Getting Started
Aruba Bank App®

Aruba Bank App®
Personal Customers

Arubabank®

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Personal Customers

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Getting Started

Before you can get started with the Aruba Bank App®, you will need to have your User Name available. You will receive your User Name when you sign up and become a New Aruba Bank Customer.

User Name

In order to use the **Aruba Bank App®**, you must have an Aruba Bank account and **User Name.** If you do not have an Aruba Bank account, please visit www.arubabank.com and complete the "New Customer" online application.
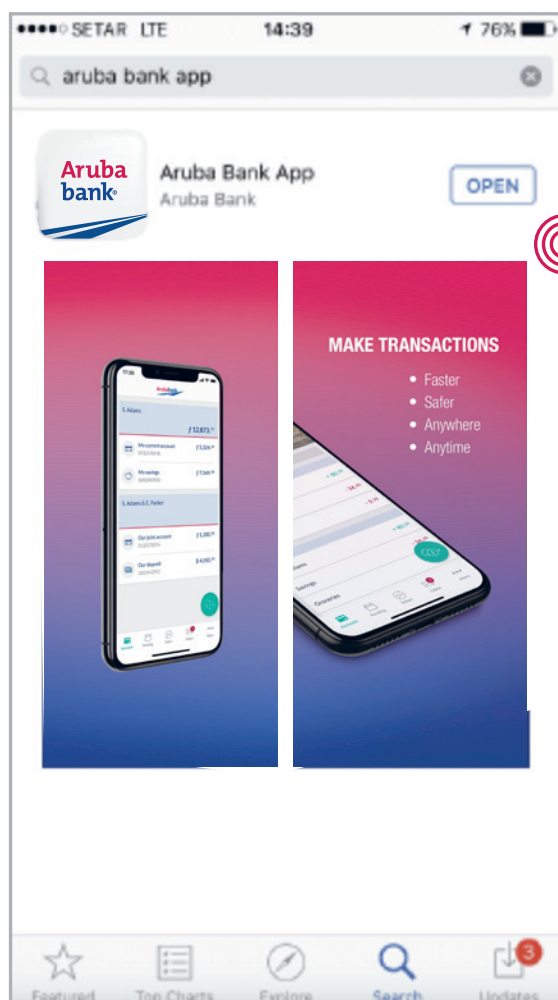
If you have forgotten your Aruba Bank User Name, please call our Contact Center at (297) 527-7777 or email us at **info@arubabank.com** for assistance.

Step 1 Install the Aruba Bank App®

ANDROID APP ON
Google play

Available on the iPhone
App Store

Search for the Aruba Bank App®

The Aruba Bank App®
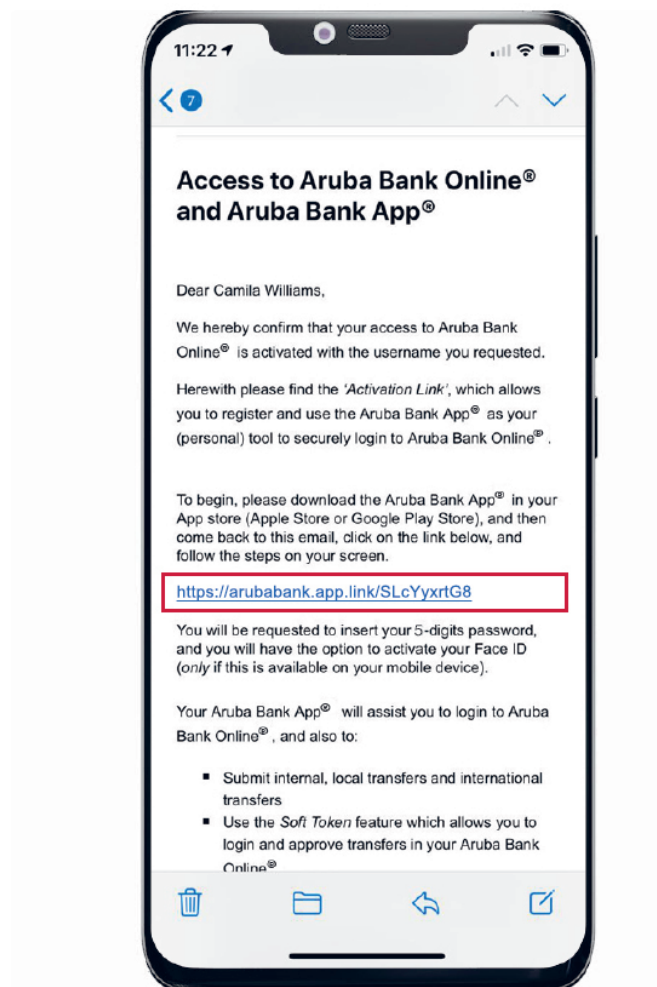is available for iOS and Android platforms.

Download the App

IMPORTANT: The Aruba Bank App® is compatible with all devices running iOS versions 11.0 or higher and Android version 5.0 or higher.
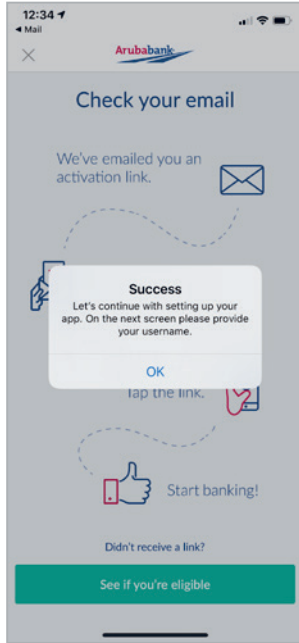
1 Using your **Mobile device**, go to your email box. Your **Activation Link** is sent to the email which you have registered at Aruba Bank for your Online Banking (double check in your email Junk box).

2 Using your Mobile device, click on the **Activation Link.** This link will lead you directly to the activation of your **Aruba Bank App®.**
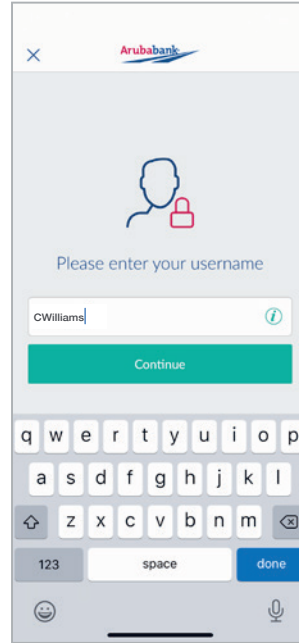

Important: Your "Activation Link" is linked to your personal account, and serves to authenticate you as an Aruba Bank customer to the App. Therefore, it must remain highly confidential.

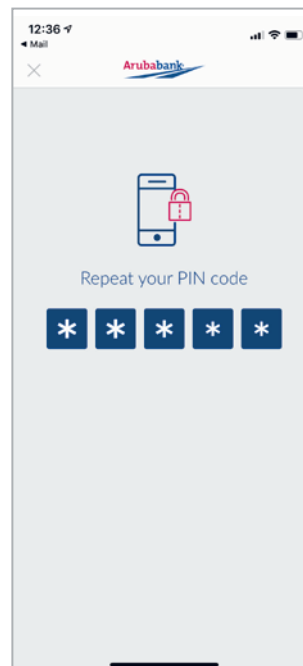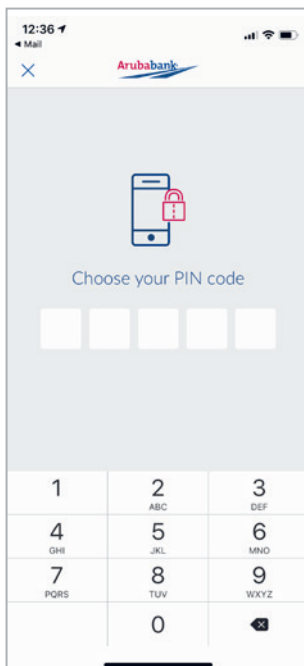Once you have clicked on the link, it will open the following screens on your Mobile device.

Click "OK".
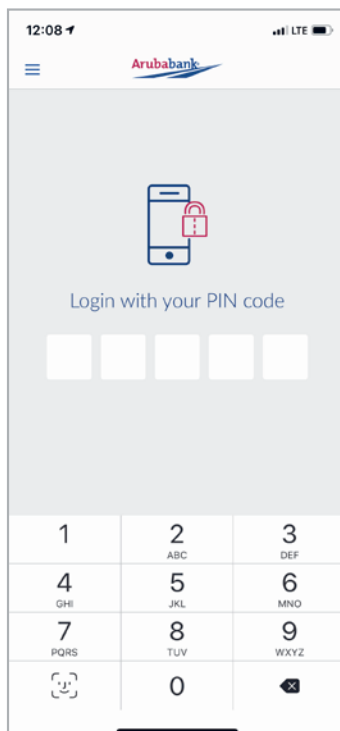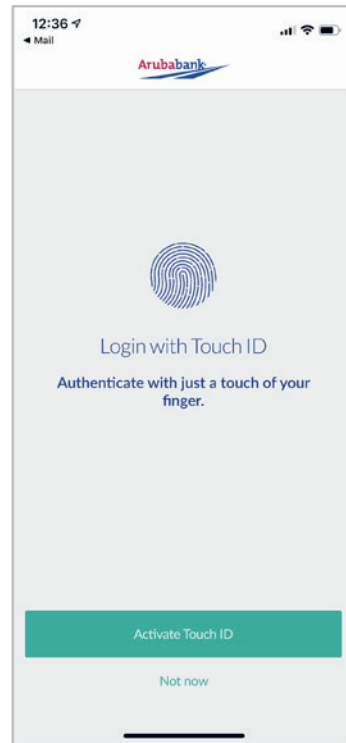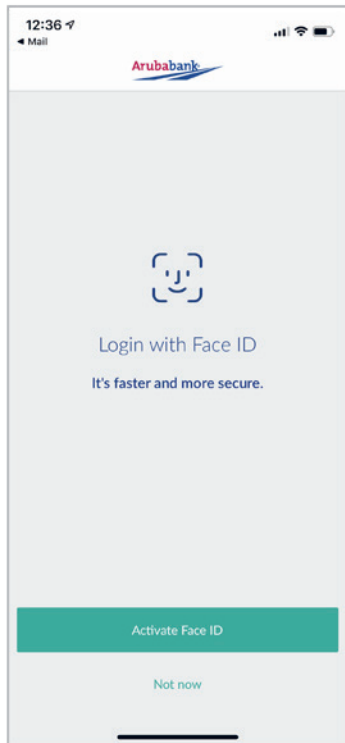

In the Username field enter your Username.

And click to "Continue"

Choose your 5-digits PIN code and repeat your PIN code.

Once your PIN code is confirmed, you get the option to install your Face ID or Touch ID (if this feature is available on your device, and if you wish to opt in for this feature)
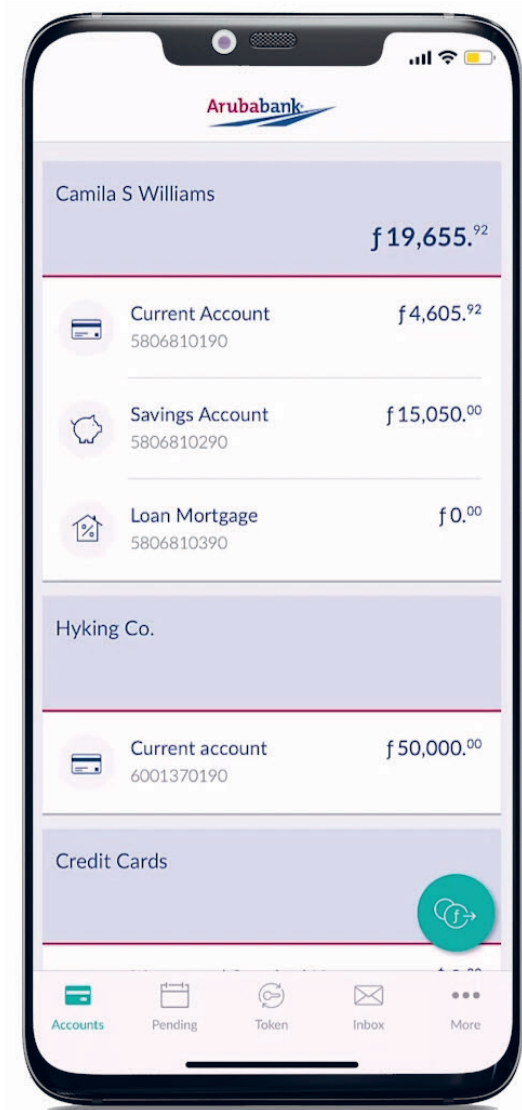
Next time you log in, you can opt to Login with either your PIN, Touch ID or with your Face ID.

How to use the Aruba Bank App®

The **Aruba Bank App®** is especially designed for you, while you are on-the-go. You can manage all your banking needs efficiently, and at your convenience.

Once logged in, you will immediately get an overview of all your Aruba Bank Accounts.
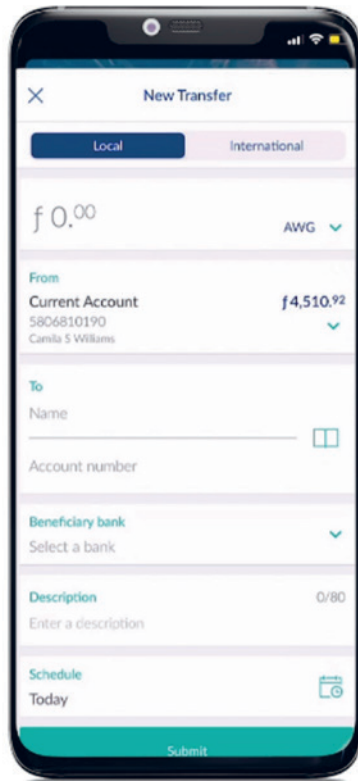
Aruba Bank App® Home Screen

From the Home Screen, you can:

- Check your account balance and transfer history for each account

- Transfer between your own accounts

- Transfer to other accounts in Aruba

Simply press on one of the accounts in order to view the details of that account.

To conduct a transfer, simply press on the Transfer icon on the bottom of the screen.
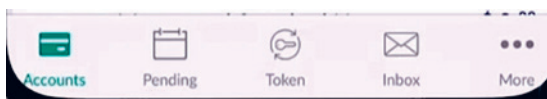
How to conduct a transfer

Fill in all the necessary fields and details to conduct either a Local or an International Transfer.

Aruba Bank App® main menu

Notice the **Aruba Bank App®** menu is located all the way at the bottom of your screen.

With the Aruba Bank App®, you can do more than simply check your account details and conduct transfers.

From the Main Menu, you can:
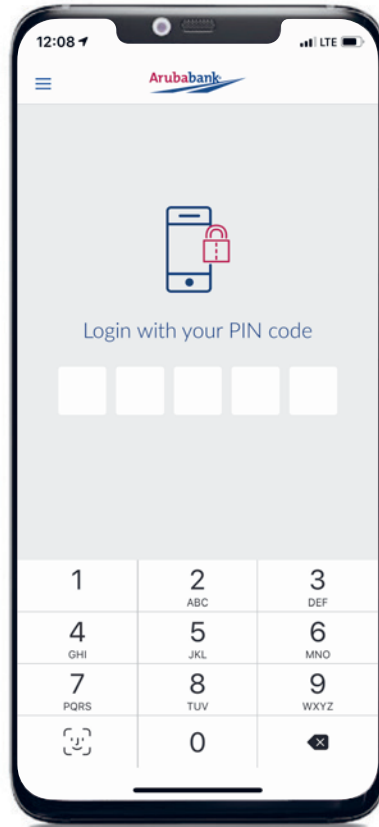
Pending: View all your transfers that are awaiting approval. You can now Approve, Decline or Delete a pending transfer.

Soft Token: The Soft Token is your trusted login and approvals Token, aside of the Hard Token device.

Click on Token icon in the menu and generate security codes to:

Login code: Use this code to access **Aruba Bank Online®** on your Desktop

Transfer approval code: Use this code to approve your transfer requests in **Aruba Bank Online®**
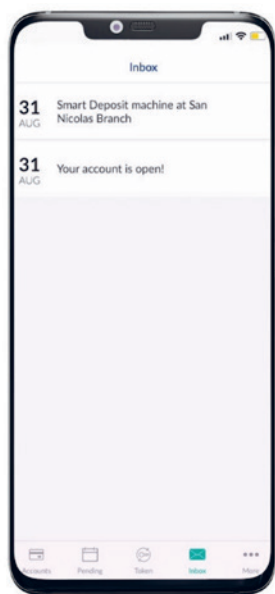

To generate a secure login code:

1. Click on Login code and enter your 5-digit PIN code.

2. The **Aruba Bank App®** will automatically generate and provide your login code for **Aruba Bank Online®**
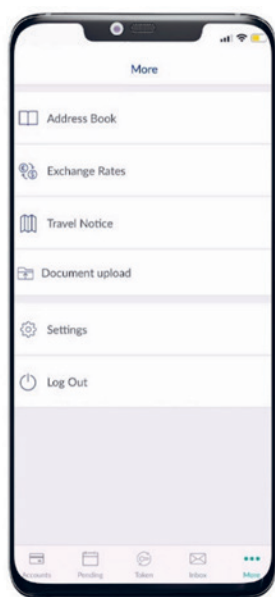
To generate a secure transfer approval code:

1. Click on Transfer approval code and enter the **6-digit security code** provided on your **Aruba Bank Online®** transfer approval screen.

2. Enter your **5-digit PIN code**.

The **Aruba Bank App®** will automatically generate and provide your code for approving one or more transfers.

Inbox: Click **Inbox** to view new important and relevant notifications from Aruba Bank N.V. related to your account(s).

More: Click on **More** to:

- Manage your Address Book.

- View up-to-date Exchange Rates.

- Submit a Travel Notice to make sure your Aruba Bank Cards are enabled for usage while abroad.

- Easily Upload a Document like for example a new version of your ID.

- In Settings, you can enable your Face ID or Touch ID (if your device allows it), or you can Disactivate your device.

- Click on Log out to log out of the App.

Please visit www.arubabank.com to view Tutorial Videos on the different features available in the Aruba Bank App®.

Arubabank®