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ICS 499

Ryan Hankins

1/23/18

User Guides:

Introduction

Thank You for choosing Metro Bank as your bank. Here you will learn to use our website and our online services we offer to our customers who has an account associated with us. This user guide will help provide understanding of how our online banking website will function.

**Step 1:** Login with your username (email address) and your password provided.

**Step 2:** If you aren’t able to login to your account and it has showed an message saying “Invalid username or password” please contact admin about your issue. If you successfully login into your bank account you are able to see all the features on the left hand side that we offer, however you can skip to the next step.

**Step 3:** Scroll all the way down to see your account details. If there is any incorrect information that you were aware of or any changes you want to make in your account details contact admin.

**Step 4:** On the left hand side have features such as your account summary, account statement, adding a beneficiary, viewing your current beneficiary, transferring funds to another person within our bank, issuing a ATM card or cheque book, and changing your passwords.