

# Looking for help with the Heartland Mobile App?

Skip the queue and bank when and where you want with the Heartland Mobile App. Within this guide learn about the features available on the app to help you to take care of your accounts on the go.

1. I want to change my password 
2. I forgot my login details 
3. I want to check my account balances 
4. I want to pay someone 
5. I want to pay a nominated account 
6. I want to set up automatic payments and transfers 
7. I want to stop a recurring payment or transfer 
8. I want to transfer money between my accounts 
9. I want to add or remove payees 
10. I want to view my loan details 
11. I've missed a loan repayment 
12. I want to generate and download statements 
13. I want to view or export my account transactions 
14. I want to send a secure message to Heartland Bank 
15. I have a Term Deposit maturing in 10 days or less 
16. I want to open a Savings & Deposits account 
17. I want to apply for a loan 
18. I want to change how I log in through the mobile app 
19. I want to update my personal details 
20. I want to customise the appearance within Digital banking 
21. I want to re-order my accounts 
22. I want to rename my accounts 

1.

I want to change my password

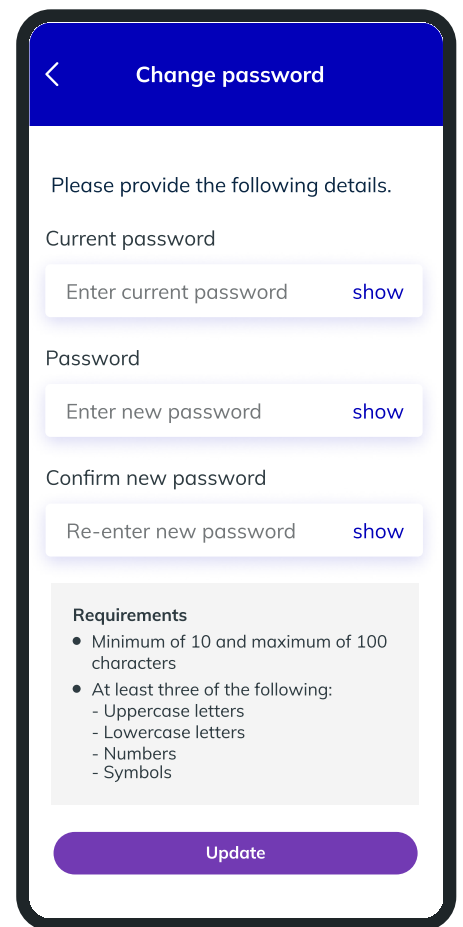
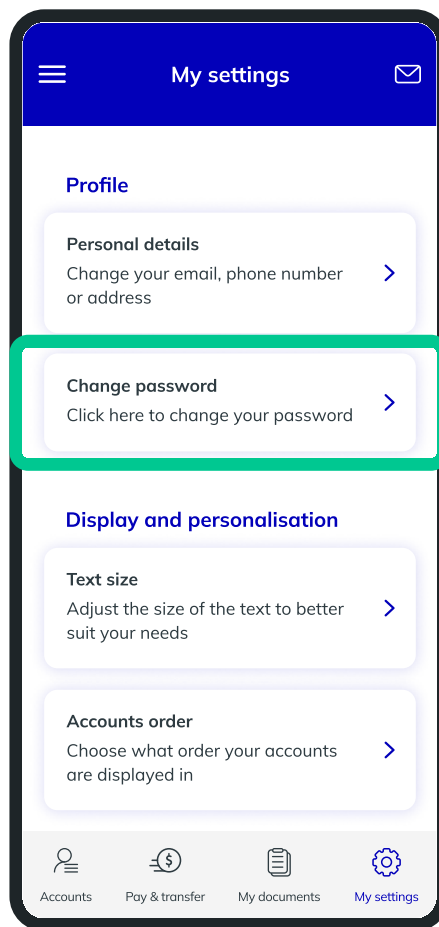
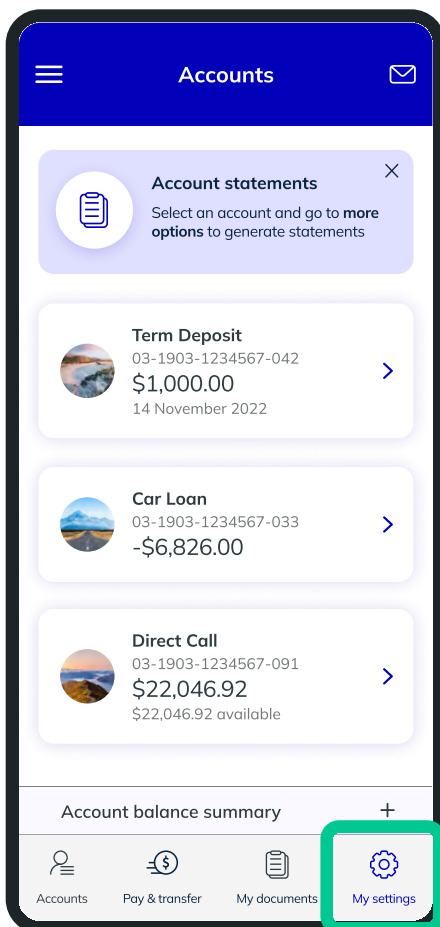


Go to **'My settings'** and select **'Change password'**.

Type in your current password and your new password then click **'Update'** to save your new password.

To keep your accounts secure, your password must contain a minimum of 10 characters and meet at least three of the following criteria:

- Contains an uppercase letter
- Contains a lowercase letter
- Contains a number
- Contains a symbol



## 2.

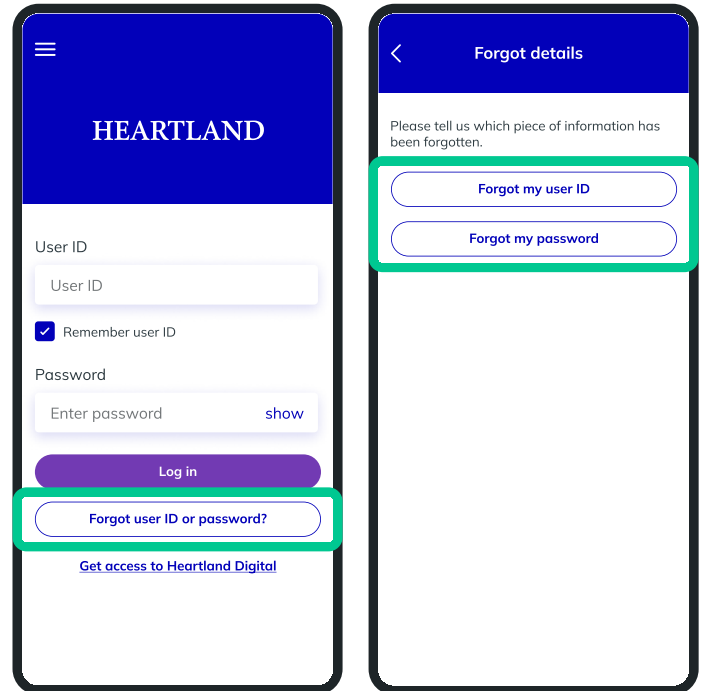
### I forgot my login details



Click **'Forgot user ID or password'** on the login screen.

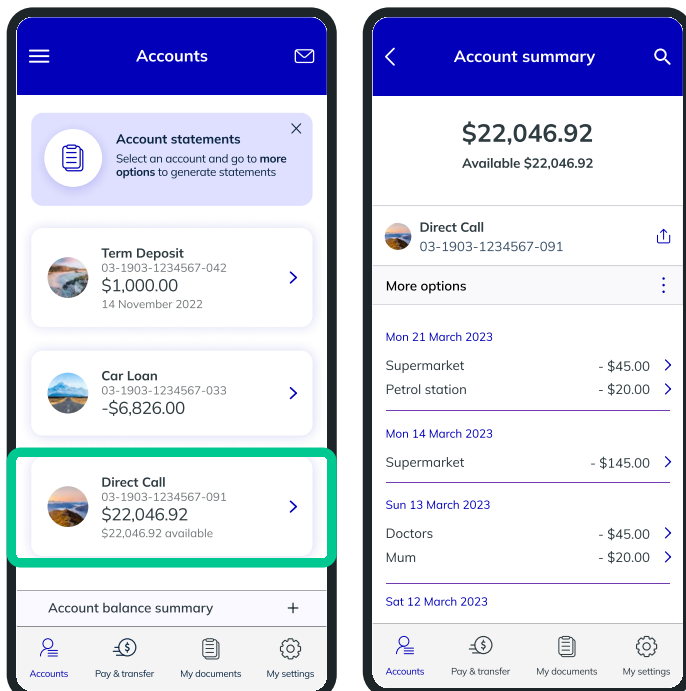
Next, select the option you require assistance with and provide the required information to help us to verify that it is you.

Note: you will need your user ID in order to reset your password. If you have forgotten both, please select **'Forgot my user ID'** and complete the process before selecting **'Forgot my password'**.



## 3.

### I want to check my account balances



The **'Accounts'** page displays all your Heartland accounts, balances and how much is owing on your loan(s).

By clicking on an account, you can view a more detailed summary.

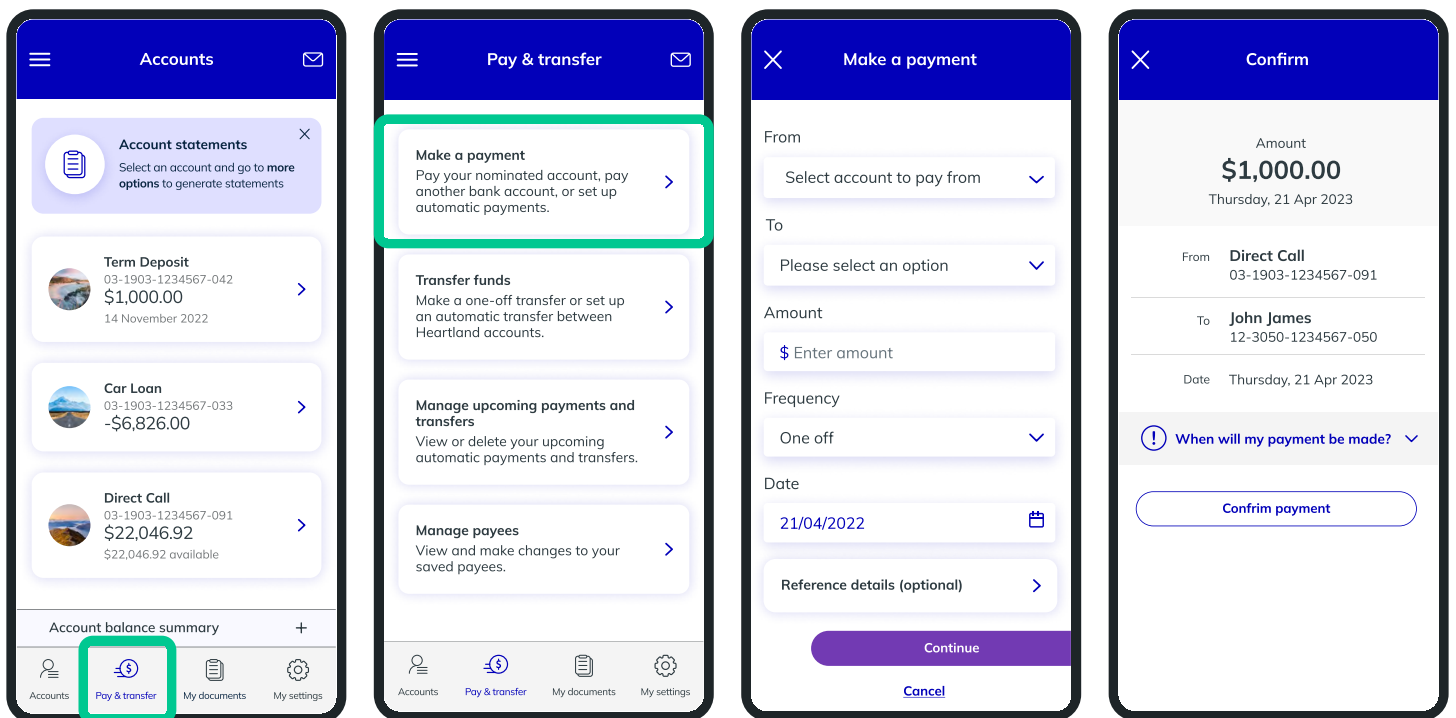
# 4.

## I want to pay someone



Go to **'Pay & transfer'** on the navigation bar at the bottom of the page and click on **'Make a payment'**. Select the account you want to pay from and a payee you'd like to pay to.

Please note, if you have a Revolving Credit Business, Business Call or Notice Saver account, you can only make payments to your nominated account(s) and if you'd like to make a payment from a Notice Saver account, the payment will only be made after the notice period (32 or 90 days) is up.





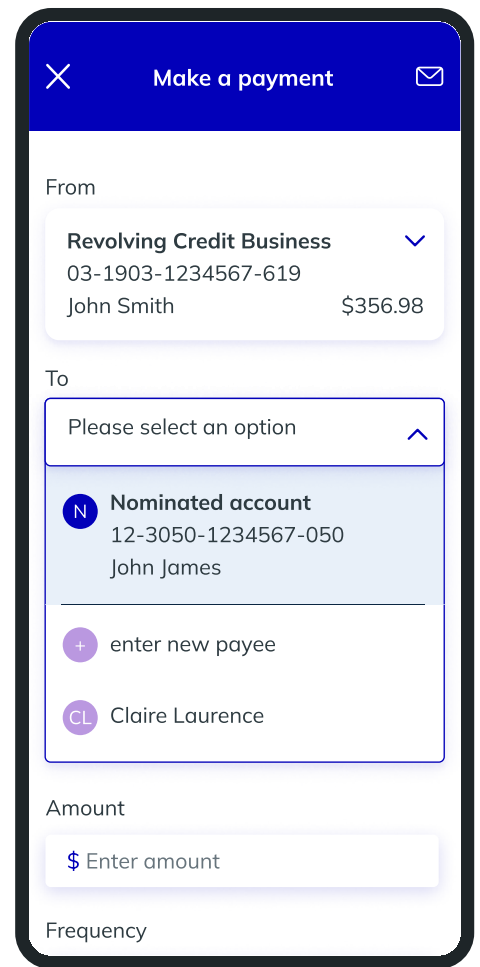
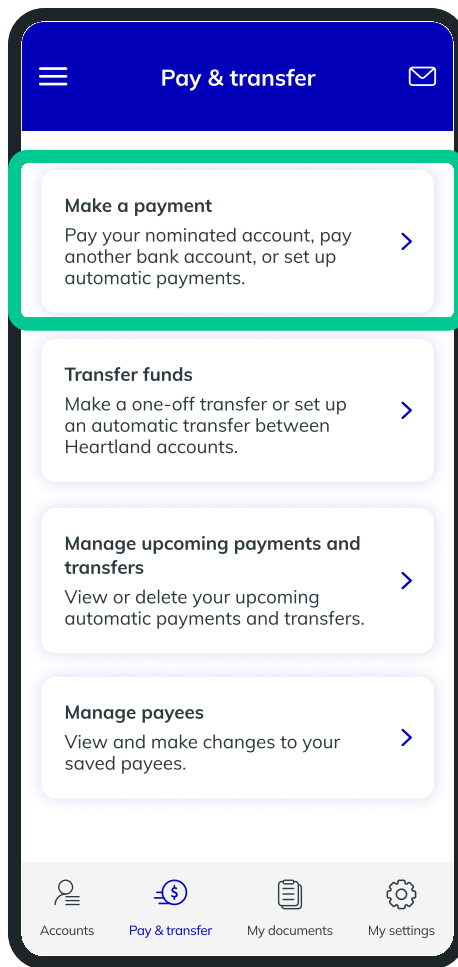
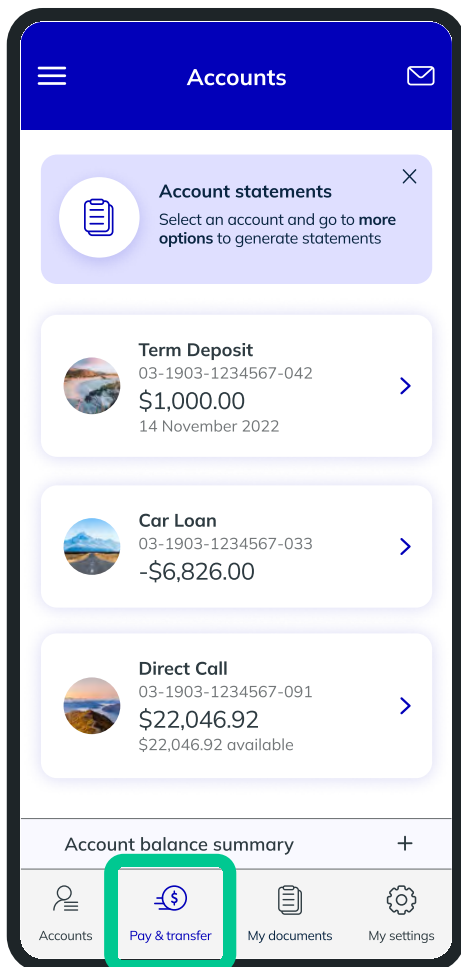
# 5.

## I want to pay a nominated account



Go to **'Pay & transfer'** on the navigation bar at the bottom of the page and click on **'Make a payment'**. When selecting a Payee, your nominated account will be on top of the list and the icon will be blue.

Please note, Revolving Credit Business, Business Call or Notice Saver accounts can only pay to your nominated account even though you may see other payees listed.

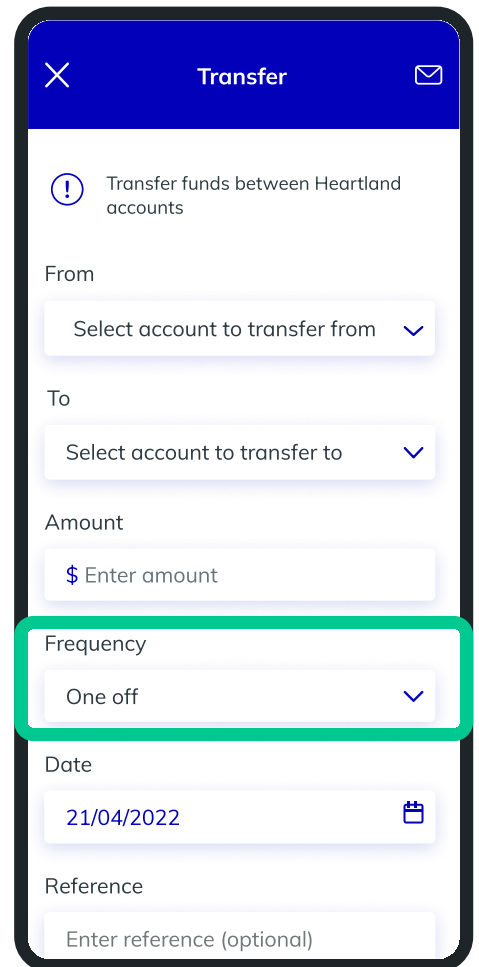
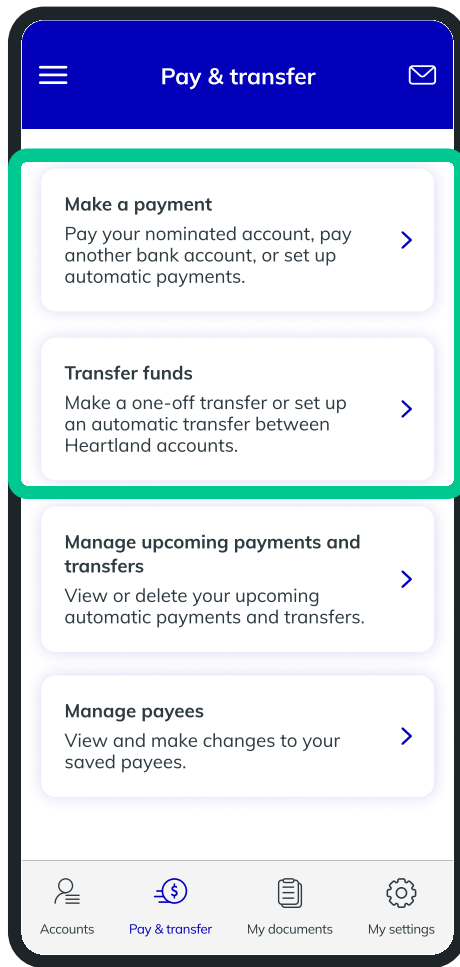
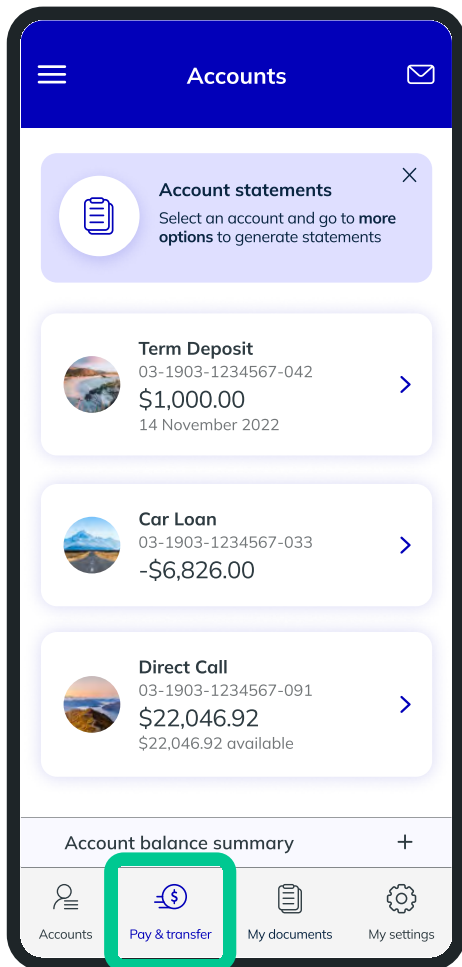


# 6.

## I want to set up automatic payments and transfers



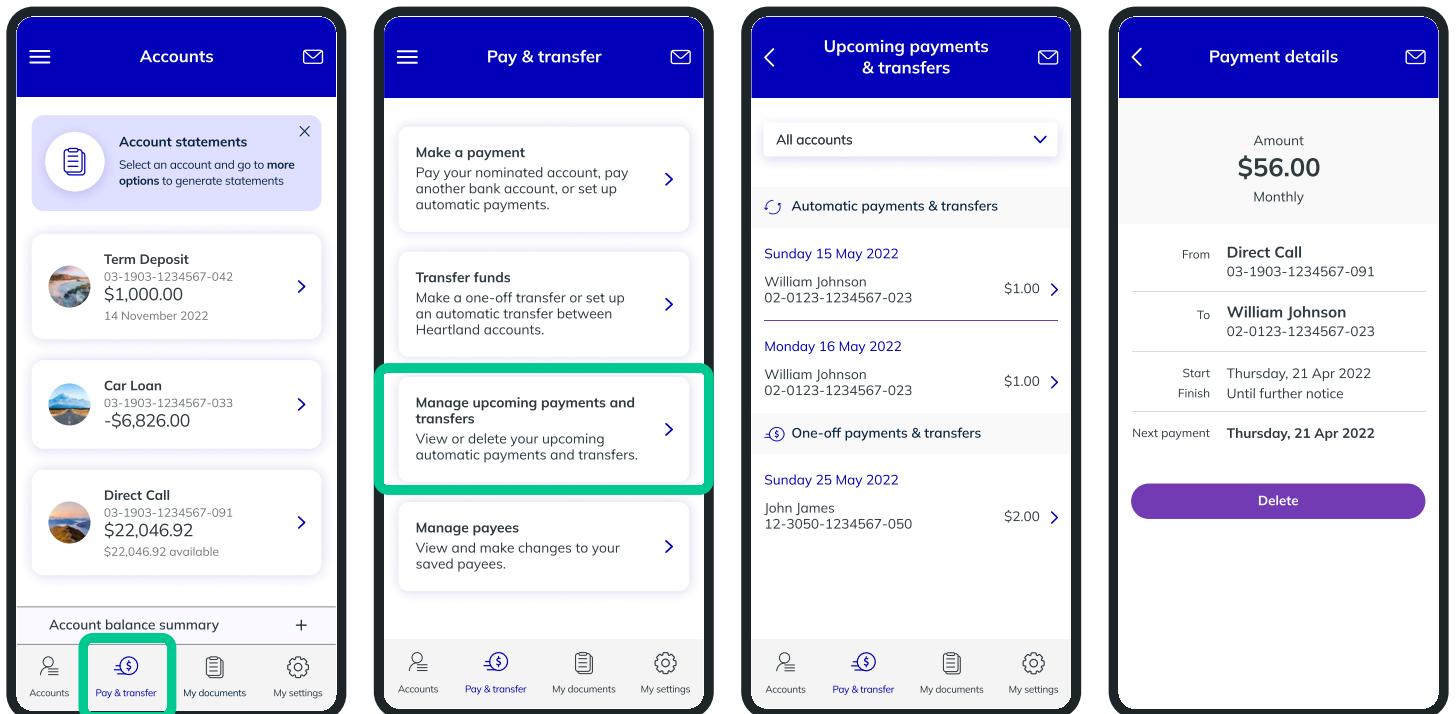
Go to **'Pay & transfer'** on the navigation bar at the bottom of the page and click on **'Make a payment'** or **'Transfer funds'**. You can set up automatic recurring payments and transfers by adjusting the **'Frequency'** which is set to 'One off' by default.





Go to **'Pay & transfer'** on the navigation bar at the bottom of the page and click on **'Manage upcoming payments and transfers'**. You will see a list of all your scheduled payments and transfers which you can click into and **'Delete'**.

If you need to delete a one-off payment or transfer, please send us a secure message.

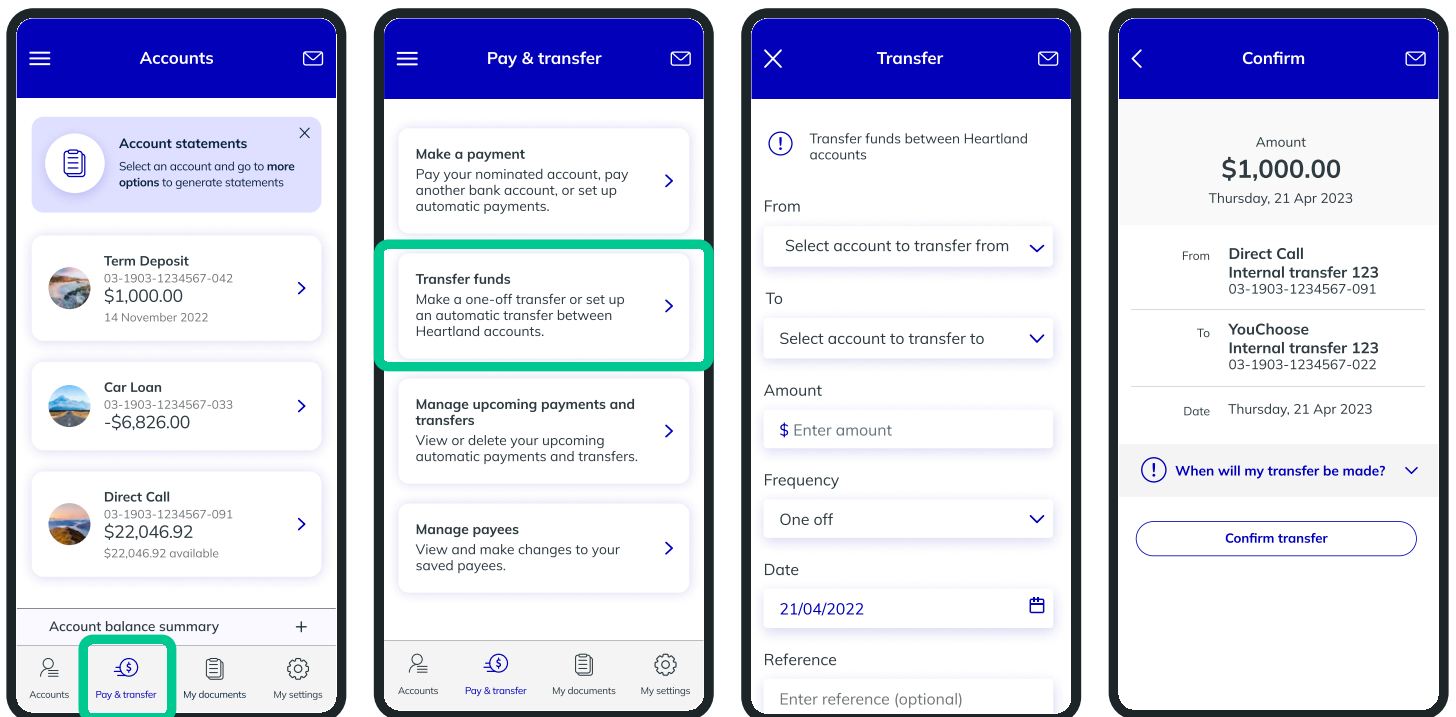


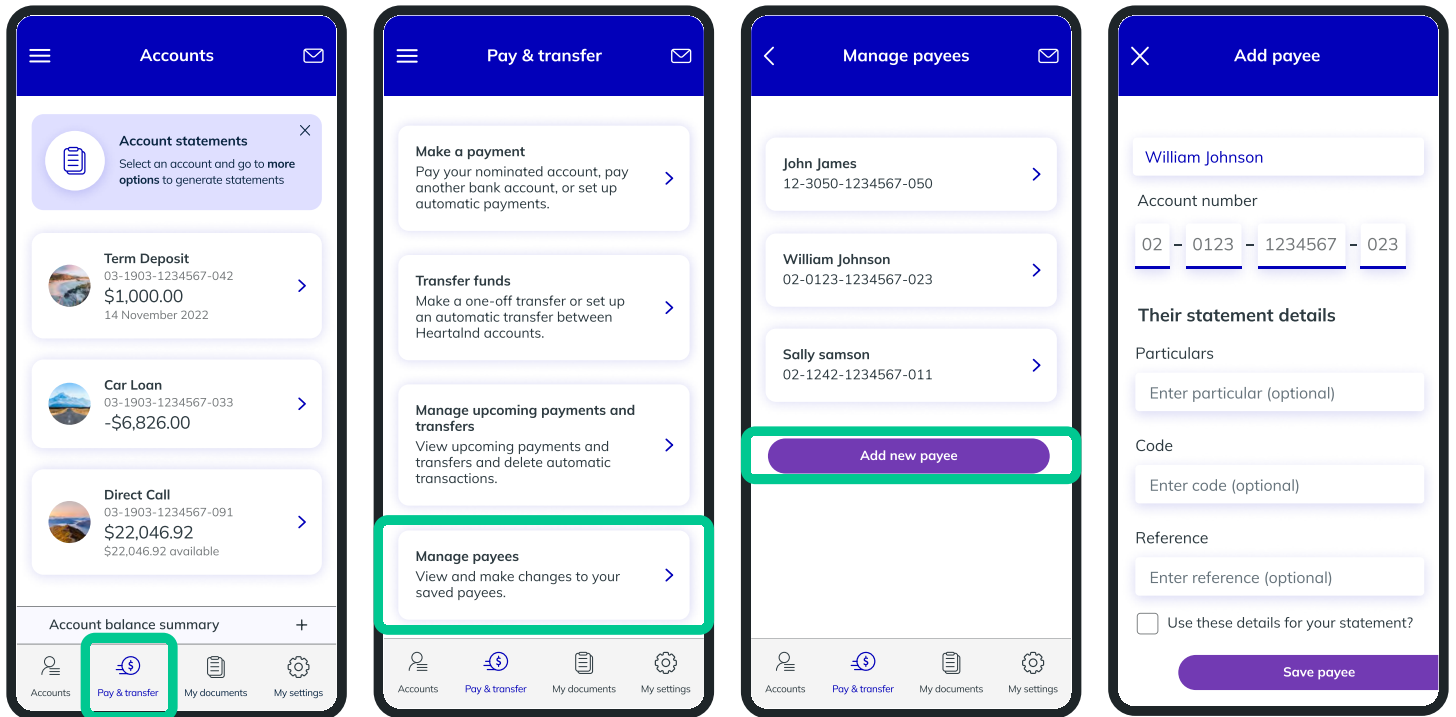
# 8.

## I want to transfer money between my accounts



Go to **'Pay & transfer'** on the navigation bar at the bottom of the page and click on **'Transfer funds'**. Select from the eligible accounts you want to transfer funds between.





Go to '**Pay & transfer**' on the navigation bar at the bottom of the page and select '**Manage payees**'.

Scroll down and click '**Add new payee**' to create a new payee or select an existing payee to edit or remove.

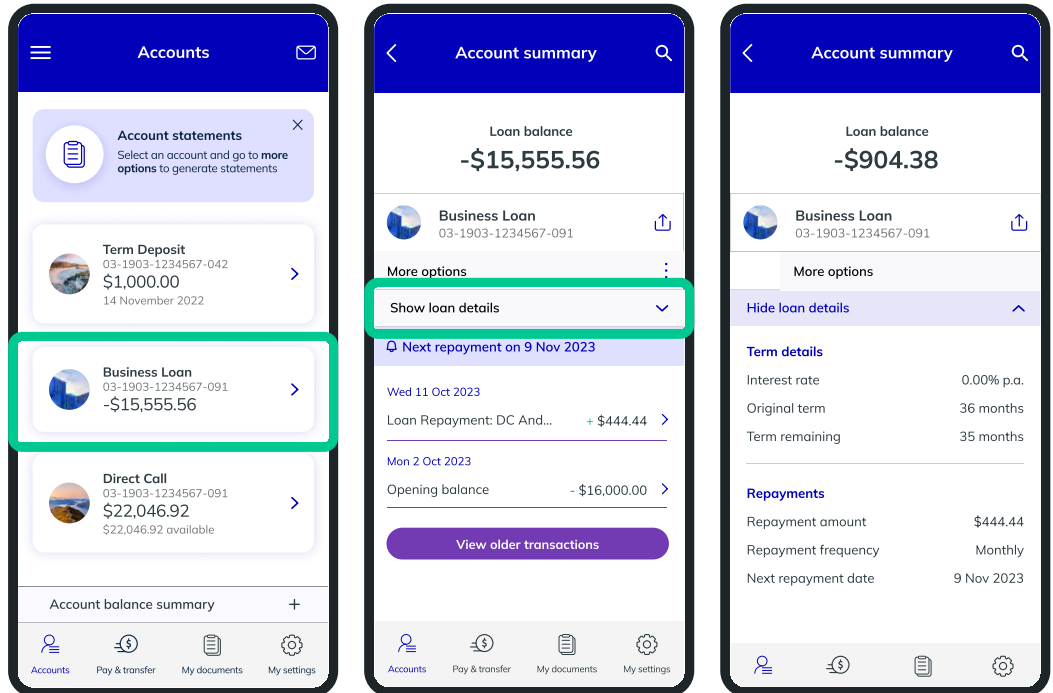
This feature is available for Direct Call, YouChoose, Revolving Credit Home Loan, Everyday, Everyday Business, Saver, and Current Account Facility customers.

# 10.

I want to view my loan details



Within your loan account summary, simply click on **'Show loan details'** to see your interest rate, total term, remaining term, current repayment amount, repayment frequency, and next repayment date.

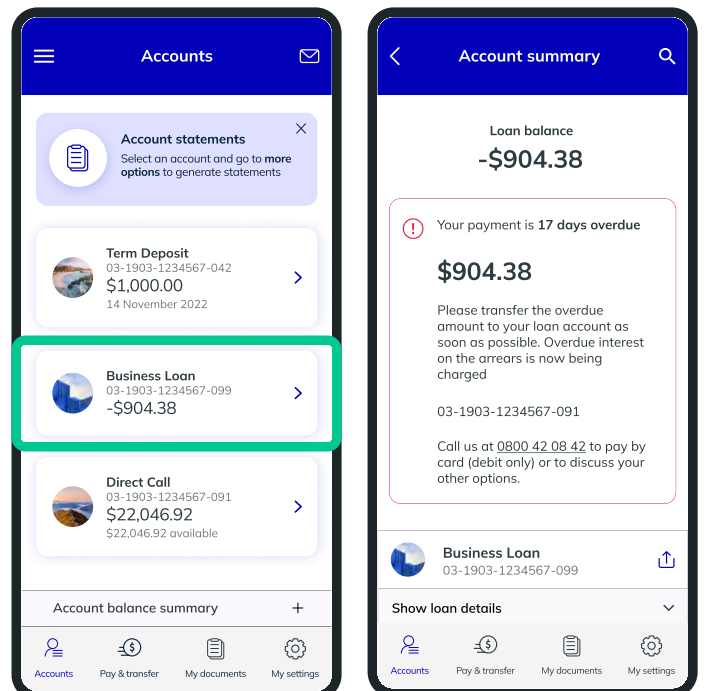


# 11.

I've missed a loan repayment



If you have missed a loan repayment, an alert will appear under your loan account. When you click into the overdue loan account you can view the amount and days overdue as well as instructions on how to catch back up.

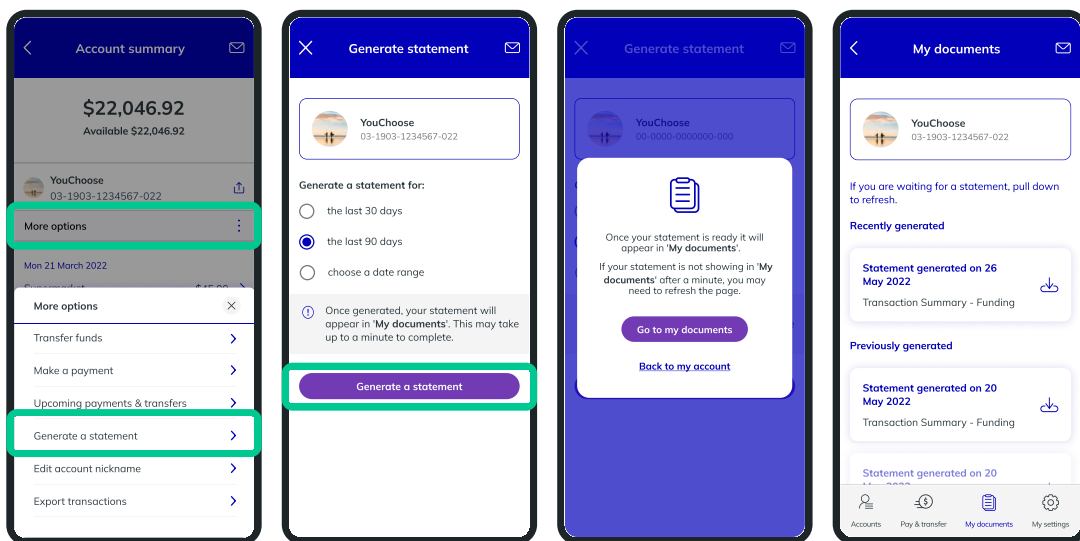




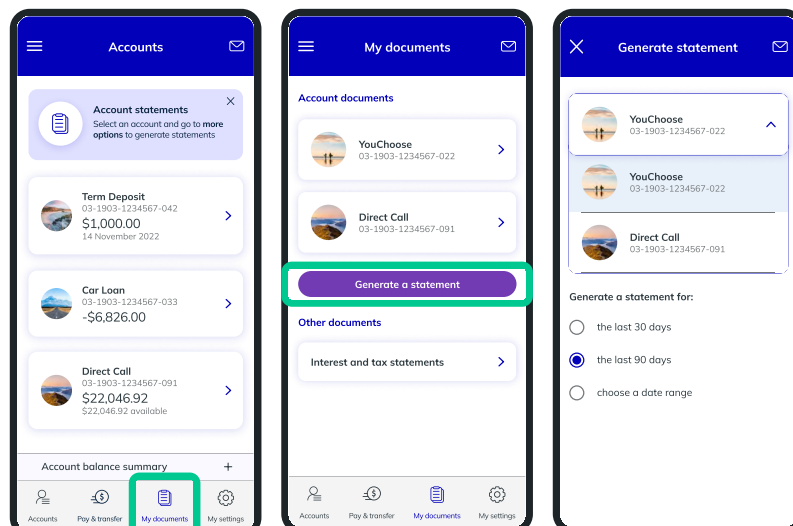


Go to the Account summary that you wish to generate and download statement for and click on **'More options'**. Next, select **'Generate a statement'** and enter your desired date range.

Once you've clicked on the **'Generate a statement'** button, you'll be directed to **'My documents'** page where you can see a list of your previously generated statements. Simply click the statement to download it.



You can also generate statements from within **'My documents'** located on the navigation bar at the bottom of your screen. When you're in My Documents, click on **'Generate a statement'** and pick which account you want to generate a statement for.

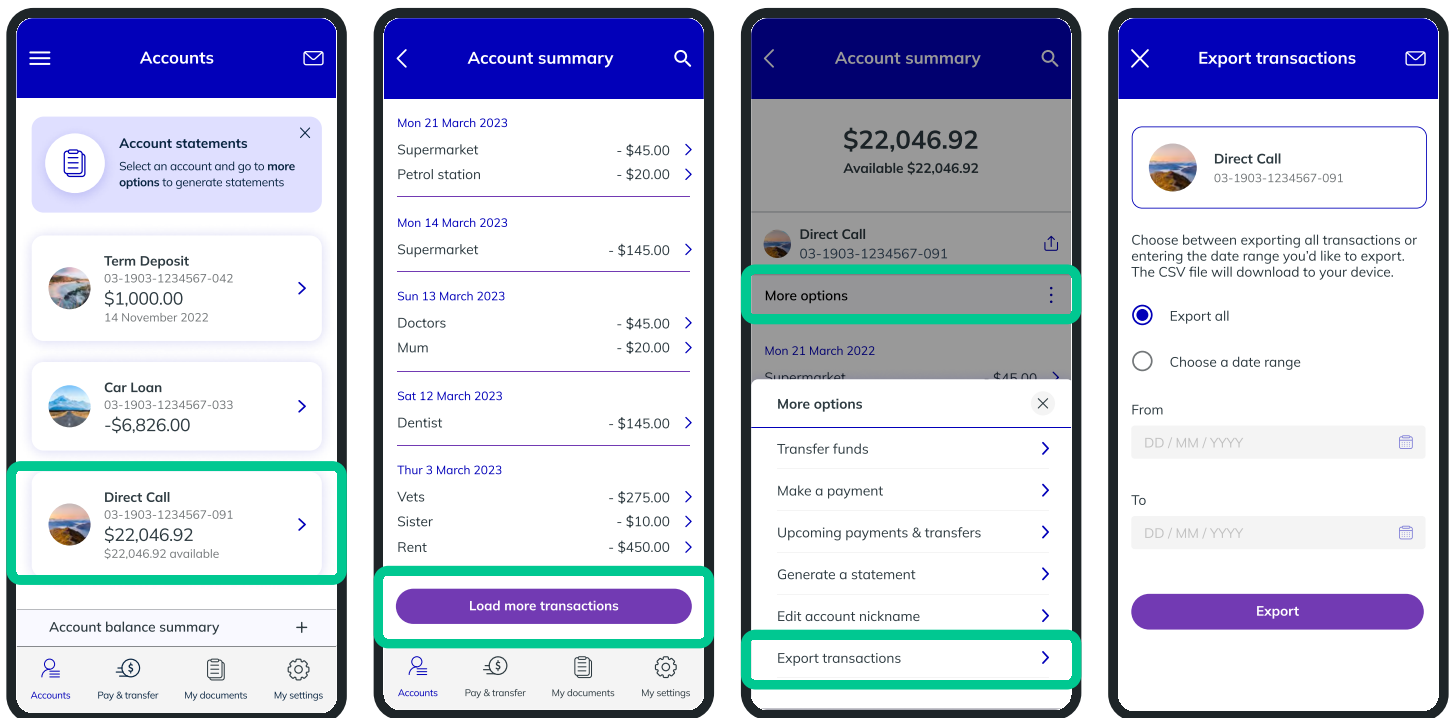


Please note this is not available for Home Loan accounts.



You can view your past transactions by clicking on any of your accounts from the home page. When you click on an account, a list of your most recent transactions will appear. At the bottom of the page, there's a button to **'Load more transactions'**, which will allow you to see all of your transactions for that account.

To export your transactions, click **'More options'** below where you see your account number and choose **'Export transactions'**.

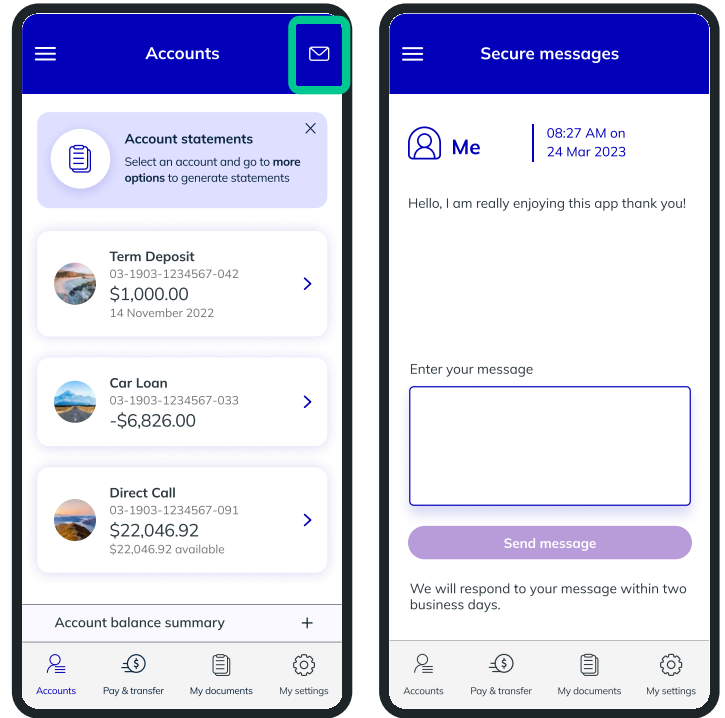


# 14.

I want to send a secure message to Heartland Bank



To send 'Secure messages' to Heartland, click on the envelope icon in the top right-hand corner of the page and we will aim to respond to your message within two business days.



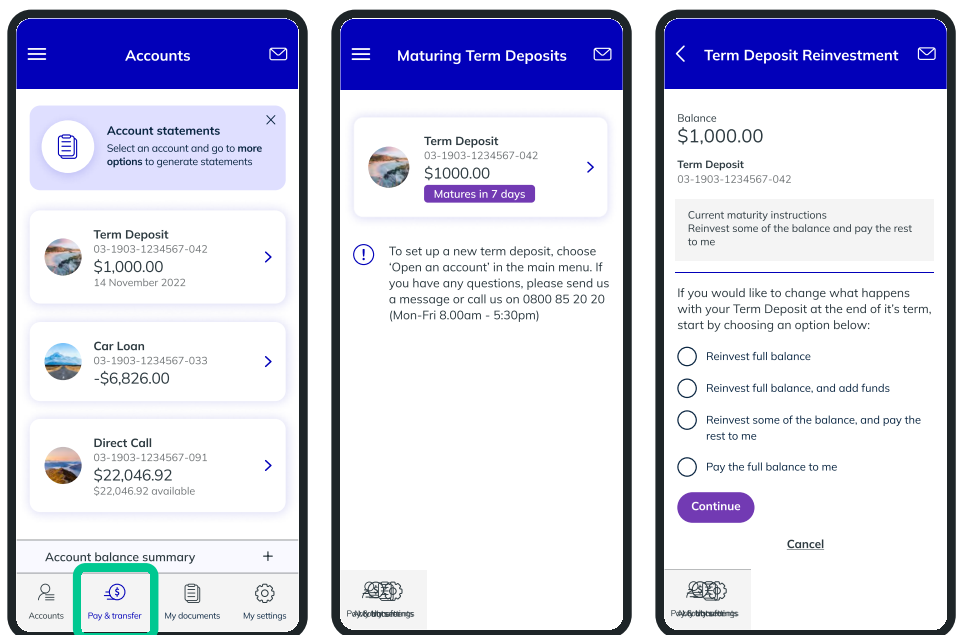
# 15.

I have a term deposit maturing in 10 days or less



You can set and edit your Term Deposit maturity instructions within 10 days before your maturity date.

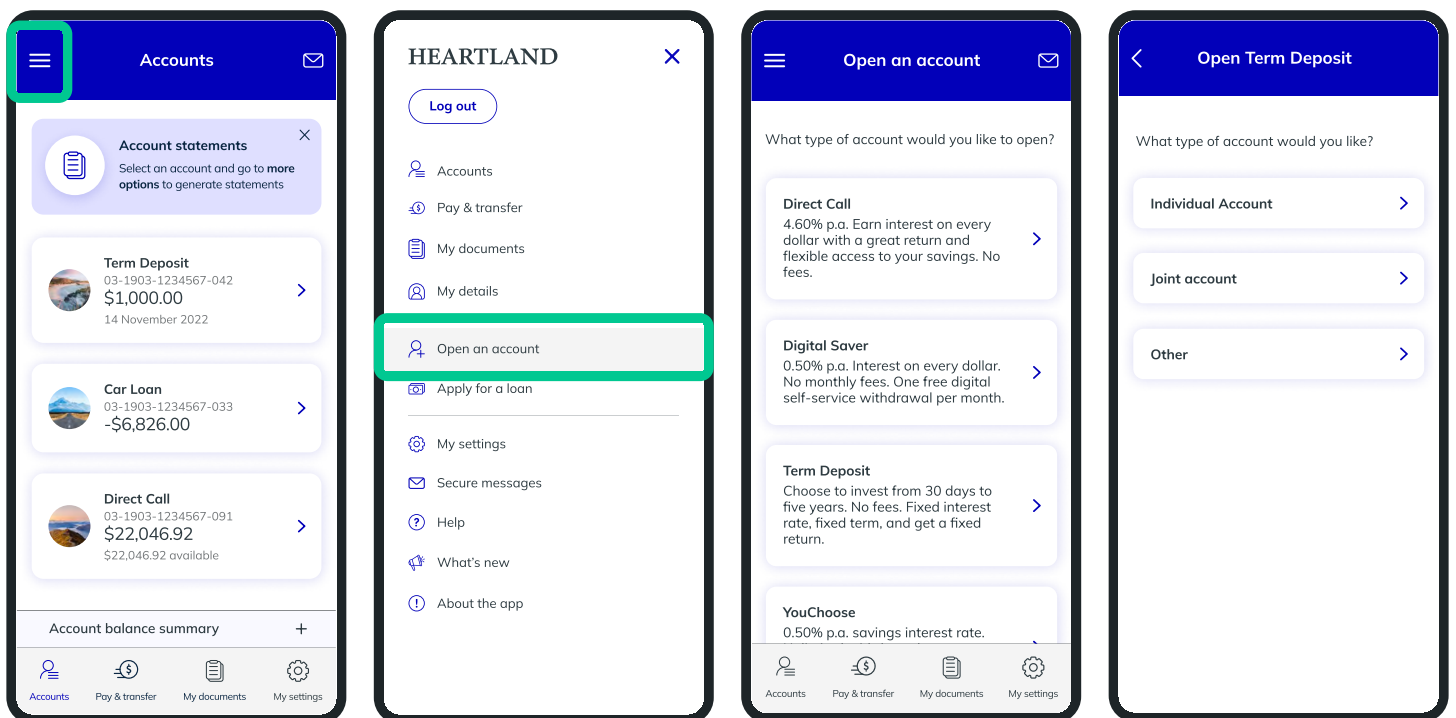
You also have the option to top up or open a new Term Deposit using funds from another Heartland Savings & Deposits account.





Go to the **'Main menu'** by clicking the three horizontal bars in the top left corner of the page and select **'Open an account'**.

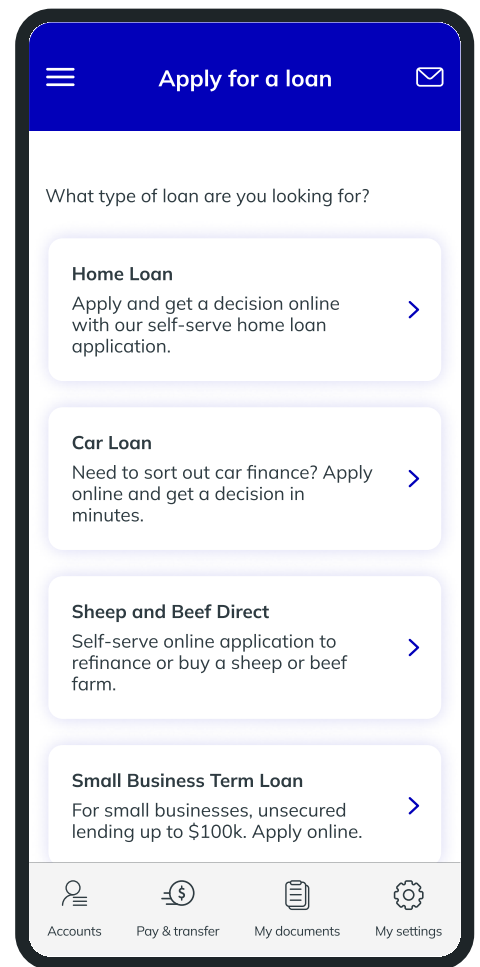
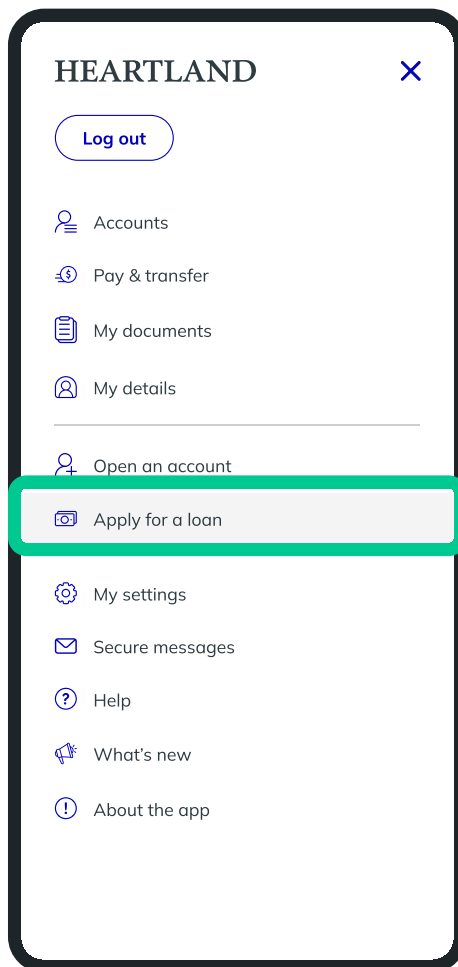
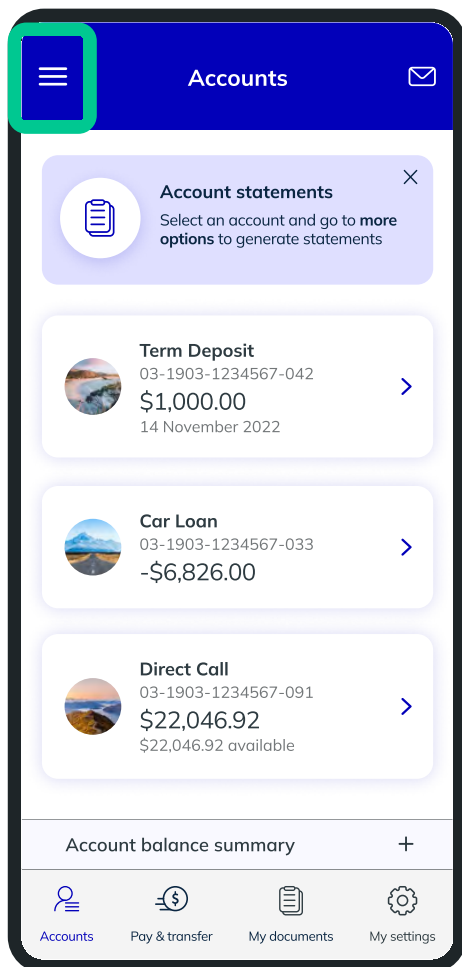
Select the type of Savings & Deposits account you want to open and follow the instructions to proceed.





Go to the **'Main menu'** by clicking the three horizontal bars in the top left corner of the page and select **'Apply for a loan'**.

Select the type of loan you want to apply for and you'll be redirected to an online application form on the Heartland website.

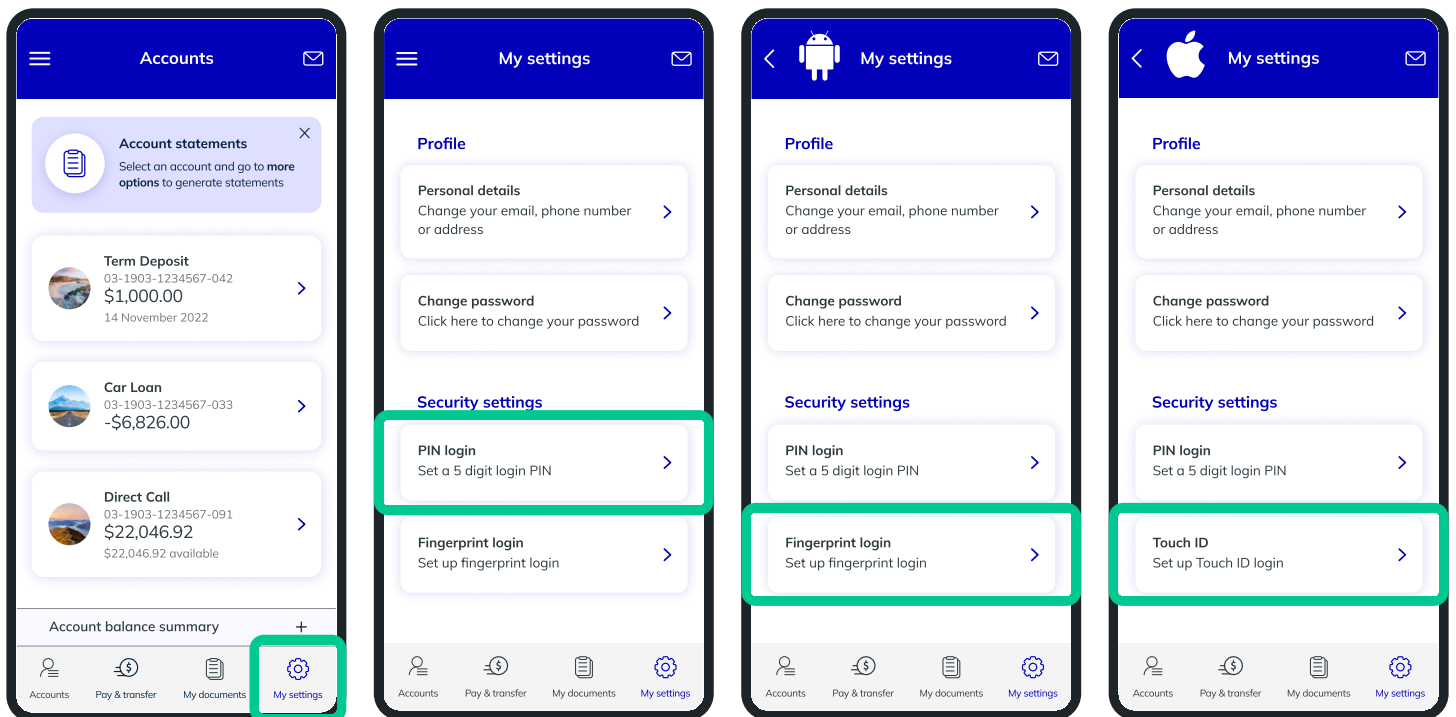




The Heartland Mobile App offers a number of different login options including 'PIN login', 'Face ID login' or 'Touch ID login' (depending on your device) and 'Fingerprint login'.

Go to 'My settings' on the navigation bar at the bottom of the page and choose your preferred login option. Simply toggle the button 'on', then follow the setup instructions.

If you are using an Android device, PIN login may not be available on some older models and you may be asked to set up a lock screen on your device first.



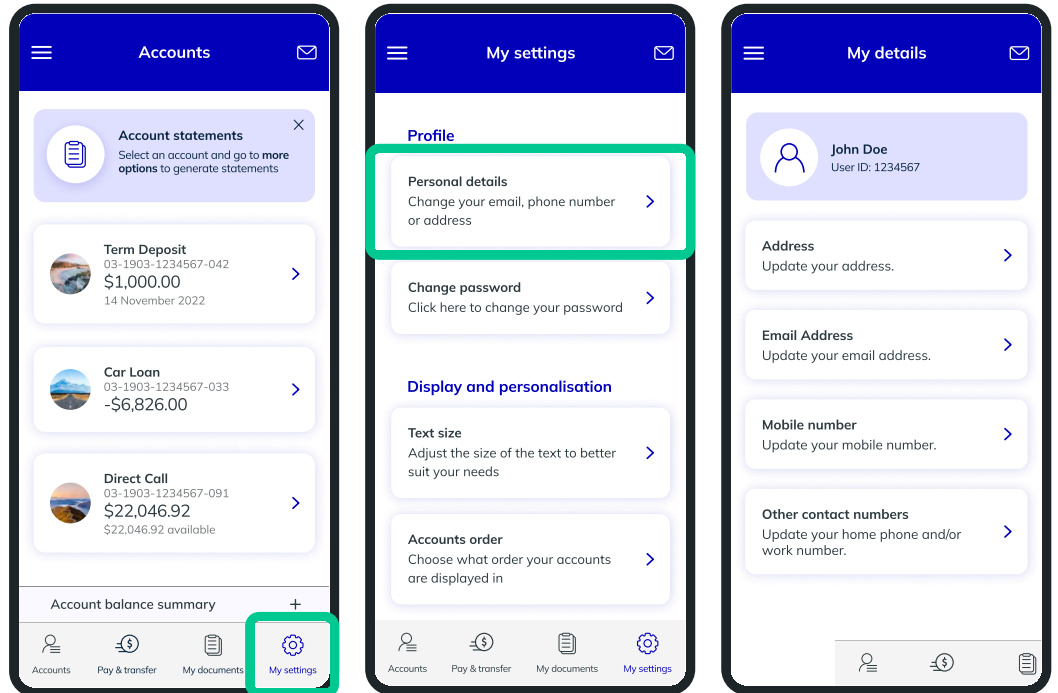


# 19.

I want to update my personal details



Go to **'My settings'** on the navigation bar at the bottom of the page and select **'Personal details'** to edit your address, email address and phone numbers.

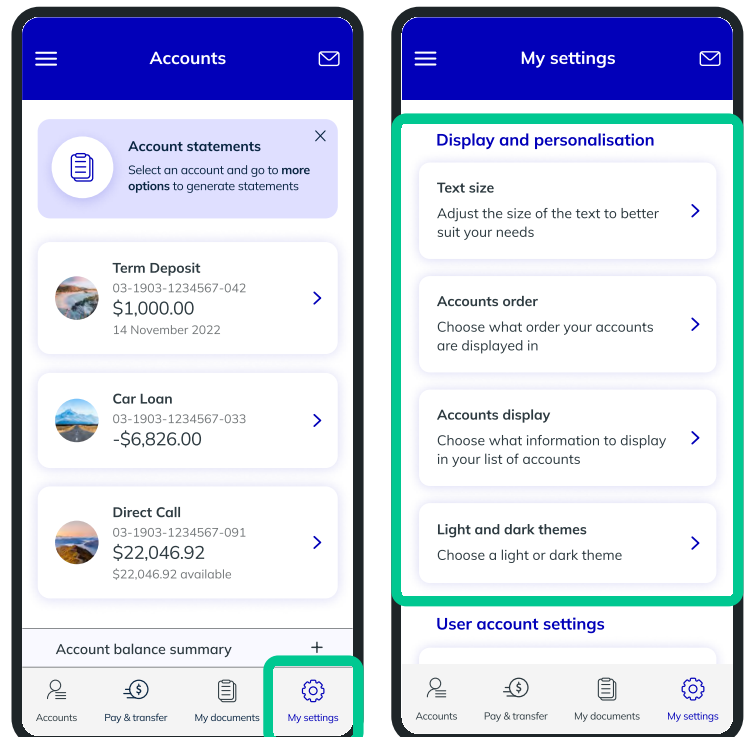


# 20.

I want to customise the appearance within Digital banking



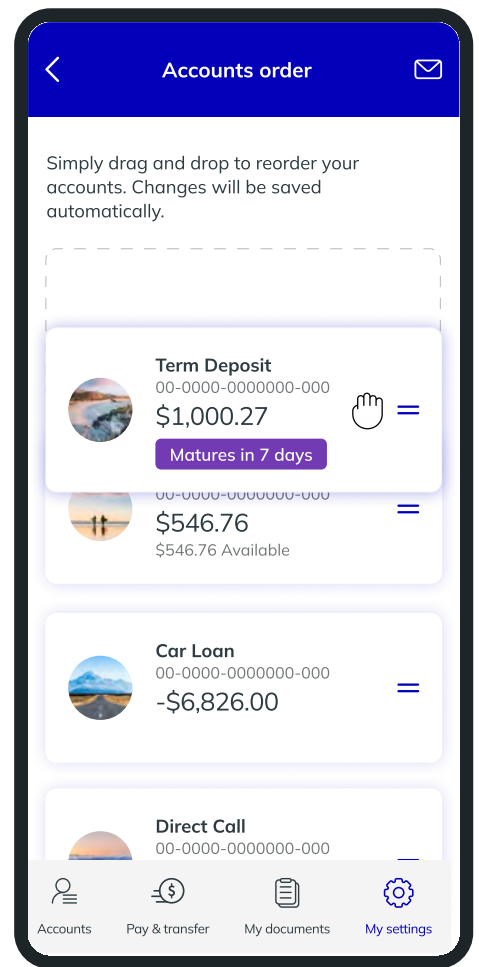
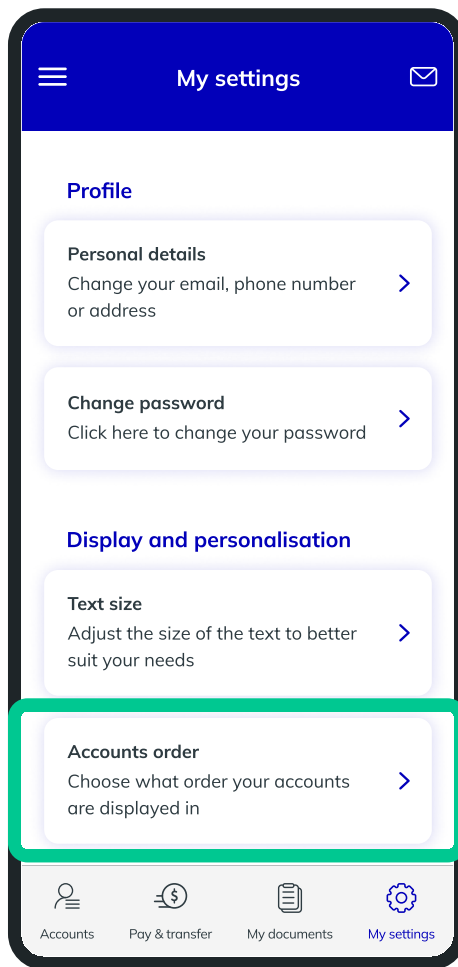
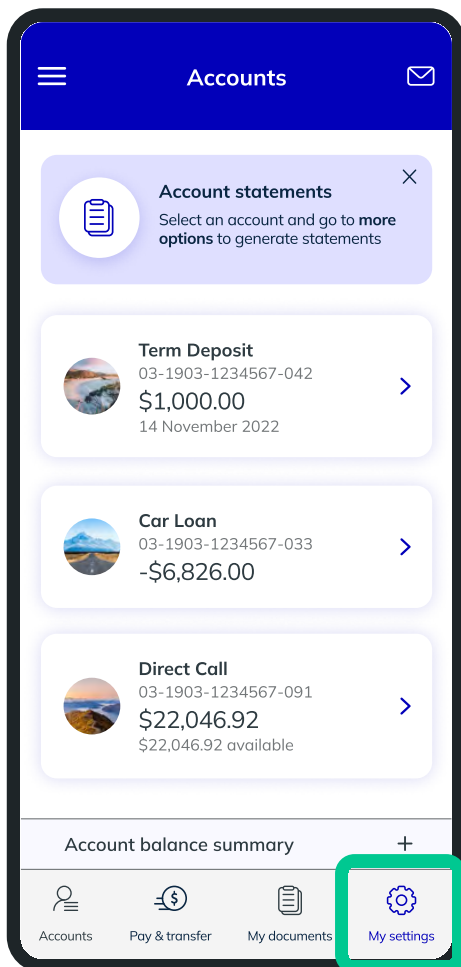
Go to **'My settings'** on the navigation bar at the bottom of the page and under the **'Personalisation'** section, you can adjust the text size, reorder your accounts, choose how much information is shown upfront in the Accounts page as well as toggle between a light or dark theme.





Go to **'My settings'** and select **'Accounts order'**.

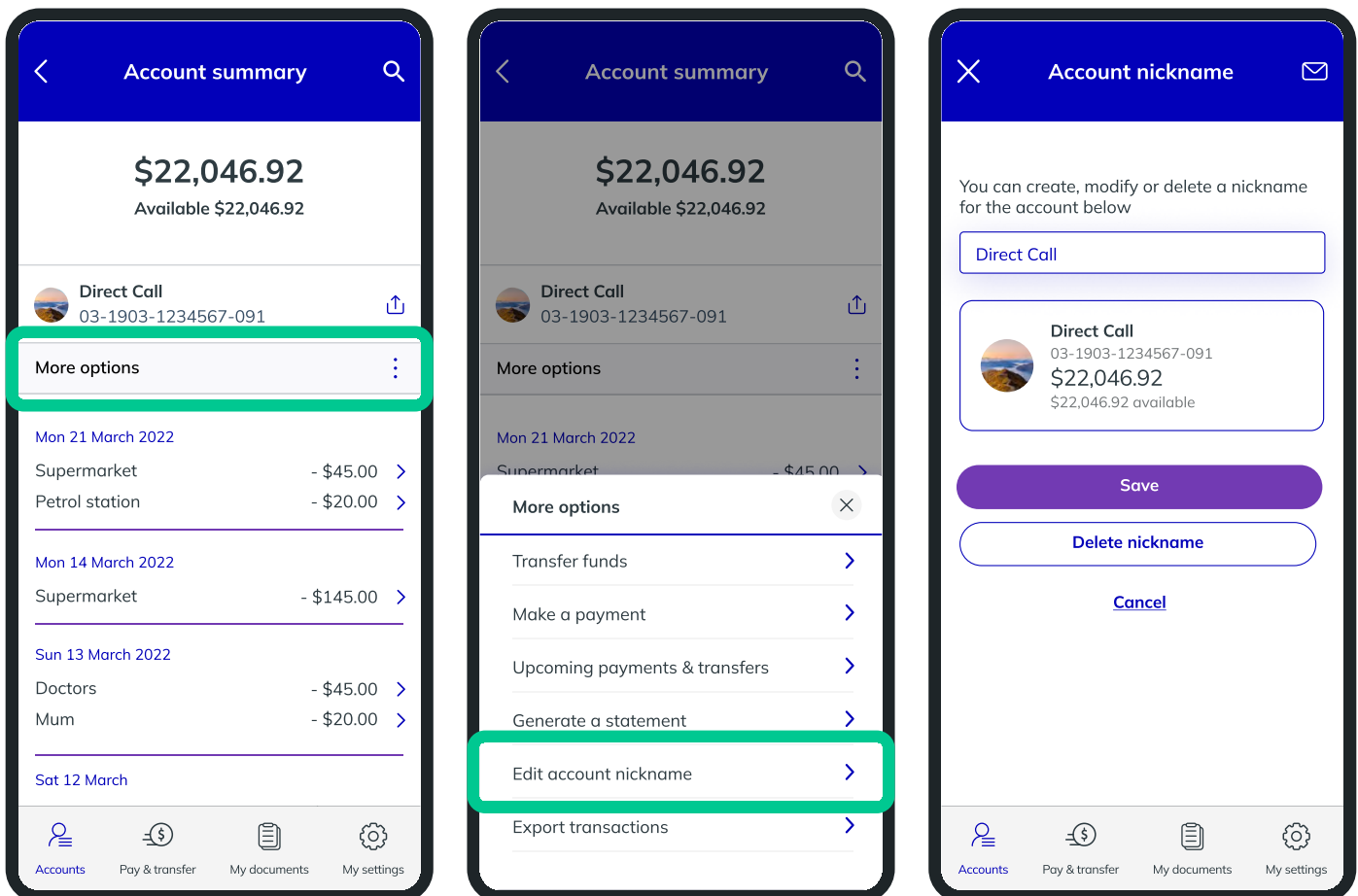
Simply click on the double horizontal lines of an account and drag it to the desired place on the list.





Within your account summary, you can set a nickname to make it easy to distinguish one account from another.

Simply click the **'More options'** button and select **'Edit account nickname'**.



**Are you looking for help with something else?  
Send us a secure message in the app!**

Click to find out [how to send us a secure message](#) or go to section 14 in this guide.