



Personal Internet Banking Quick Guide

GTB UK



Before you start

Ensure you've got the following

1



- A GTBUK Bank Account

2



- Security ID (10 Digits Long)
 - Username
 - Password

3



- Provided by GTBUK
- Contact us if you need one



Handy Tips

Please note the following

- 1 Your initial User id is 10 digits long.
- 2 On logging in for the first time, you will be required to choose an alphanumeric user id of your choice.
- 3 Login code is generated from the Security Token device.
- 4 Security Answer is case sensitive.
- 5 You will need to generate a payee code from your Security Token to complete a payment.
- 6 Do not use special characters like {&,%,-, ', !} etc when making a payment



Accessing Internet Banking

Using the Internet Browser on your Computer or Mobile Device

The screenshot shows the GTBank website homepage. The browser's address bar contains the URL <https://www.gtbankuk.com>. A red box highlights this URL, with an arrow pointing to a callout box that says "1. Visit GTBank Website".

On the right side of the page, there is a navigation menu with the following options: "CHOOSE YOUR COUNTRY", "PERSONAL BANKING", "BUSINESS BANKING", and "CUSTOMER SERVICE". Below this menu, there are two tabs: "PERSONAL" and "BUSINESS". Under the "PERSONAL" tab, there are two buttons: "LOGIN" and "USER GUIDE". A red box highlights the "LOGIN" button, with an arrow pointing to a callout box that says "2. Click on Login".

The main content area of the website features a large banner with the text "Proudly African Truly International" and "Guaranty Trust Bank plc LISTED ON THE LONDON STOCK EXCHANGE". Below this, there are links for "RETAIL BANKING", "CORPORATE BANKING", "PRIVATE BANKING", "INVESTMENT BANKING", and "TREASURY SERVICES". At the bottom of the banner, it says "Wouldn't you rather bank with us?".



Logging On

Follow the instructions below to logon

INTERNET BANKING

Welcome to Personal Internet Banking

Please enter your User ID
e.g. 1234567890 or GT9876543210 or Ashley15

User ID:

Remember my User ID

[Forgotten your User ID?](#)

1. Enter User ID

2. Click on Login



Logging on for the first time

Follow the instructions below to logon for the first time

INTERNET BANKING

Token Registration

You are required to register your hardware token and supply other security details.

Token Serial Number *
(a ten digit number at the back of your token)
Please enter a token serial number

Security Question *
(Choose one of the four questions)

Security Answer *
Please enter a security answer

Date of Birth

I agree to the [Terms and Conditions](#) of GTBank UK Personal Internet Banking service and have printed or saved a copy for my records

Security Tips 
Please note that GTBank UK will never ask you to provide your personal details such as your PIN, password or Security Answer.

Using Internet Banking
Download the user guide to learn how to use our Personal Internet Banking platform for making payments, account balances and much more.

Token Help
Problem using your security token? Download the user guide to help you understand how to use it.
 

Enter the ten digit token serial number located at the back of the token.

Select a question from the drop down menu.

Enter a security answer to the security question selected above. Remember our answer is case sensitive.

Read and accept the terms and conditions. Click the submit button.

Logging on Subsequently

Follow the instructions below to logon subsequently

INTERNET BANKING

Your security details

You're logging on as **12345789**. If this is not your user ID, [click here](#).

Please complete the following fields in order to log in successfully

Secret Question*

Login Code:

Token locked? Kindly call us on +44 207 947 9700. Please have your token in hand when you call



1. Press and hold the OK button to switch on your Token, enter your PIN. See user guide if it's your first time of use
2. You will see a screen with - GtbAnk-. If PIN is correct. Press on the login or 1 button to generate a login code.
3. Enter the login code on Internet Banking and continue with logging in.

Enter the answer to your security question.

Following the instructions below to generate a login code.



Payment & Transfer Features

The image below shows the different payment/transfer options

Thursday, December 08, 2016

Account Information

Transfers & Payments

- Transfer Money**
- Make Payments
- Make International Payment

My Details

Help

Customer Feedback

Log Off

Welcome

Test Customer

Your last login: November 08, 2016 08:36:03

Account Status

Account Number	Account Name	Account Type	Account Status	Book Balance	Available Balance
00-00-00 12345678	Test Account	GTBANK SAVING ACCOUNT (USD)	OPEN	16,031.56	16,031.56
00-00-00 12345678	Test Account	GTBANK CURRENT ACCOUNT (GBP)	OPEN	58.69	58.69

* Click on the Account Number to see details for an account.

Transfer Money : Move funds between same currency accounts

Make Payments : Pay a GTBUK Account or any other UK Bank Account

Make International Payment : Pay an account outside the UK (USD, EUR, GBP only)



Make Payments

Below shows the different options for making payments

Friday, December 09, 2016

Account Information

Transfers & Payments

- Transfer Money
- Make Payments**
- Make International Payment

My Details

Help

Customer Feedback

Log Off

Welcome

Test Customer

Your last login: December 08, 2016 12:33:12

Make Payment

Make GTBank Payments Pay any beneficiary with a GTBank UK Account)

Make Payments Pay any beneficiary with a UK Account. This payment can also be made via CHAPS)

Payee	Reference	Account Details	Pay Payee	Delete Payee
Test Customer	GTBank Payment	60-83-03	Pay	Delete

Security Tips  Please note that GTBank UK will never ask you to provide your personal details such as your PIN, password or Security Answer. [READ MORE](#)

Using Internet Banking Download the user guide to learn how to use our Personal Internet Banking platform for making payments, account balances and much more. [DOWNLOAD](#)

Token Help Problem using your security token? Download the user guide to help you understand how to use it. [DOWNLOAD](#) 

OPTIONS

- 1 : Make GTBank Payments
- 2 : Make Payments



Make Payments to GTBank UK Account

Please follow the instructions below

Friday, December 09, 2016

Welcome
Test Customer
Your last login: December 08, 2016 12:33:12

Account Information

Transfers & Payments

- Transfer Money
- Make Payments
- Make International Payment

My Details

Help

Customer Feedback

Log Off

Pay GTBank U.K A/C (step 1 of 3)

Please complete the following:

Pay from Account: 00-00-00 12345678 ▼

Payee Sortcode: 00 - 00 - 00

Payee Account Number: 12345678

Amount: 2.00

Payment Description: GTBank Payment

Payment Date: 9 ▼ Dec ▼ 2016 ▼

Continue Back

INSTRUCTIONS

- 1 : Fill the payments form with the required details and 'Continue'



Make Payments to GTBank UK Account

Step 1 – Please follow the instructions below

Friday, December 09, 2016

Welcome
Test Customer
Your last login: December 08, 2016 12:33:12

Transfers & Payments

- Transfer Money
- Make Payments**
- Make International Payment

My Details

- Help
- Customer Feedback
- Log Off

Make a Payment (step 2 of 3)

Our system will only process this payment instruction using the sort code and account number you have entered. We will not be checking the name or any other information you have provided. Please note that payments sent successfully may not be recalled. Select the 'Submit' button if the details are correct otherwise select 'Back' to make changes.

Make Payment from: TEST CUSTOMER ONE
00-00-00 123456789 **Current Account (GBP)**

Payee: TEST CUSTOMER TWO
00-00-00 123456789 **Current Account (GBP)**

Your reference: Test

Amount: 2

Payment Date: 09-Dec-2016 (Immediately)

Please type your Payee Code



1. Press and hold the OK button to switch on your Token, enter your PIN.
2. You will see a screen with - GTBank- if PIN is correct. Press on the sign or 3 button to continue.
3. Enter the last 6 digits of payee's account number and press OK to generate payee code.
4. Enter code displayed on Token into Payee Code field on Internet Banking and continue with payment.

Submit **Back**

1) Generate the payee code from your security token

2) Input in the Payee code field and click on "Submit"

3) Instructions to generate payee code are available onscreen



Make Payments to GTBank UK Account

Step 2 – Please follow the instructions below

Friday, December 09, 2016

Account Information

Transfers & Payments

- Transfer Money
- Make Payments**
- Make International Payment

My Details

Help

Customer Feedback

Log Off

Welcome

Test Customer

Your last login: December 08, 2016 12:33:12

Confirmation (step 3 of 3)

This payment will be credited to the payee's account immediately

Make Payment from:	TEST CUSTOMER ONE
	00-00-00 12345678 Current Account (GBP)
Payee:	TEST CUSTOMER TWO
Account Details:	00-00-00 12345678
Your reference:	Test
Amount:	2
Payment Date:	09-DEC-2016

[Make Another Payment](#) [Account Balance\(s\)](#)

INSTRUCTIONS

1 : Confirmation that your payment has been successful and the payee will be credited immediately

HELP? : Tel : 44 (0) 207 947 9700 | Email : customerservices@gtbankuk.com



Make Payments to other UK Accounts

Please follow the instructions below

Thursday, December 08, 2016

Welcome

Test Customer

Your last login: November 08, 2016 08:36:03

Pay GTBank U.K A/C (step 1 of 3)

Please complete the following:

Pay from Account: 00-00-00 12345678

Payee Sortcode: 00 - 00 - 00

Payee Account Number: 12345678

Amount: 2

Payment Description: Test Payment

Payment Date: 8 Dec 2016

Continue Back

Account Information

Transfers & Payments

- Transfer Money
- Make Payments**
- Make International Payment

My Details

Help

Customer Feedback

Log Off

INSTRUCTIONS

1 : Fill the payments form with the required details and 'Continue'

HELP? : Tel : 44 (0) 207 947 9700 | Email : customerservices@gtbankuk.com



Make Payments to other UK Accounts

Step 1 – Please follow the instructions below

Thursday, December 08, 2016

Welcome
Test Customer
Your last login: November 08, 2016 08:36:03

Make a Payment (step 2 of 3)

Our system will only process this payment instruction using the sort code and account number you have entered. We will not be checking the name or any other information you have provided. Please note that payments sent successfully may not be recalled. Select the 'Submit' button if the details are correct otherwise select 'Back' to make changes

Make Payment from: **Test Customer One**
00-00-00 12345678 Current Account (GBP)

Payee: **Test Customer Two**
00-00-00 12345678 Current Account (GBP)

Your reference: **Test Payment**

Amount: 2

Payment Date: 08-Dec-2016 (Immediately)

Please type your Payee Code



1. Press and hold the OK button to switch on your Token, enter your PIN.



2. You will see a screen with - GtBank- if PIN is correct. Press on the sign or 3 button to continue.



3. Enter the last 6 digits of payee's account number and press OK to generate payee code.



4. Enter code displayed on Token into Payee Code field on Internet Banking and continue with payment.

Submit Back

1) Generate the payee code from your security token and input in the payee code field and click on “Submit”

2) Instructions to generate payee code are available onscreen



Make Payments to other UK Accounts

Step 2 – Please follow the instructions below

Thursday, December 08, 2016

Welcome
Test Customer
Your last login: November 08, 2016 08:36:03

Confirmation (step 3 of 3)

This payment will be credited to the payee's account immediately

Make Payment from:	TEST CUSTOMER ONE
	00-00-00 12345678 Current Account (GBP)
Payee:	TEST CUSTOMER TWO
Account Details:	00-00-00 12345678
Your reference:	Test Payment
Amount:	2
Payment Date:	08-Dec-2016

[Make Another Payment](#) [Account Balance\(s\)](#)

INSTRUCTIONS

- 1 : Confirmation that your payment has been successful and the payee will be credited within 2 hours

HELP? : Tel : 44 (0) 207 947 9700 | Email : customerservices@gtbankuk.com



Make International Payments

Please follow the instructions below

Thursday, December 08, 2016

Account Information

Transfers & Payments

- Transfer Money
- Make Payments
- Make International Payment**

My Details

Help

Customer Feedback

Log Off

Welcome
Test Customer
Your last login: November 08, 2016 08:36:03

Make International Payment

Pay New Beneficiary

Send money to your business partners, friends and family overseas. Click on the link above to start a new payment or re-use any of the past payments to beneficiaries below.

Payee	Reference	Account Details	Pay Payee	Delete Payee
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Security Tips 
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[READ MORE](#)

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[DOWNLOAD](#)

Token Help
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[DOWNLOAD](#) 

INSTRUCTIONS

1 : Select 'Pay New Beneficiary' which leads you to the next page

HELP? : Tel : 44 (0) 207 947 9700 | Email : customerservices@gtbankuk.com



Make International Payments

Step 1 – Please follow the instructions below

Thursday, December 08, 2016

Account Information

Transfers & Payments

- Transfer Money
- Make Payments
- Make International Payment**

My Details

Help

Customer Feedback

Log Off

Welcome
Test Customer
Your last login: November 08, 2016 08:36:03

Make International Payment (step 1 of 5)

Please complete the following:

Make Payment from A/C:*

Select Country of Beneficiary:*

Select Currency of Payment:*

Security Tips
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[DOWNLOAD](#)

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[DOWNLOAD](#)

INSTRUCTIONS

1 : Select payment account, country of beneficiary and currency of payment

HELP? : Tel : 44 (0) 207 947 9700 | Email : customerservices@gtbankuk.com



Make International Payments

Step 2 – Please follow the instructions below

Thursday, December 08, 2016

Account Information

Transfers & Payments

Transfer Money

Make Payments

Make International Payment

My Details

Help

Customer Feedback

Log Off

Welcome

Test Customer

Your last login: November 08, 2016 08:36:03

Make International Payment (step 2 of 5)

Payment from A/C	Country of Beneficiary	Currency of Payment
60-83-03 22808320	UNITED KINGDOM	Pound Sterling

Beneficiary Name:*

Beneficiary Address:*

Beneficiary Bank Name:*

Beneficiary Bank Account No/IBAN:*

Beneficiary Bank Address:*

Beneficiary Bank City:*

Beneficiary Bank Country:*

Beneficiary Bank SWIFT BIC/SWIFT Code:

1) Fill the payments form with required details and click on “Continue”



Make International Payments

Step 3 – Please follow the instructions below

Thursday, December 08, 2016

Welcome
Test Customer
Your last login: November 08, 2016 08:36:03

Account Information

Transfers & Payments

- Transfer Money
- Make Payments
- Make International Payment**

My Details

Help

Customer Feedback

Log Off

Make International Payment (step 3 of 5)

Payment from A/C	Country of Beneficiary	Currency of Payment
60-83-03 22808320	UNITED KINGDOM	Pound Sterling

Intermediary Bank Name: Optional

Intermediary Bank Address: Optional

Intermediary Bank Country: Optional

Intermediary Bank SWIFT BIC/Sort Code/FW/IBAN: Optional

Payment Amount: **GBP**

OR

Equivalent Value: **USD**

OffShore Charges:* (Charges Information)

GTBank UK Charges:*

Purpose of Payment:*

Reference: Optional

1) Fill the payments form with required details and click on “Continue”



Make International Payments

Step 4 – Please follow the instructions below

Thursday, December 08, 2016

Welcome
Test Customer
Your last login: November 08, 2016 08:36:03

Account Information

Transfers & Payments

- Transfer Money
- Make Payments
- Make International Payment**

My Details

Help

Customer Feedback

Log Off

Make International Payment (step 4 of 5)

Payment from A/C:	00-00-00 12345678
Country of Beneficiary:	UNITED KINGDOM
Currency of Payment:	Pound Sterling
Beneficiary Name:	John Doe
Beneficiary Address:	London
Beneficiary Bank Name:	GTBank
Beneficiary Bank Account No/IBAN:	SWIFTBIC
Beneficiary Bank Address:	Margaret Street
Beneficiary Bank City:	London
Beneficiary Bank Country:	UNITED KINGDOM
Beneficiary Bank SWIFT BIC/SWIFT Code:	
Payment Amount/Equivalent Value:[GBP]	3
OffShore Charges:	Sender (Charges Information)
GTBank UK Charges:	00-00-00 12345678
Purpose of Payment:	GTBank Payment

I agree to the Terms and Conditions

Back Submit

1) You are presented with the details of the payment.

2) Click 'Submit' to continue.



Make International Payments

Confirmation Screen

Thursday, December 08, 2016

Welcome
Test Customer
Your last login: November 08, 2016 08:36:03

Account Information

Transfers & Payments

- Transfer Money
- Make Payments
- Make International Payment**

My Details

Help

Customer Feedback

Log Off

Make International Payment (step 5 of 5)

This payment will be credited to the payee's account within 1 - 3 working days. Instructions received during non working days will not be processed until the next working day. Requests with insufficient funds in the account(s) will not be processed.

Payment from A/C:	00-00-00 12345678
Country of Beneficiary:	UNITED KINGDOM
Currency of Payment:	Pound Sterling
Beneficiary Name:	John Doe
Beneficiary Address:	London
Beneficiary Bank Name:	GTBank
Beneficiary Bank Account No/IBAN:	SWIFTBIC
Beneficiary Bank Address:	Magaret Street
Beneficiary Bank City:	London
Beneficiary Bank Country:	UNITED KINGDOM
Beneficiary Bank SWIFT BIC/SWIFT Code:	
Payment Amount/Equivalent Value:(GBP)	3
OffShore Charges:	Sender (Charges Information)
GTBank UK Charges:	00-00-00 12345678
Purpose of Payment:	GTBank Payment

Account Balance(s)