeyCode

### What do I need to do to get started?

#### STEP 1: Download KeyCode

Each Administrator and User will need a smartphone or tablet to download the Bank of Ireland KeyCode app.

#### STEP 2: Administrator Passwords

Administrators will need their existing login password to set up the app on Business On Line. For password resets, contact the Helpdesk on 1890 818 265 (ROI) / 0345 309 8123 (NI).

#### STEP 3: Login to Business On Line

Administrators should login to Business On Line and follow the simple setup process. Note: Where there are two Administrators, both need to be present.

#### STEP 4: Activate Users

Administrators need to activate each User profile. Users will need to be present for this step.

#### STEP 5: Download HashTab

This step applies to customers with bulk payment requirements on Business On Line only. Find out more and download HashTab [here](#).

### How long does it take to setup the KeyCode app with Business On line?

- ▶ Administrator setup takes approx. 10 minutes to complete
- ▶ User setup takes approx. 5 minutes per User
- ▶ Once the Administrator has completed their KeyCode setup, you have 5 days to complete User setup. Administrator and User must both be present to complete this process.

## Support Videos

Click on the icons or links below to watch videos



Bank of Ireland  
KeyCode for  
Business On Line  
Administration set up

<https://youtu.be/5nN-Q iq4vE>



Business On Line  
Using your  
KeyCode App

<https://youtu.be/-L Q9ZGN8oc>

## Find out more

Visit: [bankofireland.com/KeyCode](http://bankofireland.com/KeyCode)

Email: [KeyCodequeries@boi.com](mailto:KeyCodequeries@boi.com)

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