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### Introduction

It is meant for everyone with or without any digital experience but is interested in finding out more about essential digital skills for daily living.

The essential skills are grouped into 5 competency areas as shown in the diagram.

# Learning outcome of Transact Online competency:

Able to make online transactions with government services using e-payment (where applicable).

To help you acquire the learning outcome, this guidebook uses a simulator as an example to demonstrate the common steps to make payment on digital banking apps.

The following guide is based on common software icons and mobile device settings. Please note that certain features may differ across different mobile devices and models

The Digital Skills for Life (DSL) Guide is a series of booklets which comprise of:

- step-by-step instructions and
- quick tips

to help you get online confidently and safely.



# **Cyber Security Tips**

To stay safe while using digital banking or e-payment services, please keep to the following:



Verify suspicious calls or messages by calling government/business' official hotline or contacting them via the official app/website directly. Do not contact the organisation via the contact details provided in the call or message.



**Do not** share personal or financial details, passwords or one-time password (OTP) with anyone.



**Do not click on links in messages or emails** that claim to be from the government or from a legitimate business when you receive them.



Set up 2-factor authentication, SMS/email notification alerts and allow in-app push notifications for your banking transactions so that you can monitor them for any suspicious activity.



**Do not** save your banking and personal details on your devices and websites. Log out of your banking app after completing a transaction.



**Update your app promptly** to protect your devices from known security vulnerabilities.

# **About Digital Banking Apps**

Allows you to view your account balances, transfer money and pay bills, apply for new accounts and credit cards instantly, and manage your finances, anytime.

### Pre-requisites to learning the app

#### **Learner must:**

- Have a mobile device (either iOS or Android) connected to either cellular network or Wi-Fi.
- Know how to connect to cellular network or Wi-Fi.
- Know how to install an app on the mobile device.
- Know how to use Singpass to access digital banking services.
- Have set up their preferred digital banking app at the bank.







**OCBC Digital App** 



**UOB TMRW App** 

### **Common Features Across Digital Banking Apps**





#### Home Icon

To access the app's main homepage.





#### Scan Icon

To scan SGQR code to make payment.





#### **Notification Icon**

To read important notification from the bank.





### PayNow Icon

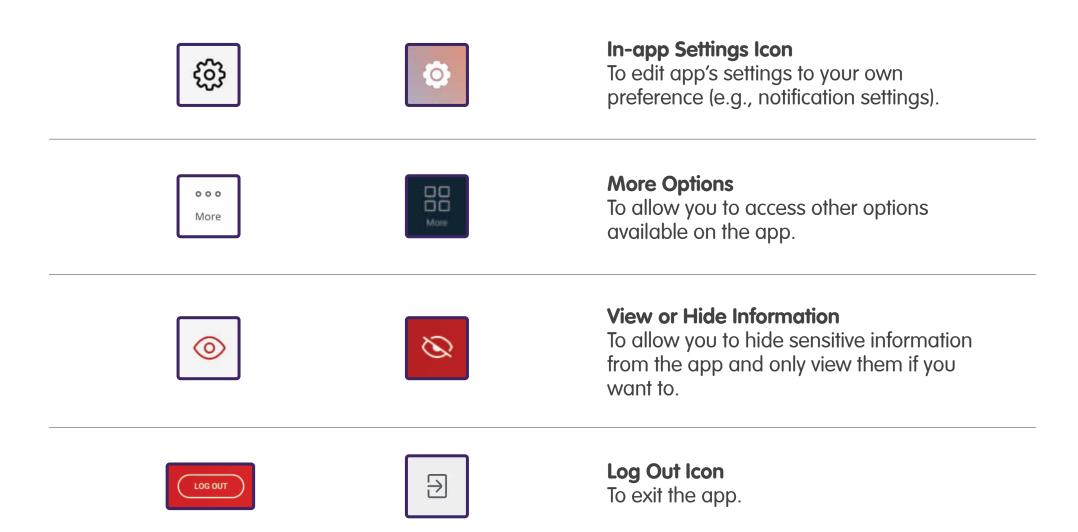
To use the PayNow feature to make instant transfer using mobile no./NRIC/UEN.



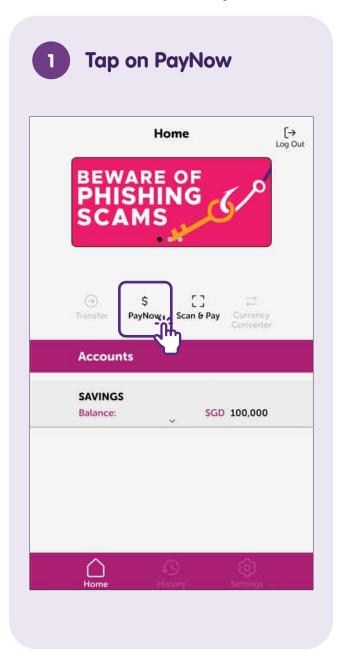
### Hamburger Menu Bar

To access other services on the app.

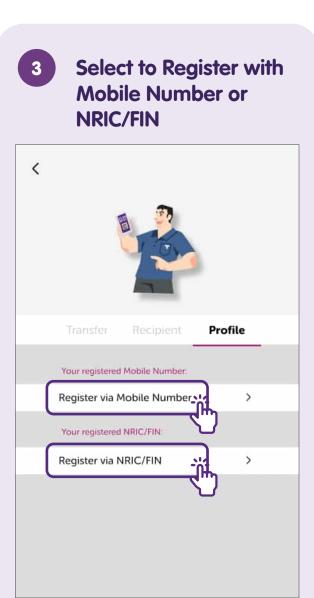
# **Common Features Across Digital Banking Apps**

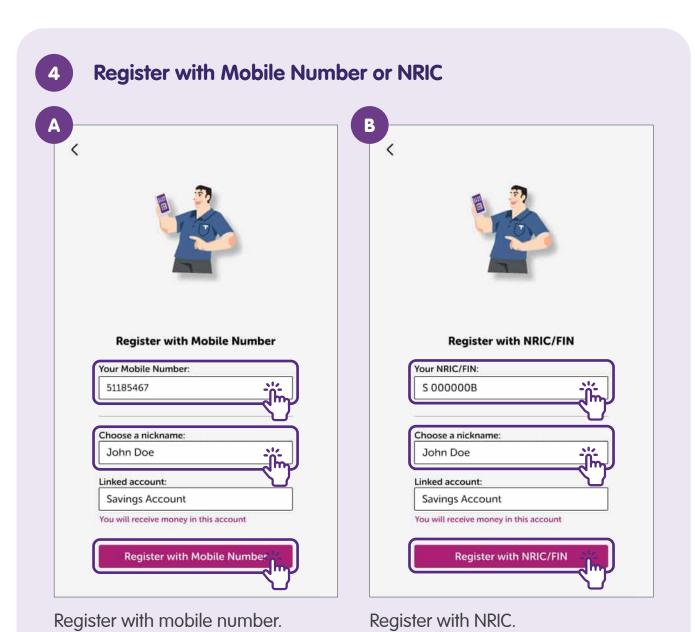


# **Common Steps to Set Up PayNow**

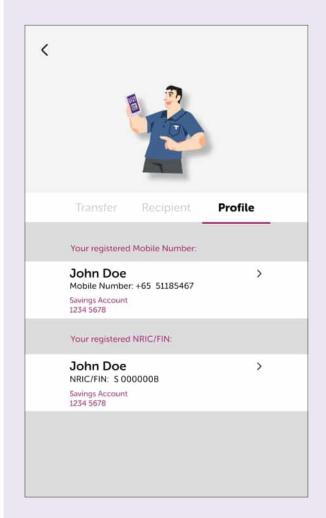




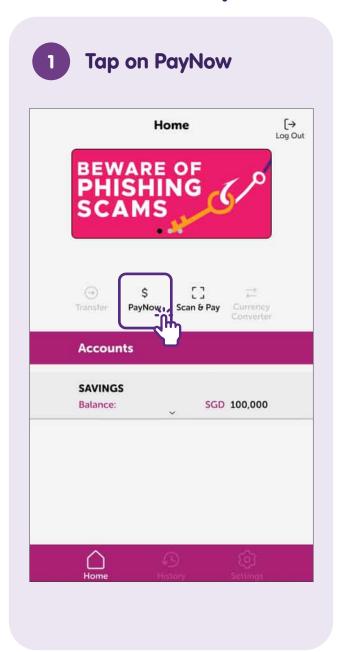




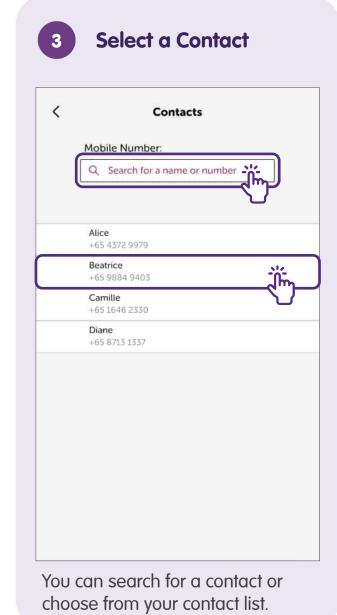
5 Successful Registration

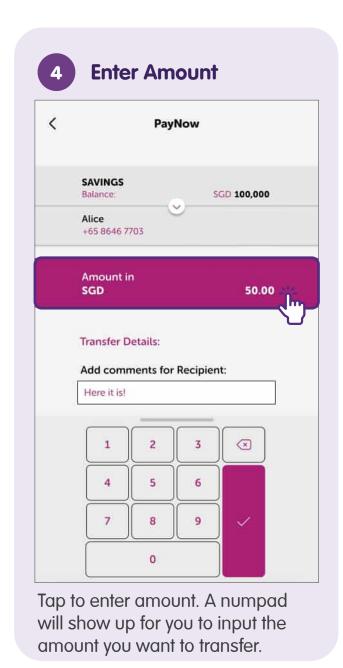


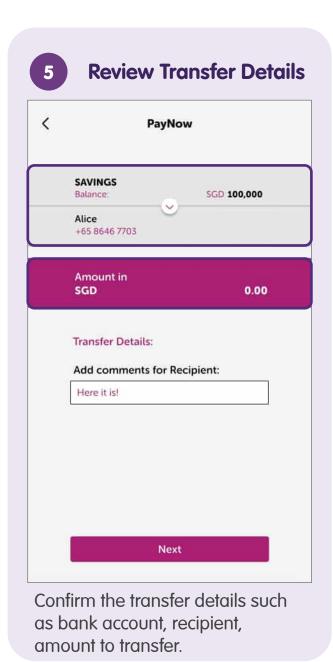
# Common Steps to Use PayNow (Mobile Number/NRIC/UEN)

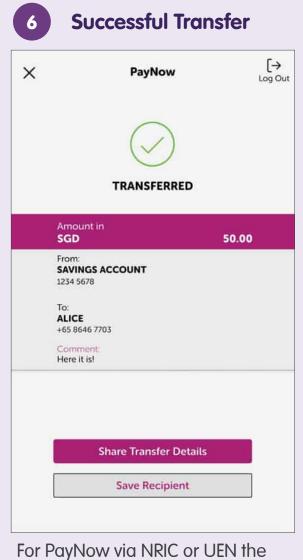




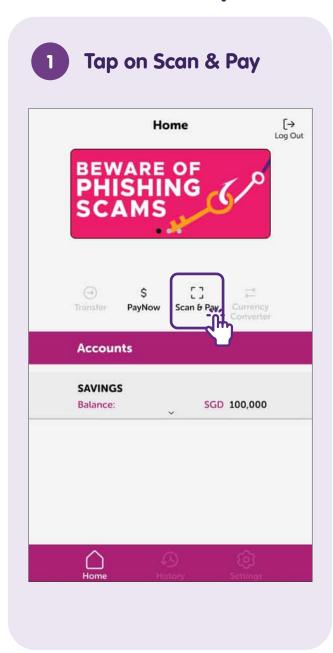


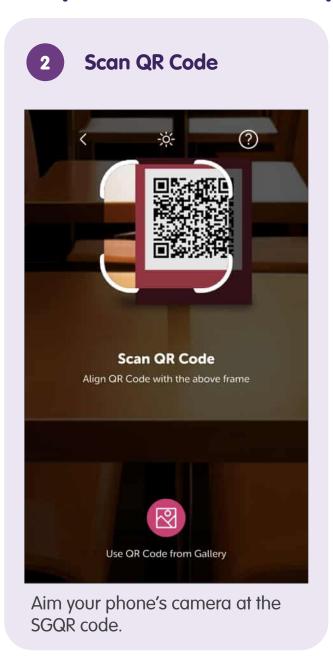


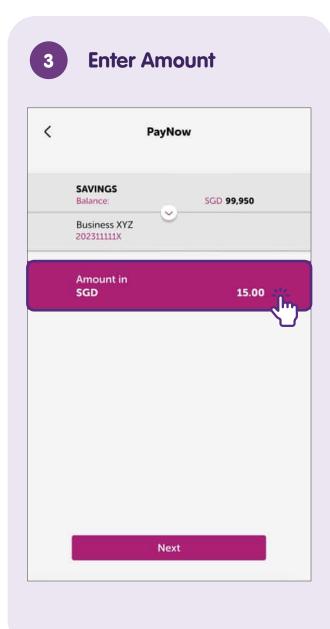




## Common Steps to Use PayNow (Scan & Pay - SGQR)

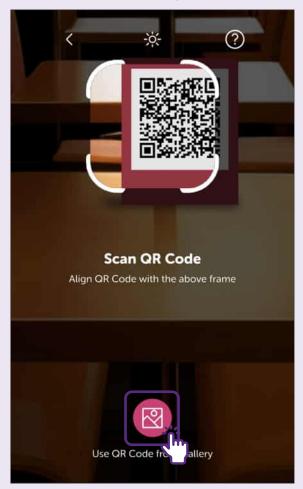






# Common Steps to Use PayNow (Upload PayNow QR)

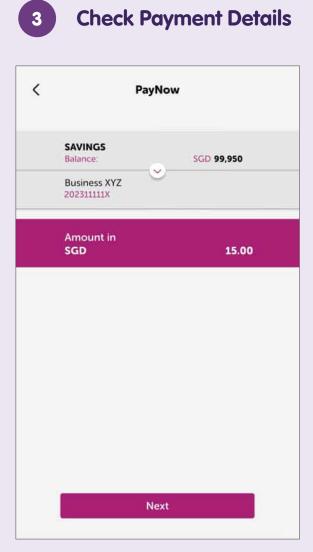
Tap on Use QR Code from Gallery



Tap to access phone gallery.

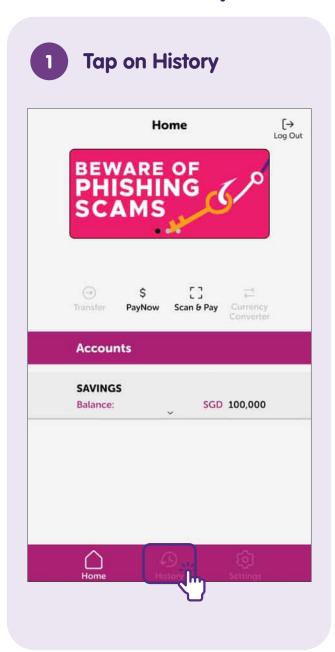
2 Select QR Code

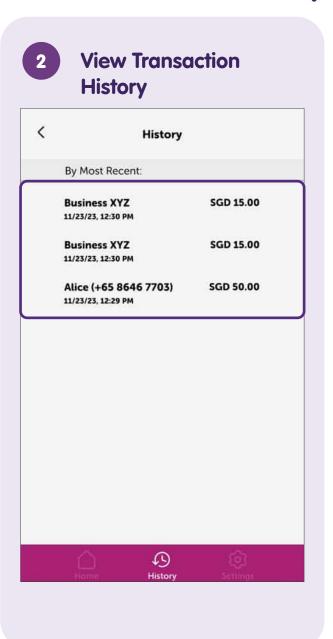




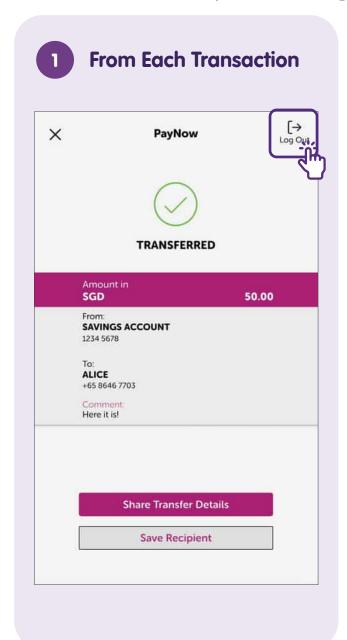
Check that you are transferring the correct amount to the right recipient.

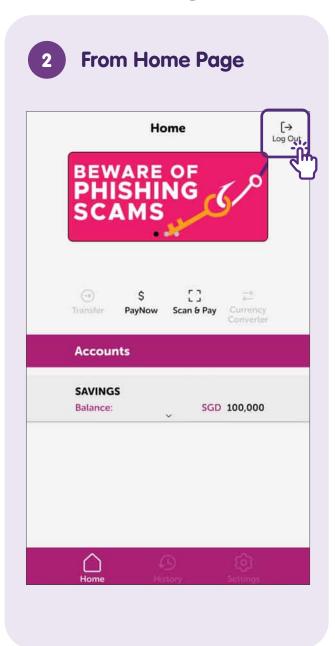
# **Common Steps to View Transaction History**





# **Common Steps to Log Out from Digital Banking Apps**





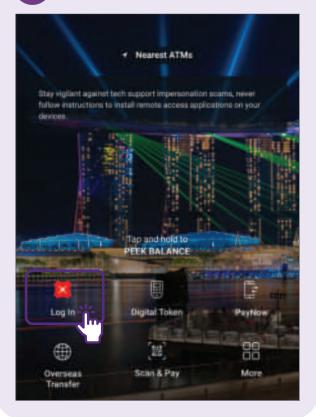
# Log In to DBS digibank

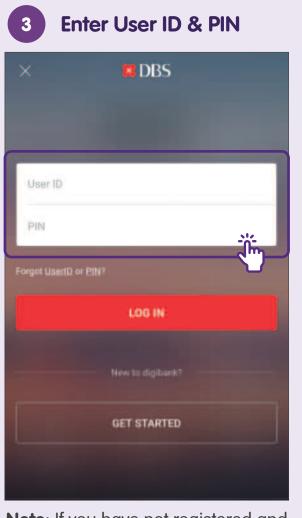
1 Launch DBS digibank



Download "DBS digibank" app from Apple App Store or Google Play Store and launch it.

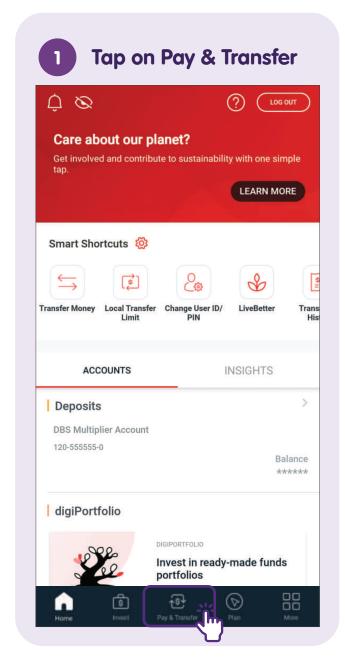
2 Tap on Log In

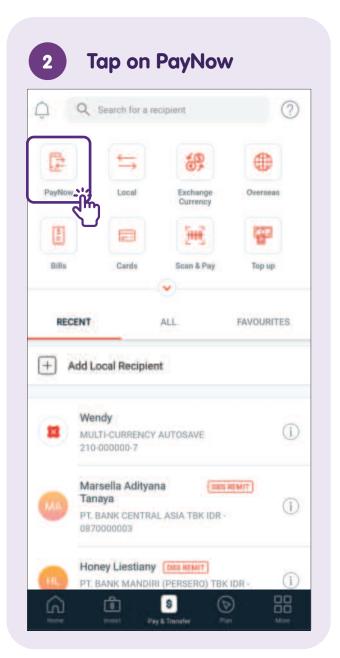


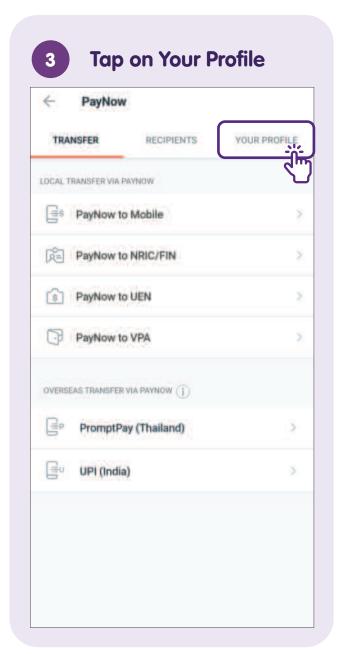


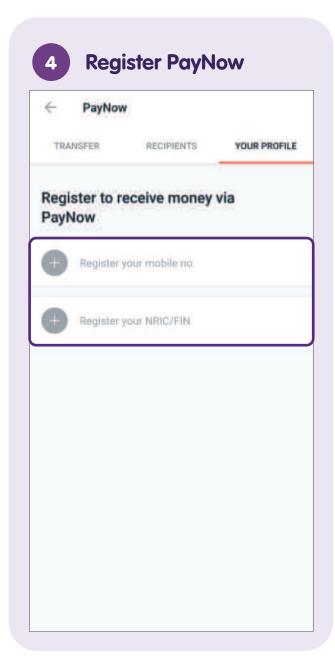
**Note:** If you have not registered and would like to register on your own, you will need your DBS/POSB Card no. and PIN for verification.

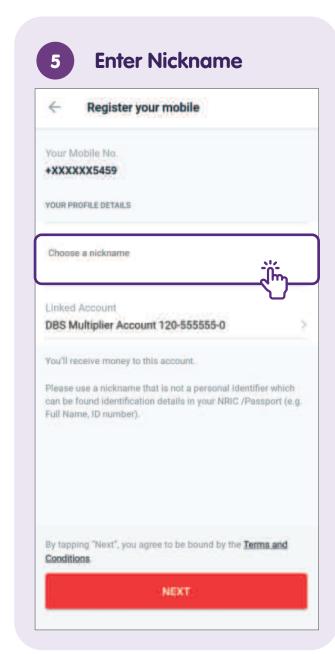
# **Set Up PayNow**

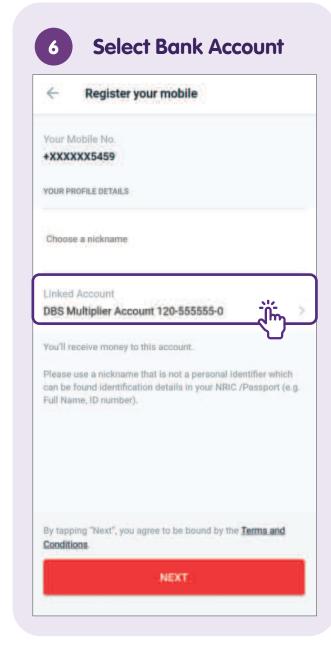


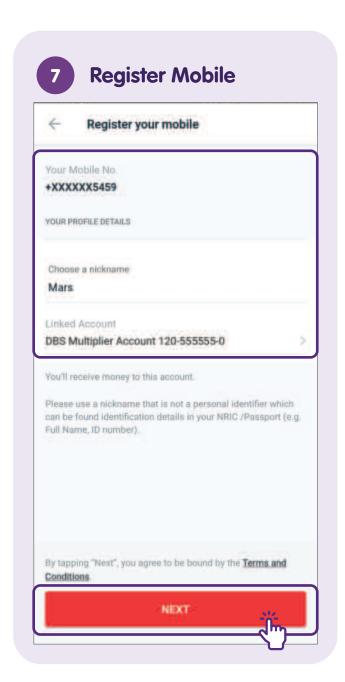


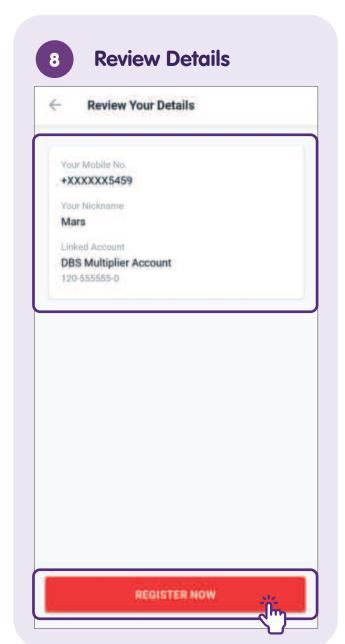


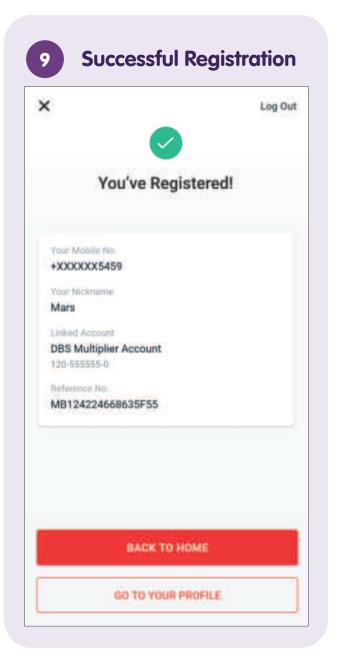












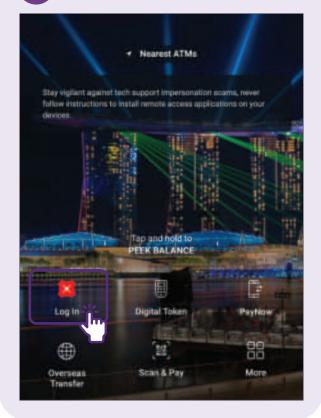
### Transfer Money Using PayNow - Mobile Number/NRIC/UEN

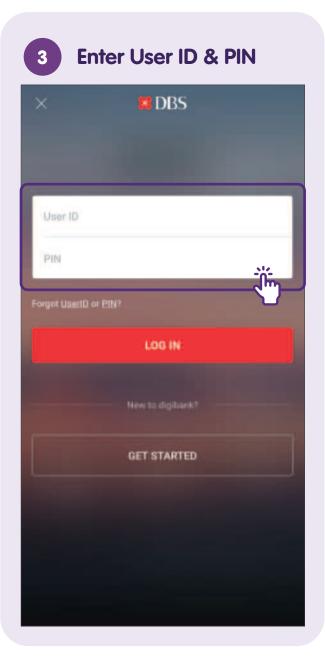
1 Launch DBS digibank

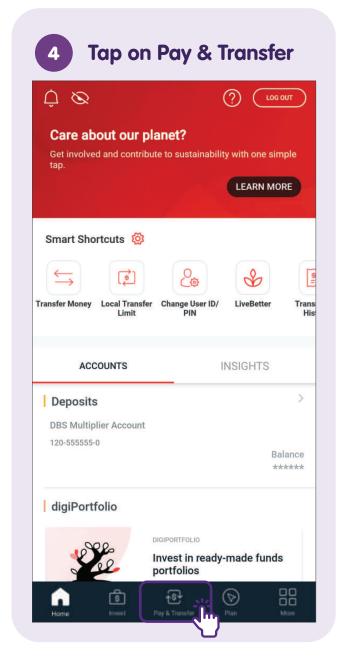


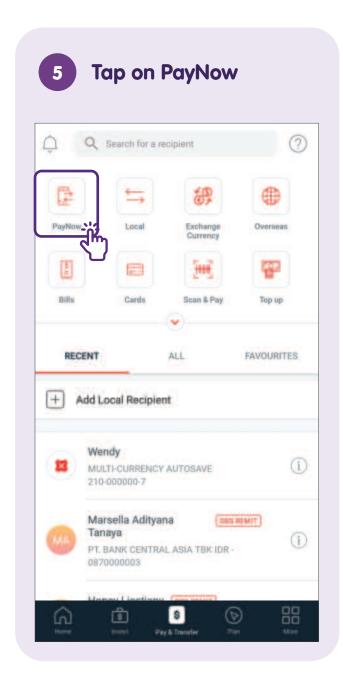
Download "DBS digibank" app from Apple App Store or Google Play Store and launch it.

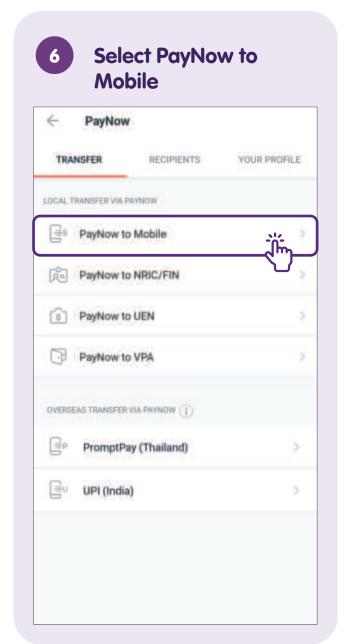
2 Tap on Log In

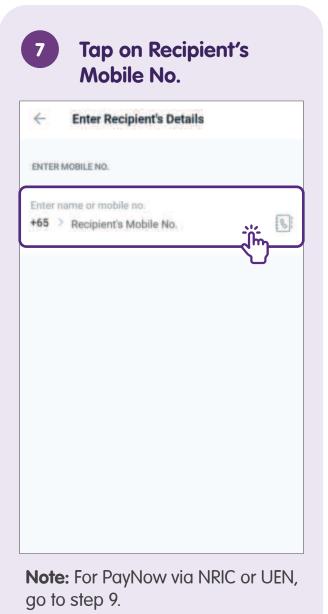




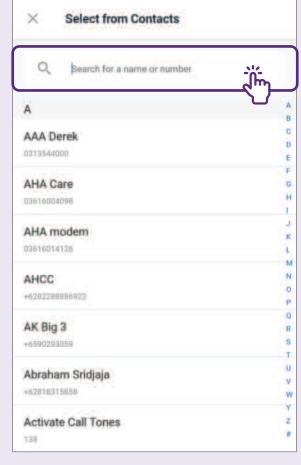




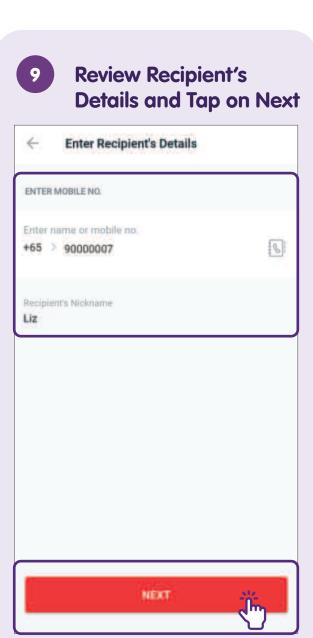


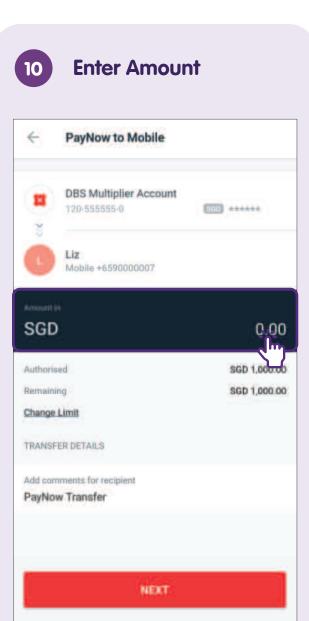


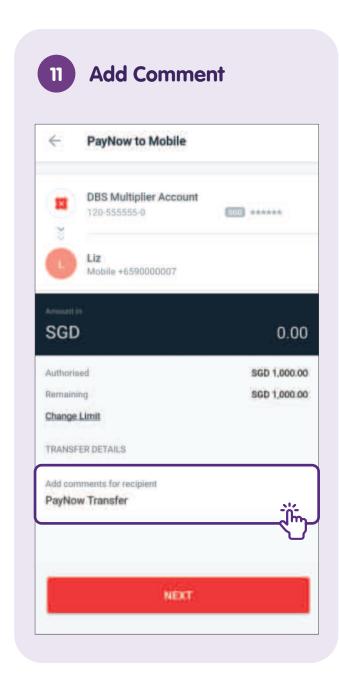
# 8 Select From Contacts

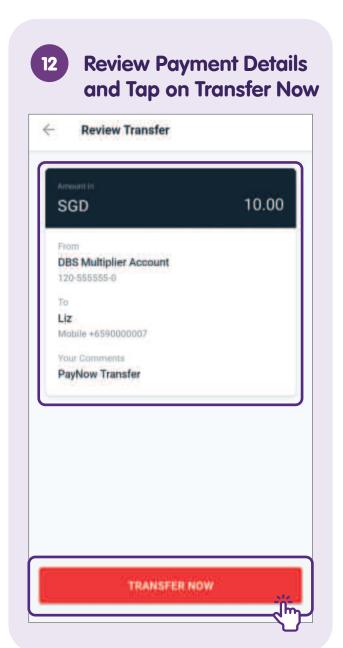


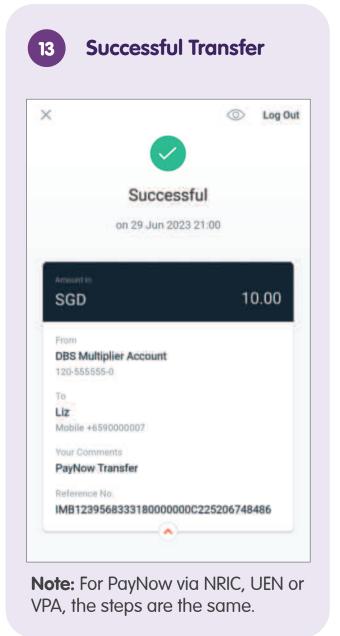
Enter phone number or search from contact list.











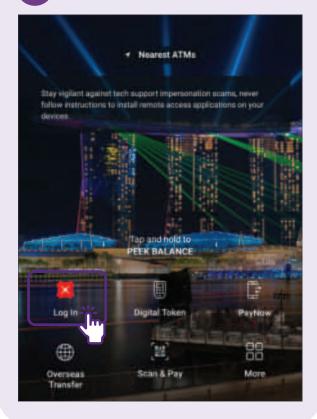
# **Transfer Money Using PayNow - Scan & Pay (SGQR)**

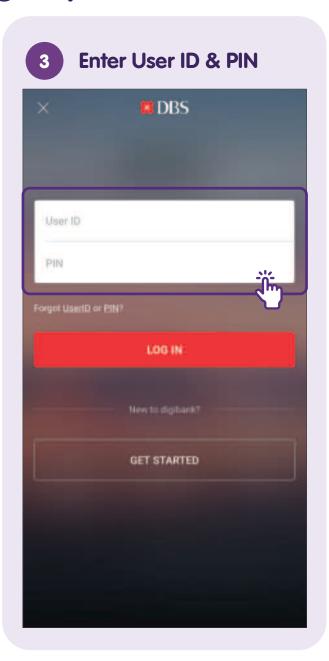
Launch DBS digibank

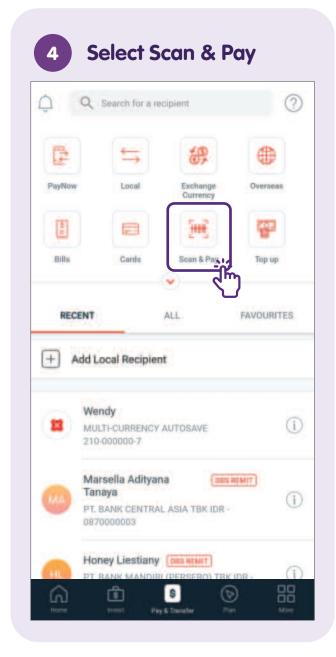


Download "DBS digibank" app from Apple App Store or Google Play Store and launch it.

2 Tap on Log In

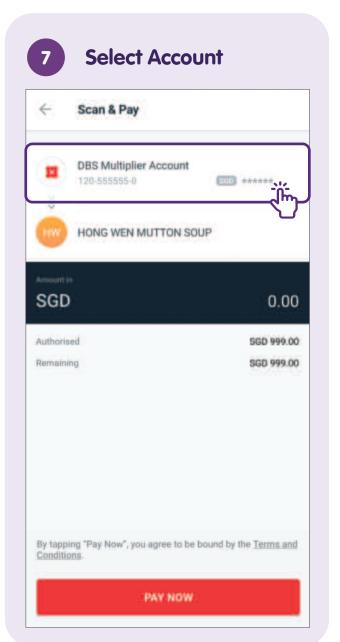


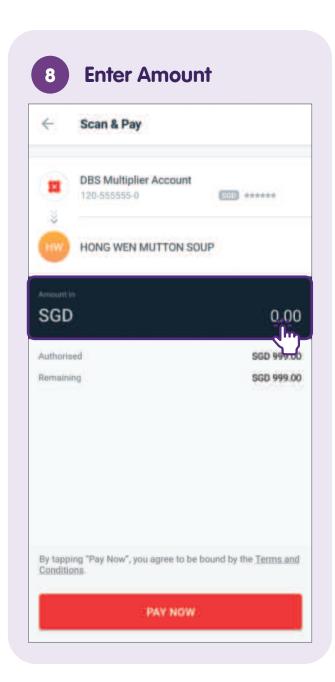




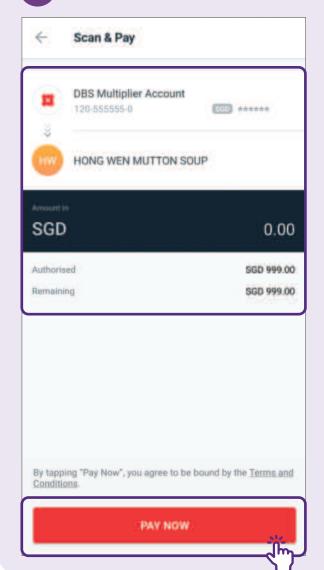








9 Review Payment Details and Tap on Pay Now



Once you tap on "Pay Now", the payment will be instantly transferred to recipient.

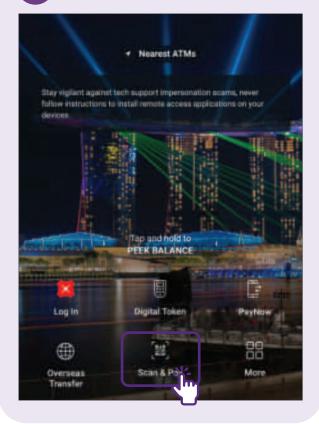
# Transfer Money Using PayNow - Upload PayNow QR Code

1 Launch DBS digibank



Download "DBS digibank" app from Apple App Store or Google Play Store and launch it.

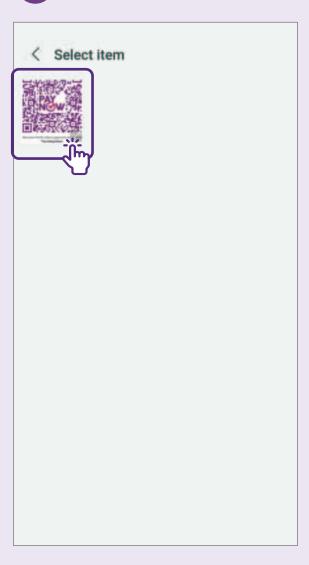
2 Tap on Scan & Pay



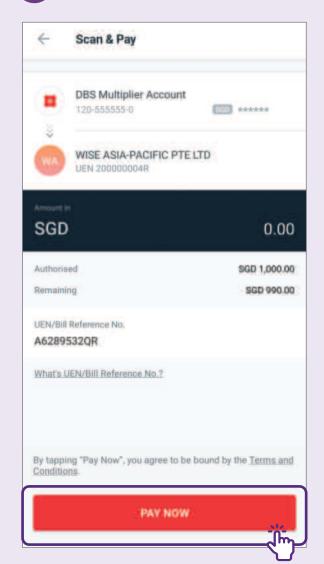
**Enter User ID & PIN B**DBS User ID LOG IN **GET STARTED** 



# 5 Tap on QR code



6 Review Payment Details and Tap on Pay Now



Once you tap on "Pay Now", the payment will be instantly transferred to recipient.

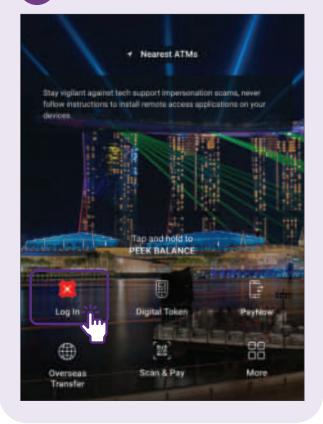
# **View Transaction History**

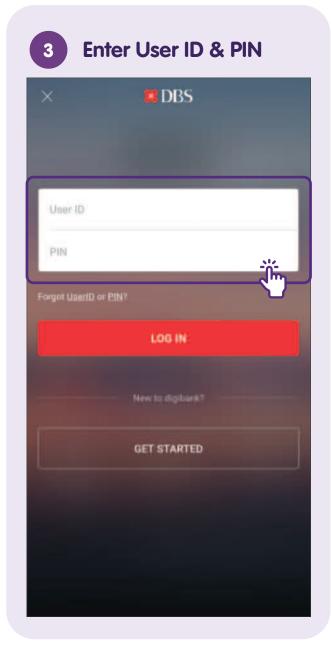
1 Launch DBS digibank

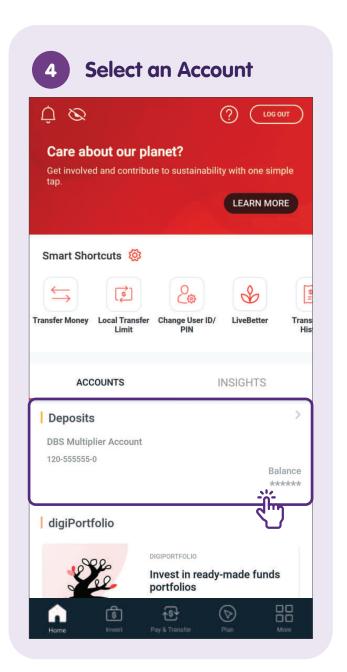


Download "DBS digibank" app from Apple App Store or Google Play Store and launch it.

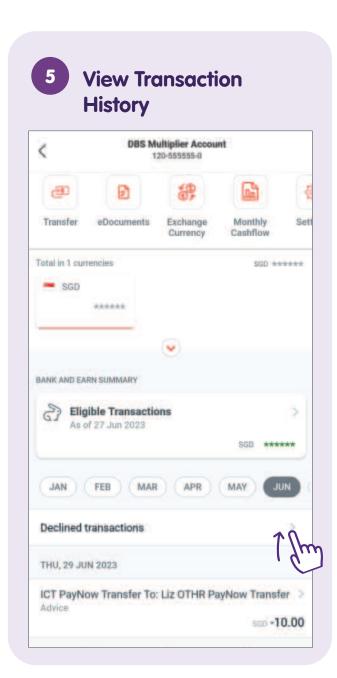
2 Tap on Log In



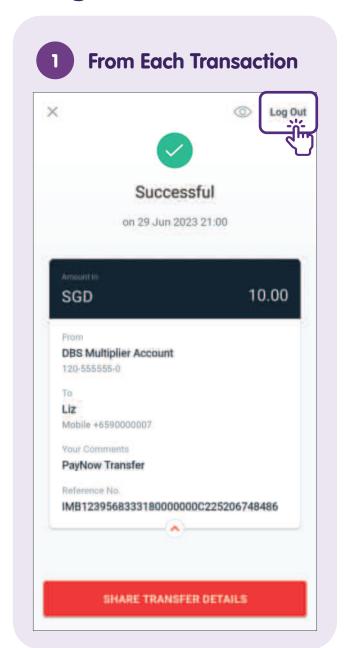


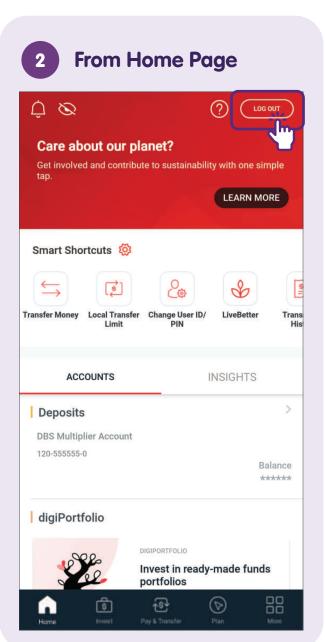


### **Notes**

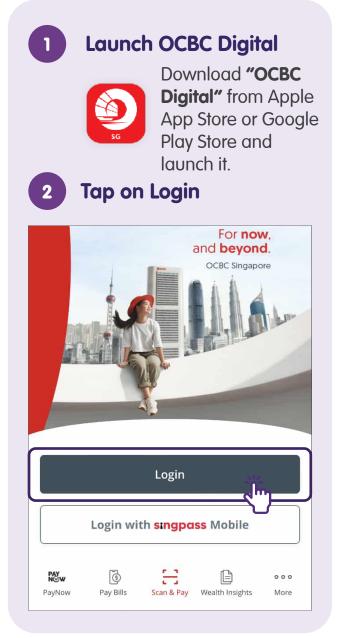


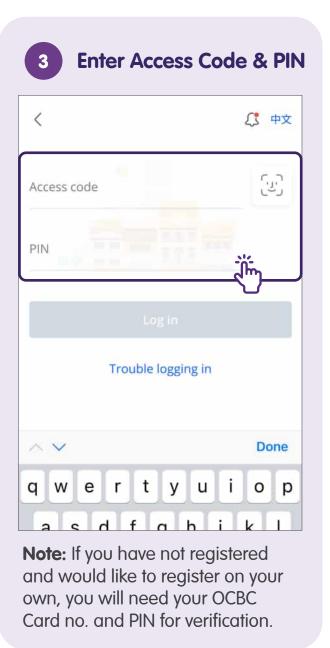
# Log Out from DBS digibank



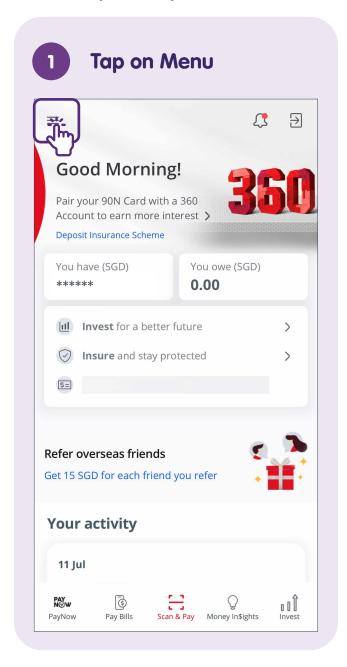


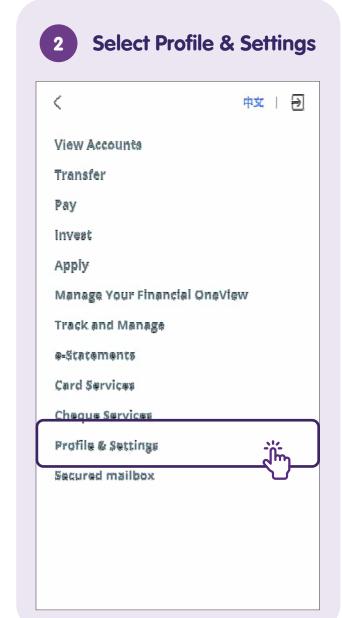
# Log In to OCBC Digital

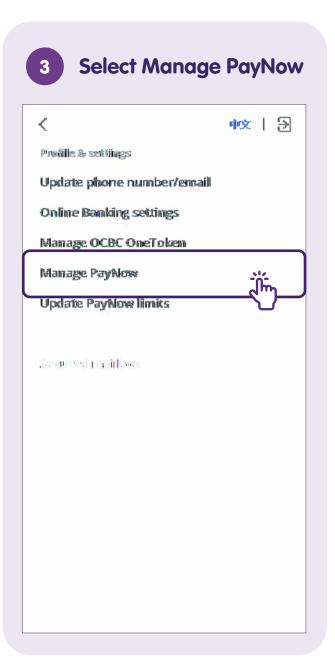




# **Set Up PayNow**

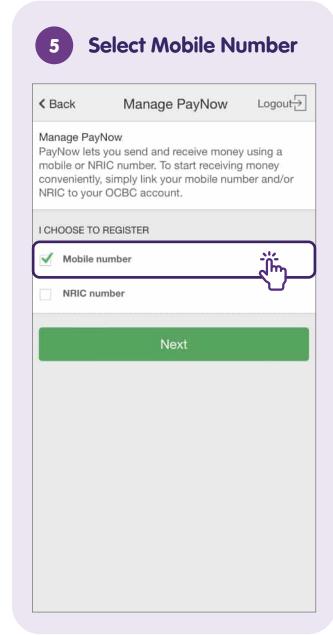




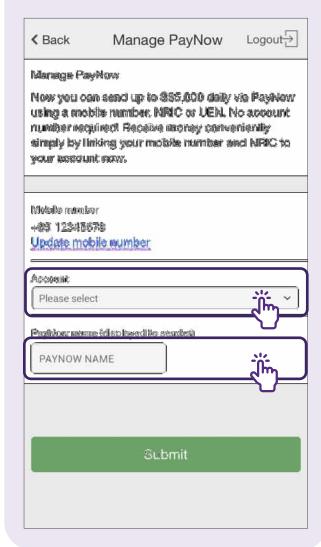


# 4 Enter One-Time Password





# 6 Select Bank Account & Enter PayNow Name



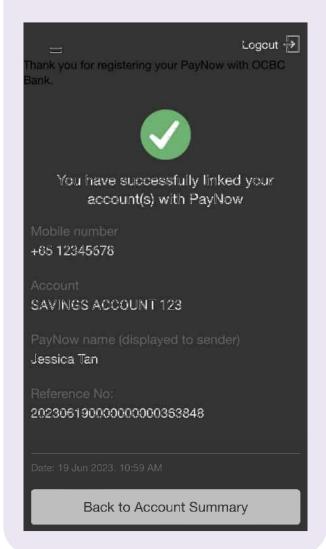
# 7 Agree to Terms and Conditions

< Back Terms These Terms and Conditions govern funds transfers through the OCBC PayNow Service. By clicking the Submit button, you shall be deemed to have accepted and be bound by these Terms and Conditions. Agree

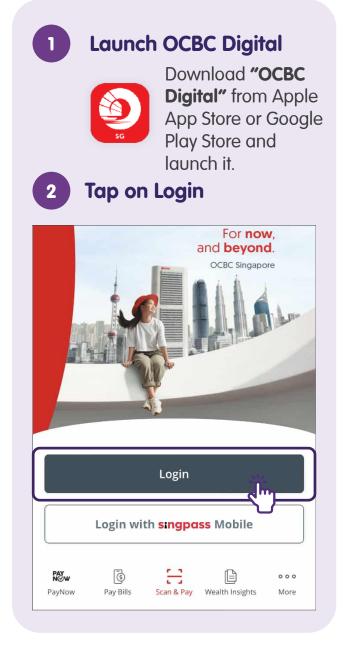


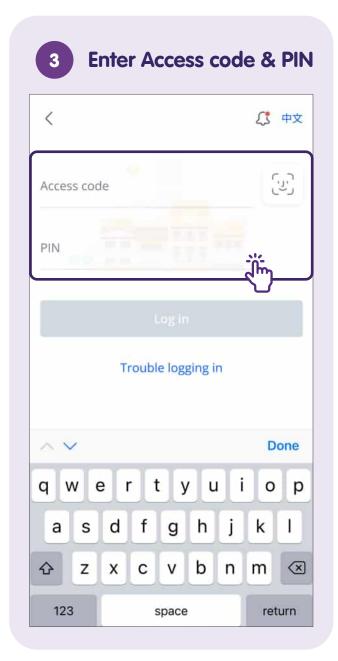


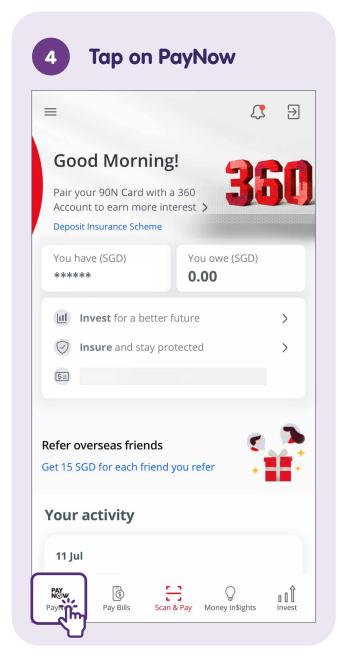


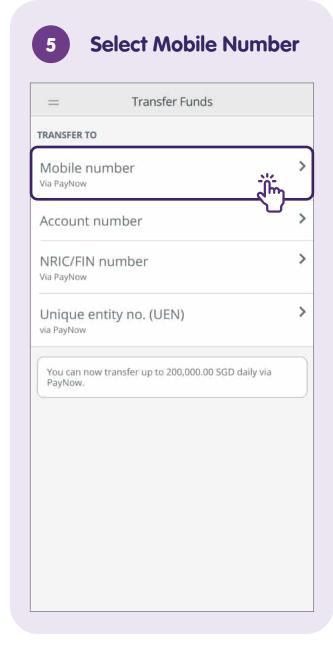


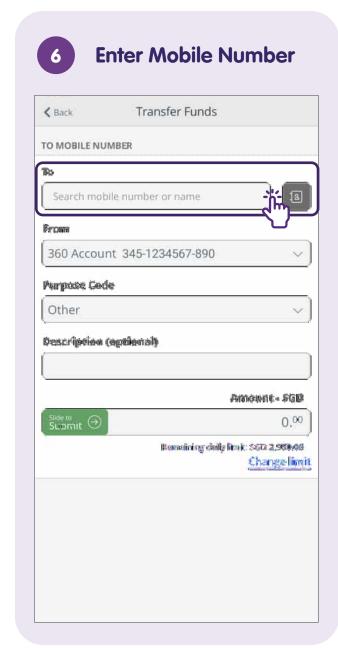
### Transfer Money Using PayNow - Mobile Number/NRIC/UEN

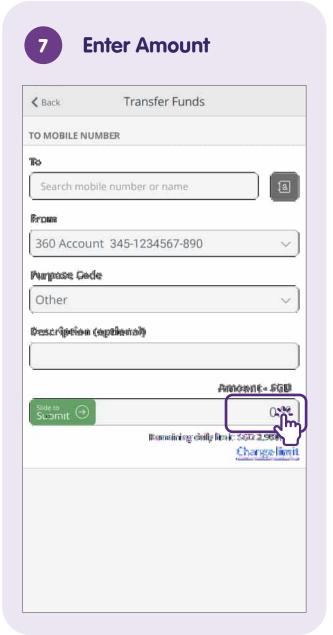




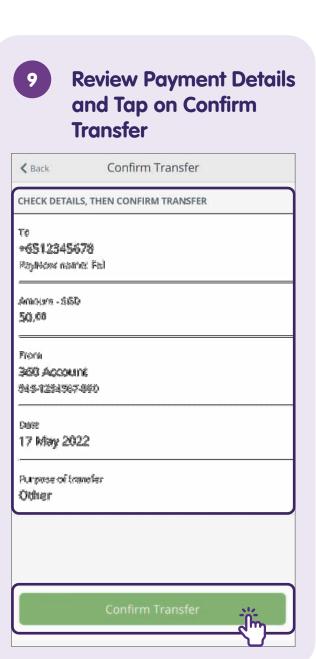


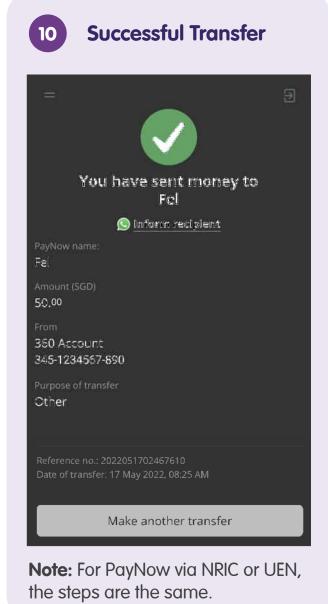




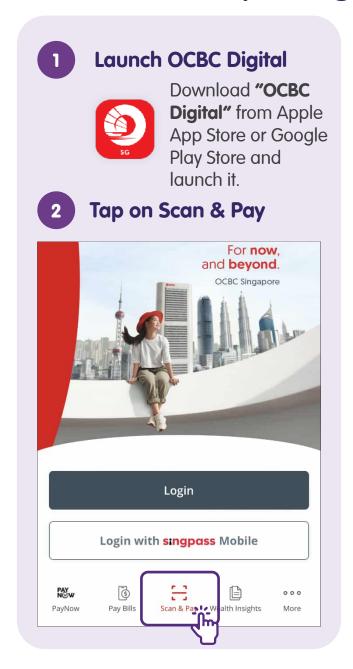


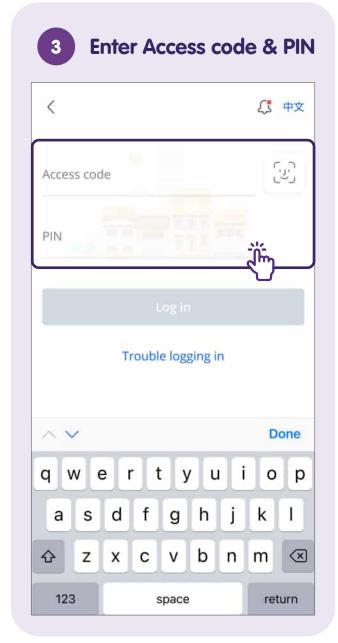


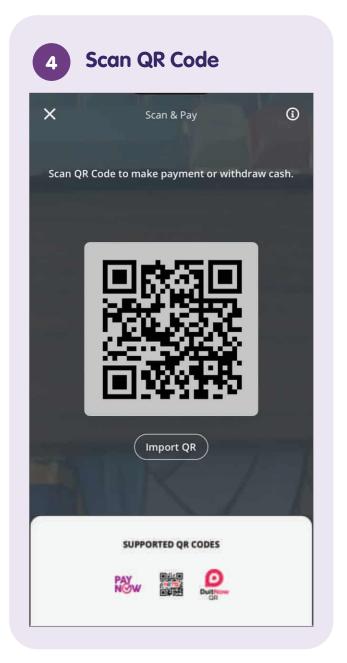




## **Transfer Money Using PayNow - Scan & Pay (SGQR)**

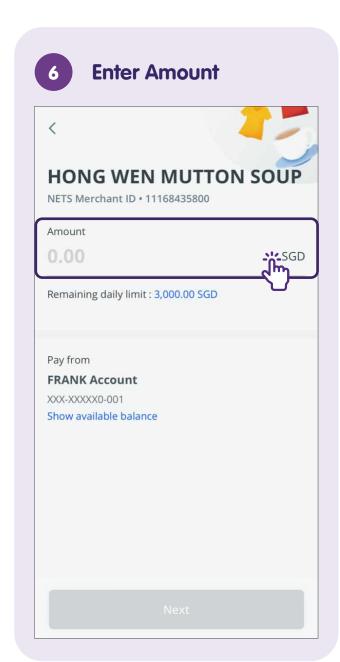


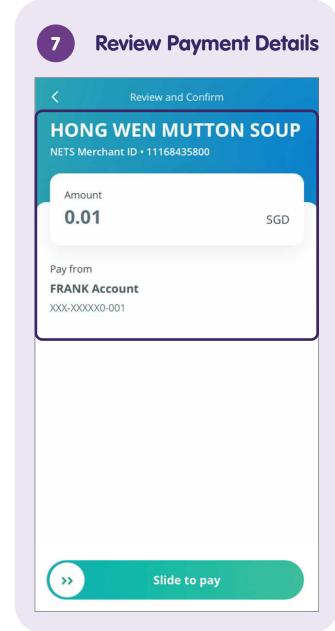




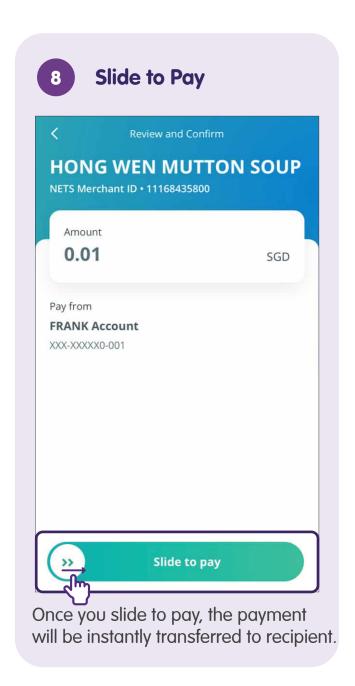




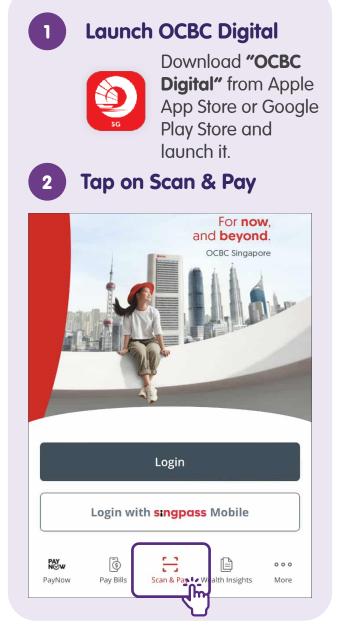


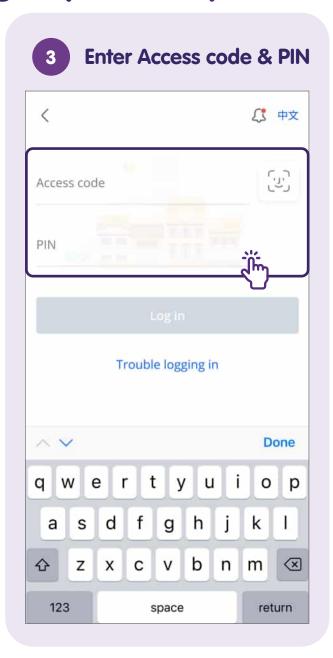


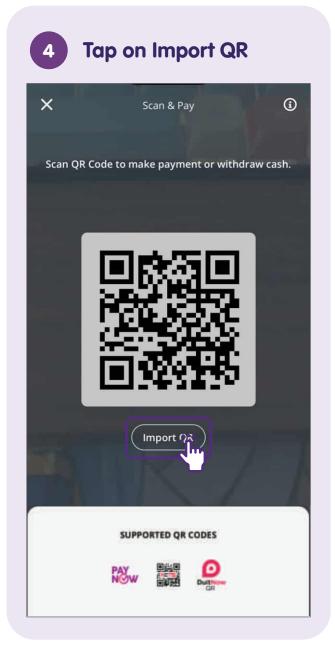
#### **Notes**

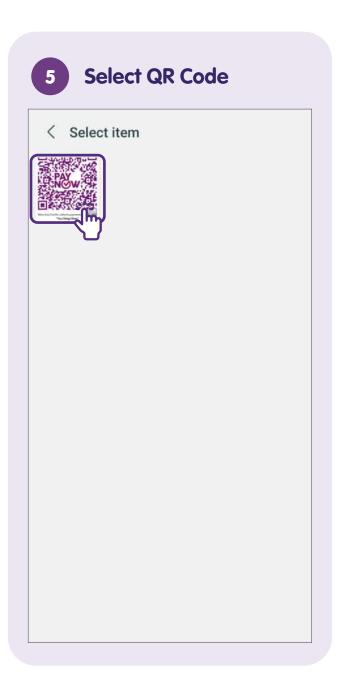


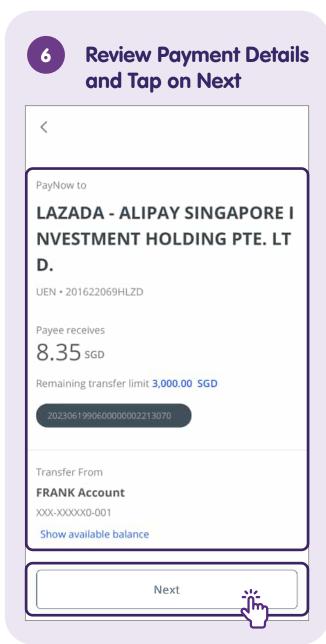
### Transfer Money Using PayNow - Upload PayNow QR Code

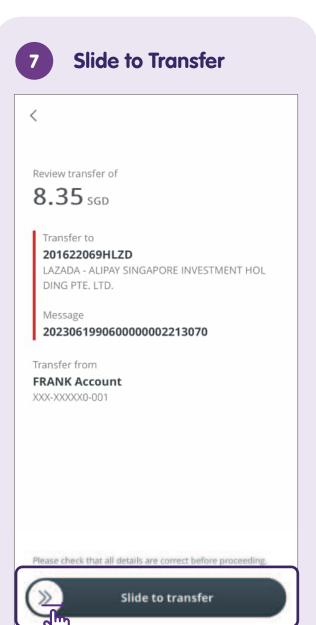












### **View Transaction History**

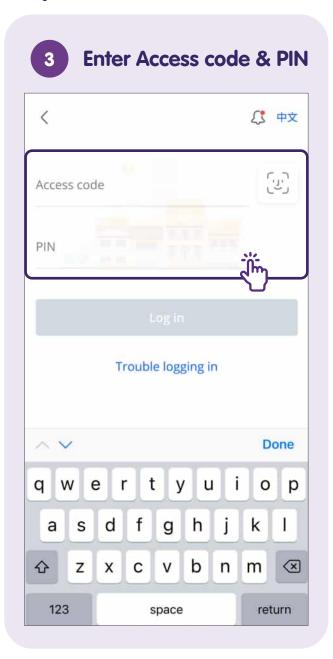
1 Launch OCBC Digital

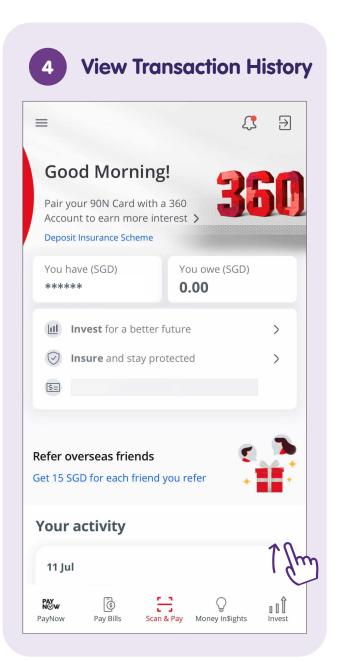


Download "OCBC
Digital" from Apple
App Store or Google
Play Store and
launch it.

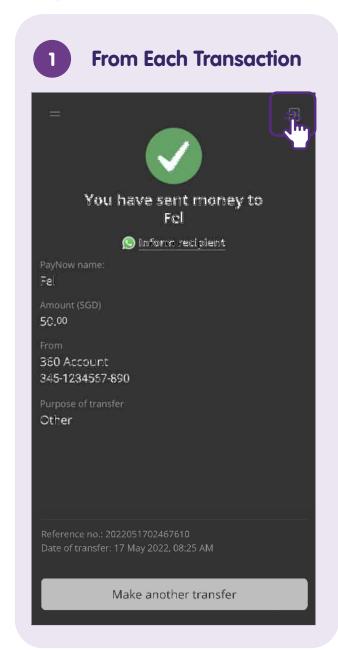
2 Tap on Login

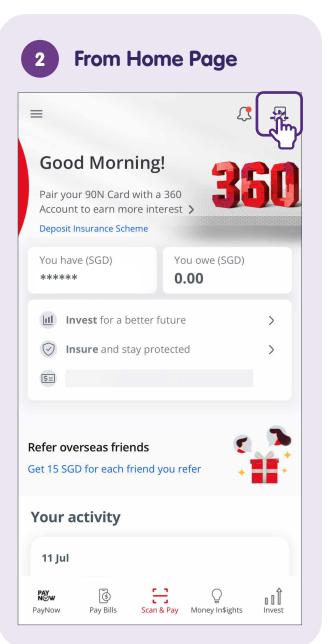






# Log Out from OCBC Digital





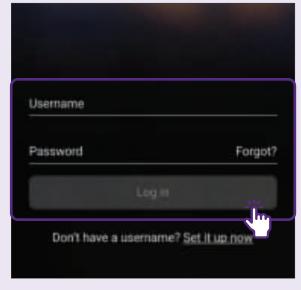
## Log In to UOB TMRW

1 Launch UOB TMRW

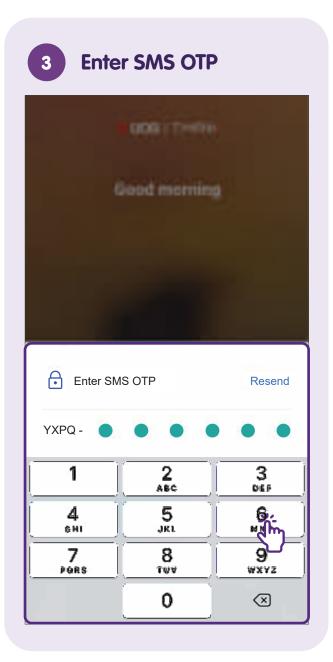


Download "UOB
TMRW" app from
Apple App Store or
Google Play Store
and launch it.

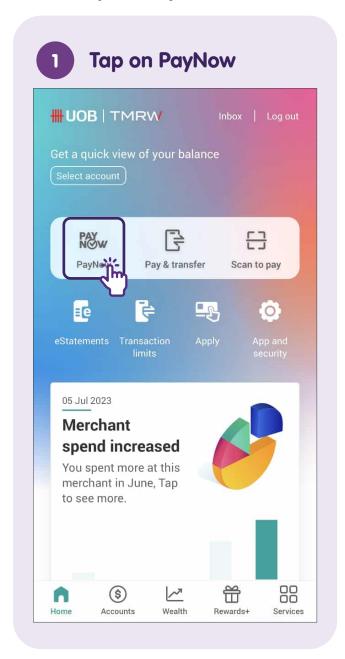
2 Enter Username and Password

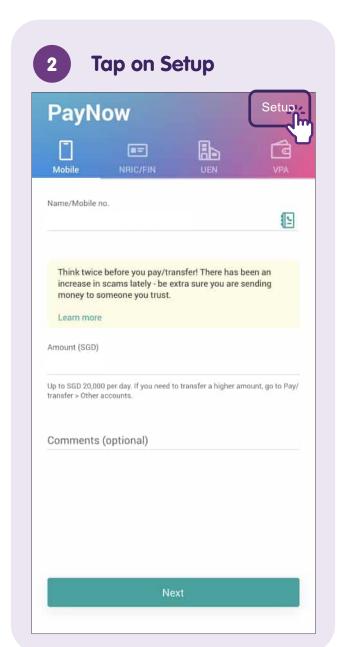


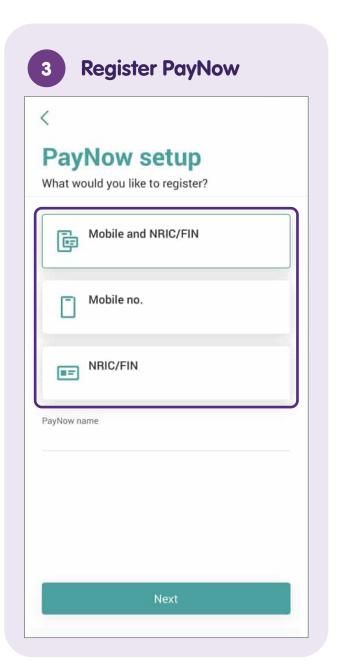
**Note:** If you have not registered and would like to register on your own, you will need your UOB Card no. and PIN for verification.

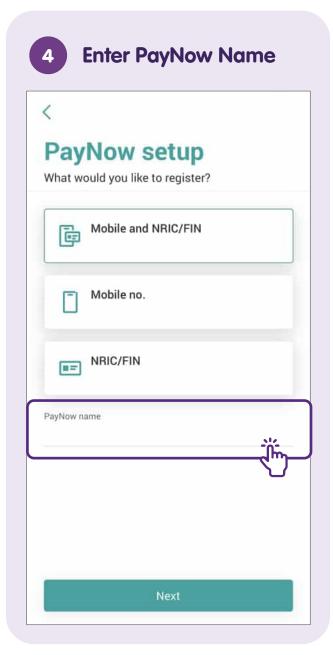


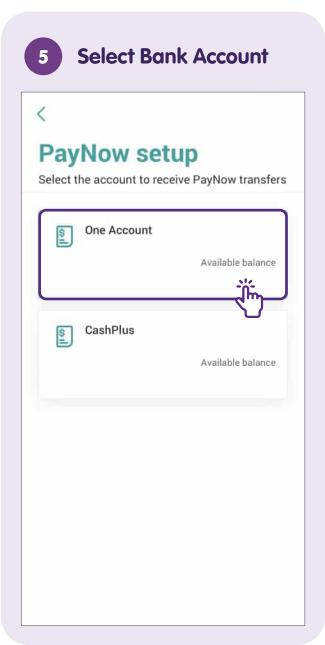
### **Set Up PayNow**

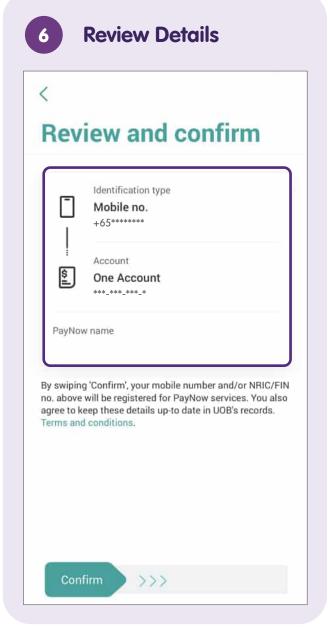




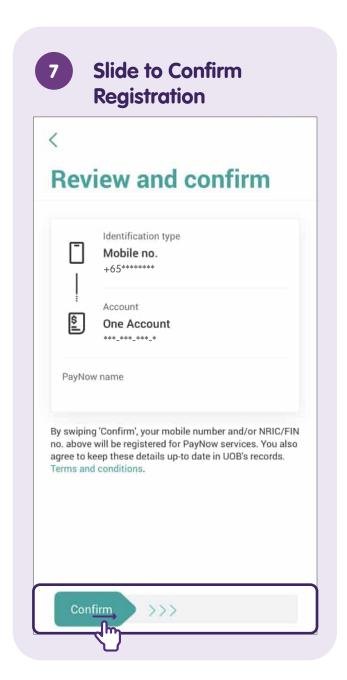








#### **Notes**



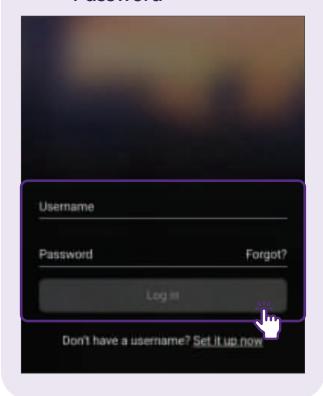
# Transfer Money Using PayNow - Mobile Number/NRIC/UEN

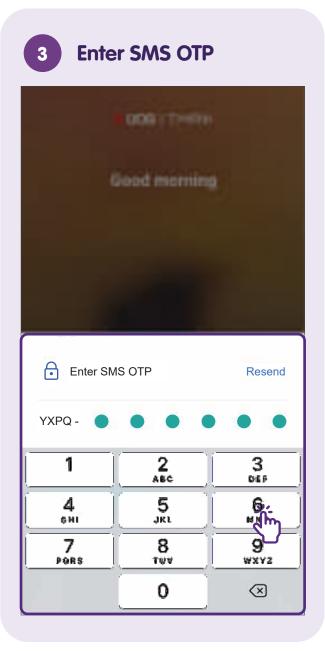


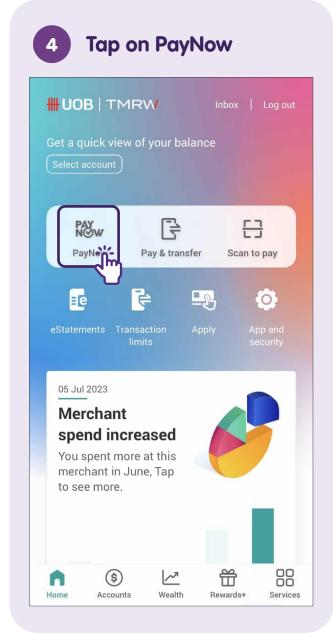


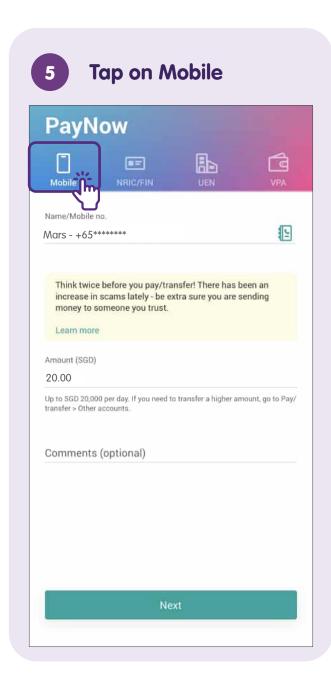
Download "UOB
TMRW" app from
Apple App Store or
Google Play Store
and launch it.

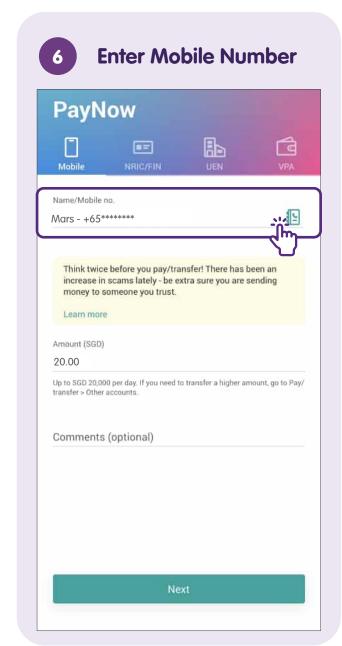
2 Enter Username and Password

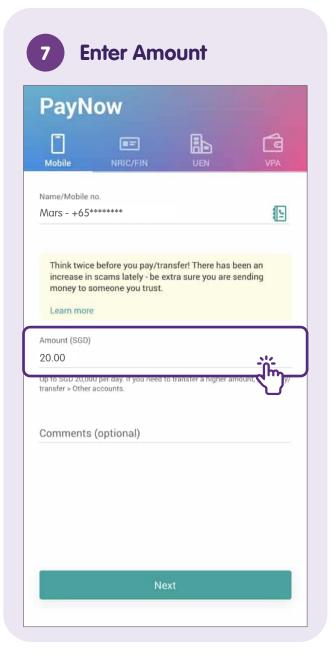




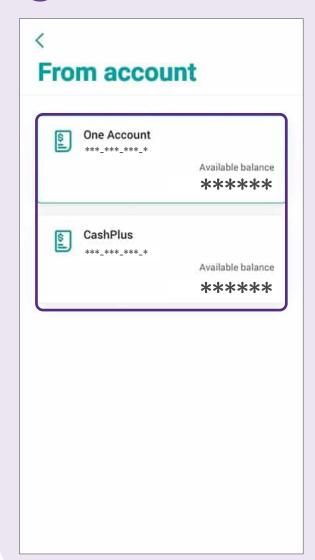


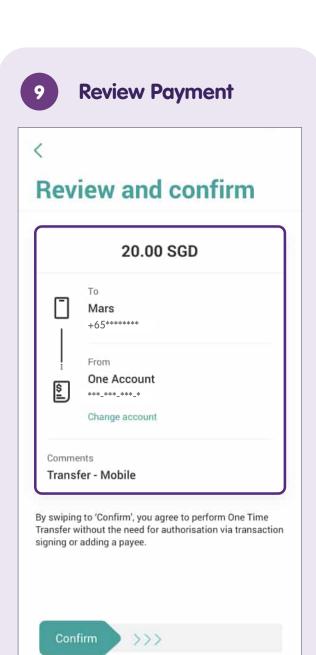


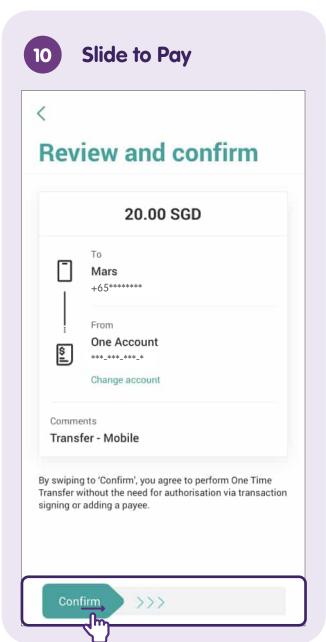


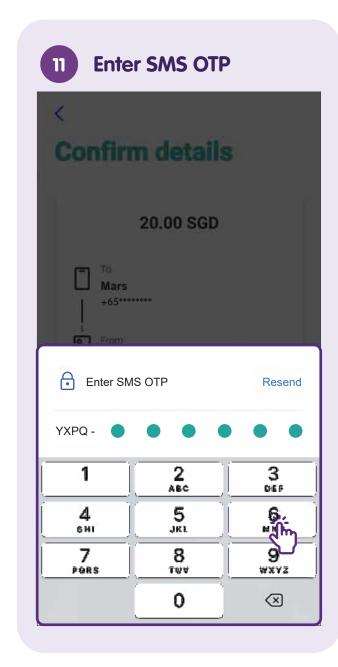


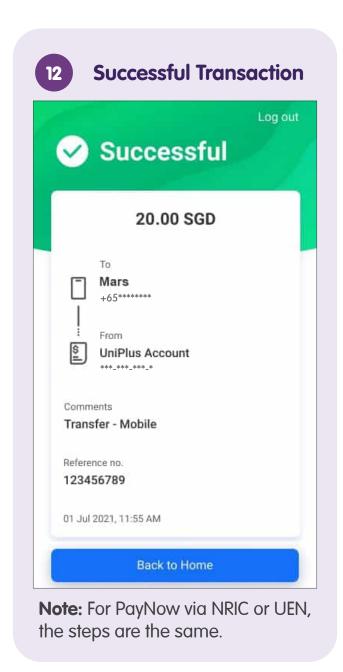












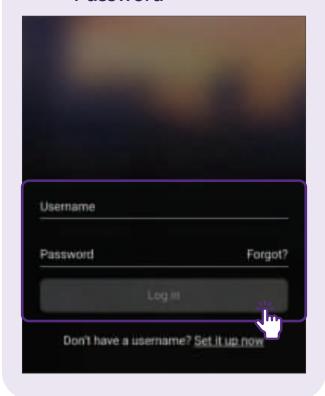
### Transfer Money Using PayNow - Scan & Pay (SGQR)

1 Launch UOB TMRW

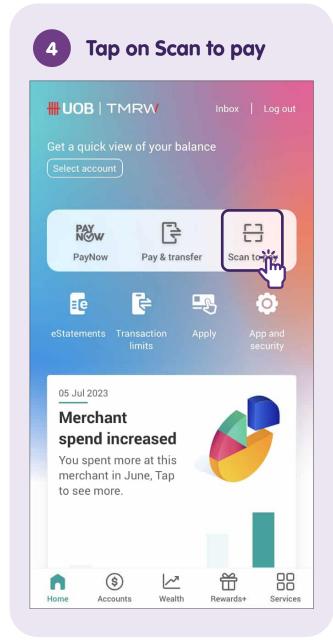


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and launch it.

2 Enter Username and Password

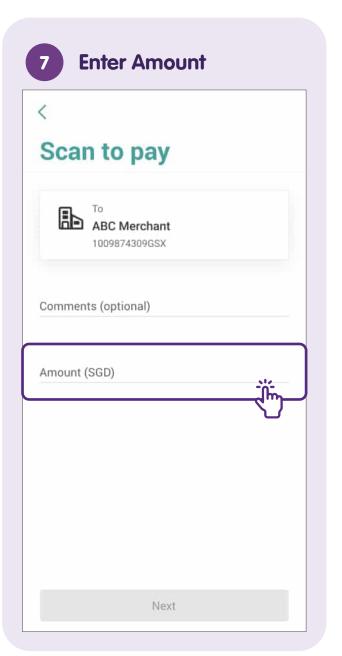


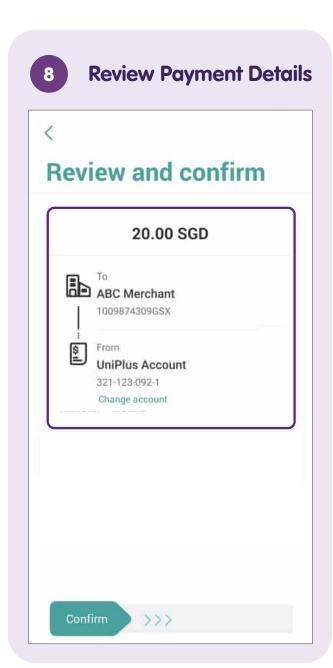
**Enter SMS OTP** Good morning Enter SMS OTP Resend YXPQ -2 ABC 3 DEF JKL 6MI 8 PARS TWV WXYZ 0  $\otimes$ 

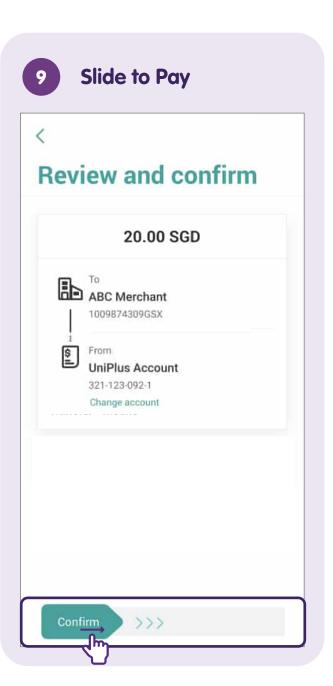




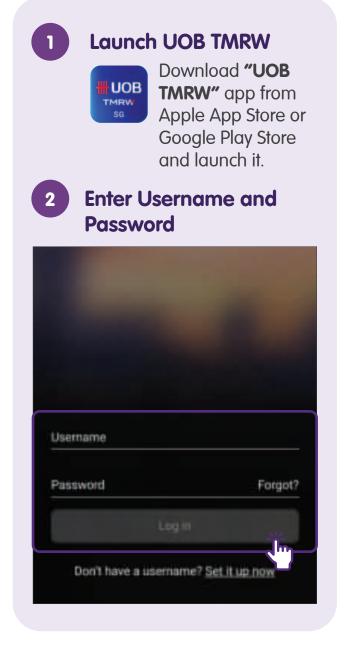


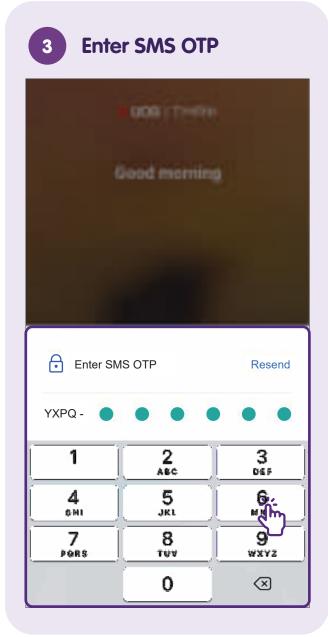


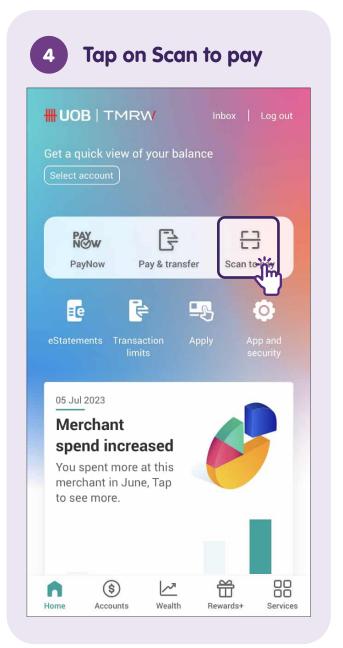




## Transfer Money Using PayNow - Upload PayNow QR Code



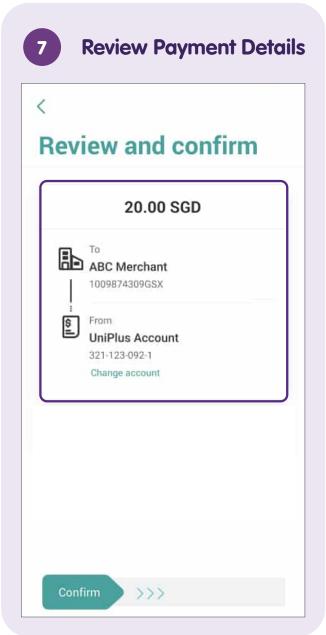




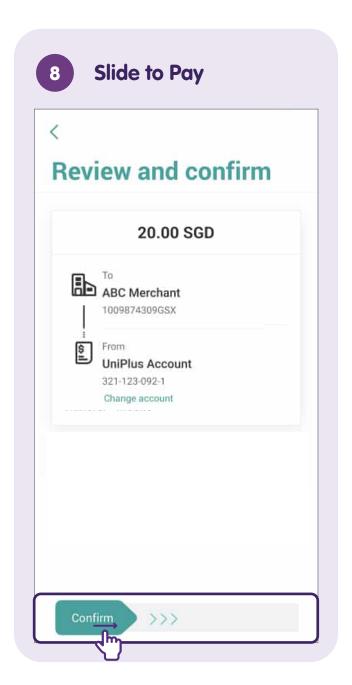








### **Notes**



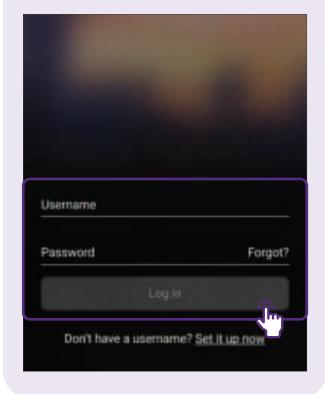
### **View Transaction History**

1 Launch UOB TMRW

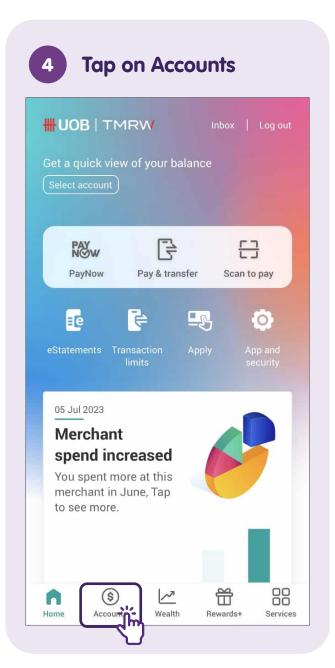


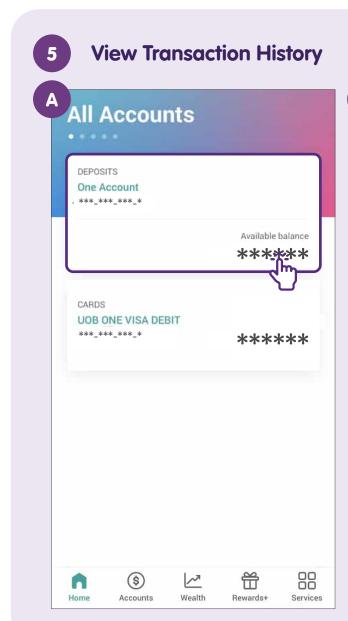
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and launch it.

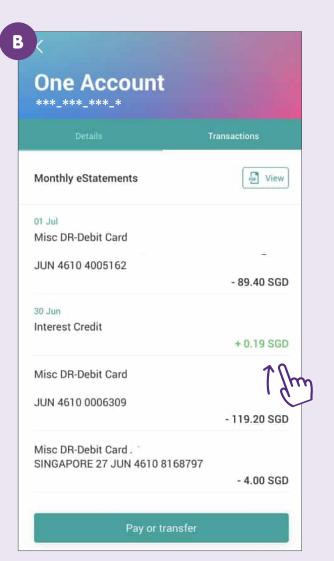
2 Enter Username and Password



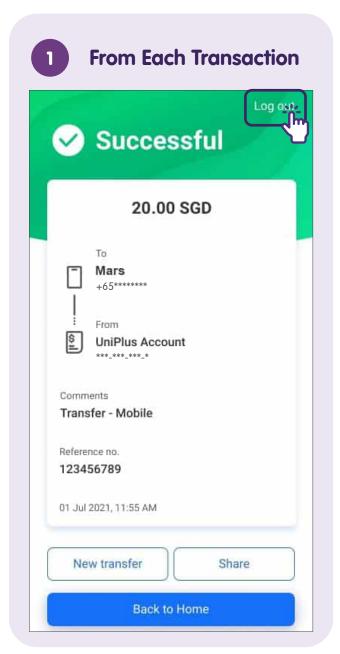
**Enter SMS OTP** Good morning Enter SMS OTP Resend YXPQ 3 ABC DEF 5 4 EHI JKL 8 Pars TWV WXYZ 0 (X)

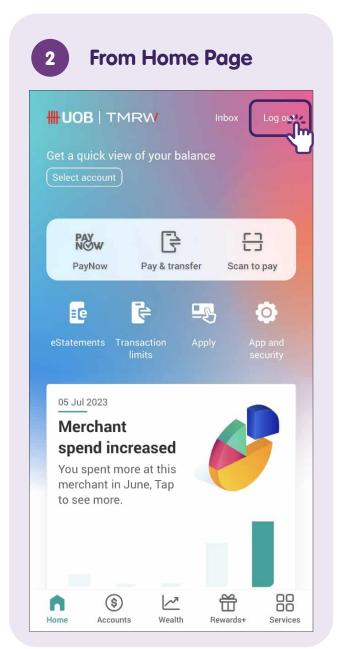






## Log Out from UOB TMRW





For more information and to find your nearest SG Digital community hubs:

**IMDA Contact Centre** 

+65 6377 3800 info@imda.gov.sg

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