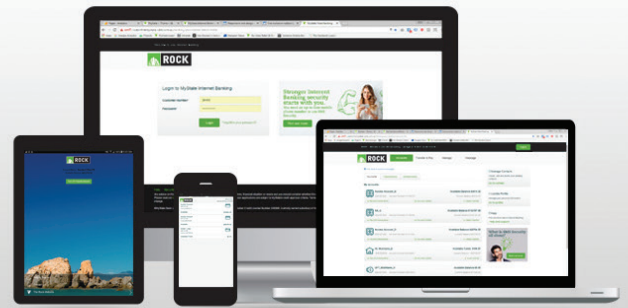


Internet Banking Guide

Access Internet Banking

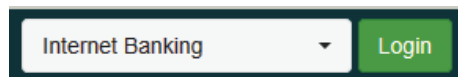


Login using a computer

We recommend you use these versions of web browsers, for the best Internet Banking experience:

- Google Chrome 45 or higher
- Internet Explorer 10 or higher
- Firefox 35 or higher
- Safari 6 or higher
- Opera 31 or higher

To login, open your web browser, and in the URL field, enter www.therock.com.au. On the top right hand side of Rock's homepage, select Internet Banking and click **Login**



On the login page, enter your customer number and password.

Log in using a smartphone or tablet

You can download a mobile application for your device:

Android: Google Play Store: Search for **Rock Bank**

Apple: App Store: Search for **Rock Bank**

Your login details are the same as your details used for the full web Internet Banking site.

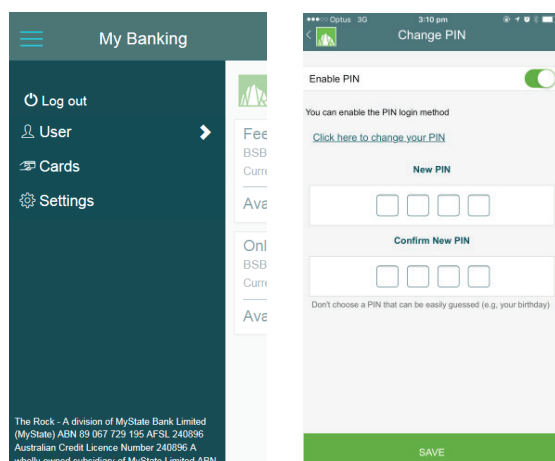


Set up a log-in PIN for mobile apps

When you first download the mobile app, you will be given the option to set up a four digit log-in PIN as a login, rather than entering your customer number and password each time.

You can easily switch between the two log-in methods – **PIN** or **customer number and password**.

You can change your mobile app log-in PIN after you log in by clicking on User from the menu bar.



Mobile app – Customer Number

When using the mobile app, your customer number is locked to the app. Once you first install the app, the customer number you first use to log in with is the one which will be locked for all future logins.

This means that when you login after the first attempt, you will only have to enter your 4 digit log-in PIN or password for all future entries.

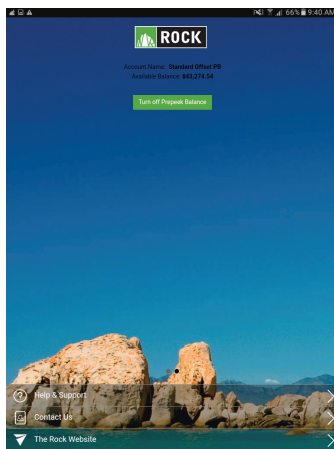
To change the customer number on the mobile app, the you need to:

- Uninstall the mobile app
- Reinstall the mobile app

You will then be prompted for a customer number to be entered on the very first log in.

Balance peek on mobile apps

After downloading the mobile app, you can opt to set one of your accounts up for Balance Peek. This account balance will be displayed on the login screen, without you needing to log in.

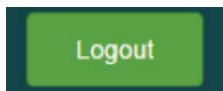


You can change the settings for Balance Peek by logging in on your mobile app and clicking User.

Log out Internet Banking via a web browser

We recommend that you log out at the end of your Internet Banking session, to make sure your accounts are secure.

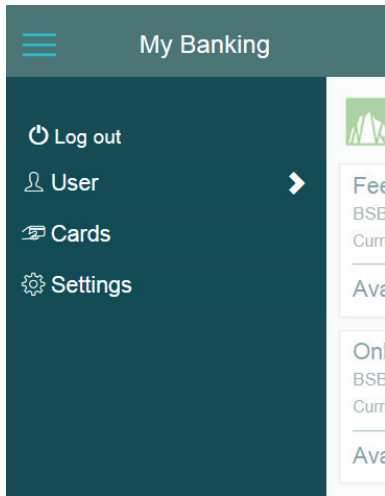
The Log Out button is located at the top right hand corner of the page.



After logging out, you will receive a confirmation message that your logout was successful.

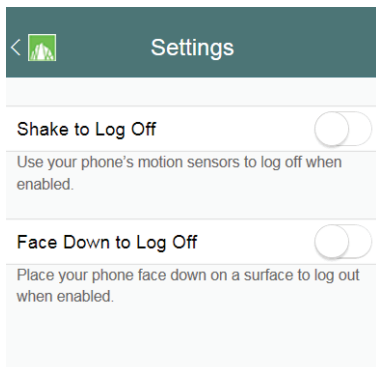
Log out of mobile apps

If you're using the mobile app, you can select Log Out from the menu at the top left of the screen.



You can also change the Settings function to allow a quick log out by:

- Shaking your device
- Turning your smartphone face-down.



Time-out

Internet Banking times out after 10 minutes of inactivity.