

# ClearSpend – Registering for our Digital services



ClearSpend

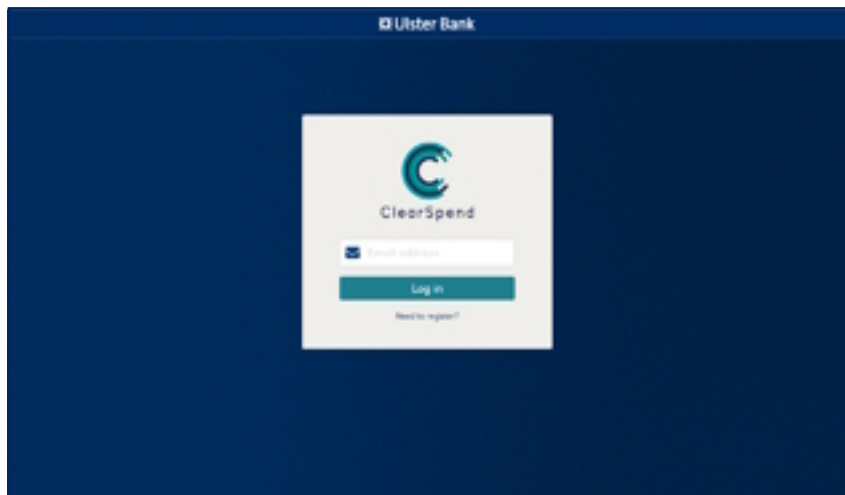
 **Ulster Bank**  
Help for what matters

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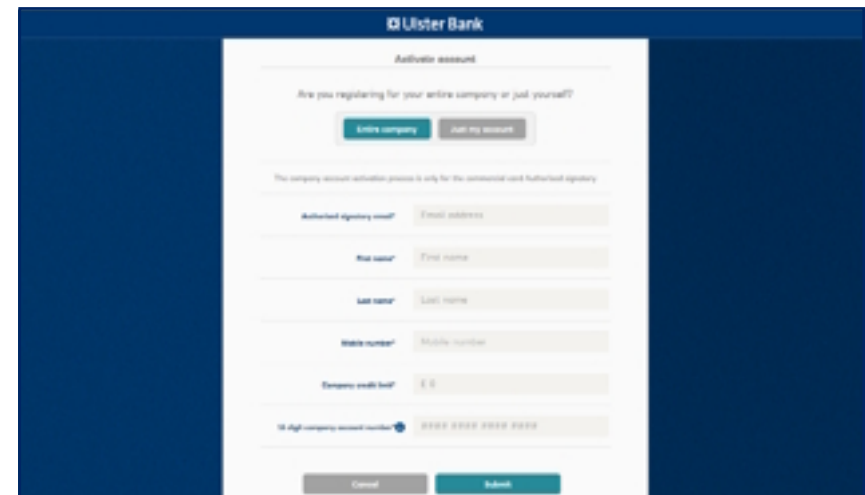


# 1. Web registration



The screenshot shows the Ulster Bank ClearSpend login interface. At the top, the Ulster Bank logo is visible. Below it, the ClearSpend logo is centered. There is a text input field for 'Email address' and a 'Log in' button. A link for 'Need to register?' is located below the login button.

1. Enter your email address and click “**log in**”.

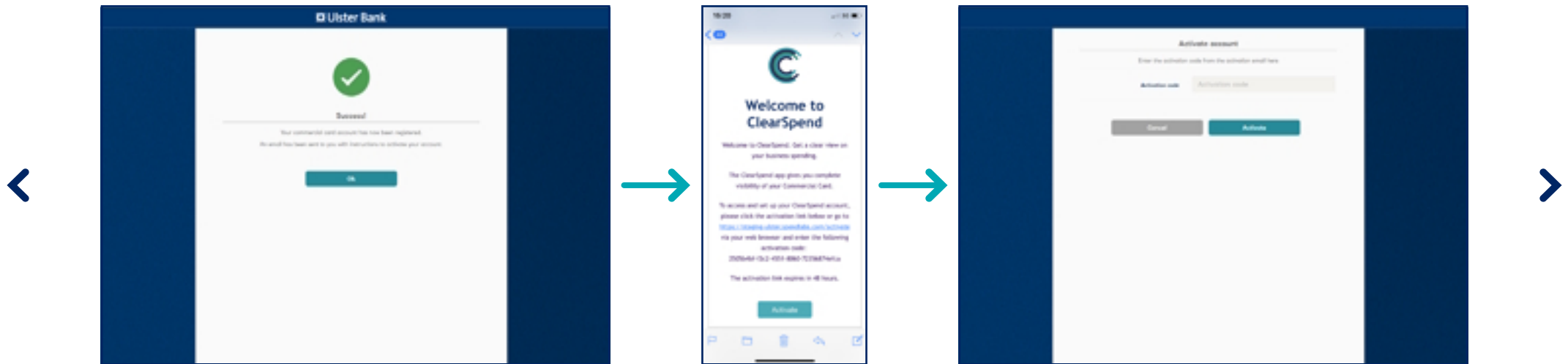


The screenshot shows the Ulster Bank 'Activate account' screen. It asks 'Are you registering for your entire company or just yourself?' with two buttons: 'Entire company' and 'Just my account'. Below this, a note states: 'The company account activation process is only for the commercial card authorised signatory'. The form includes fields for 'Authorised signatory email\*', 'Email address', 'First name', 'Last name', 'First name', 'Last name', 'Mobile number\*', 'Mobile number', 'Company credit limit' (with a dropdown for '£ k'), and '16 digit company account number' (with a masked input field). At the bottom are 'Cancel' and 'Submit' buttons.

2. Select register “**entire company**” or “**just my card**” and enter the relevant details.

\* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

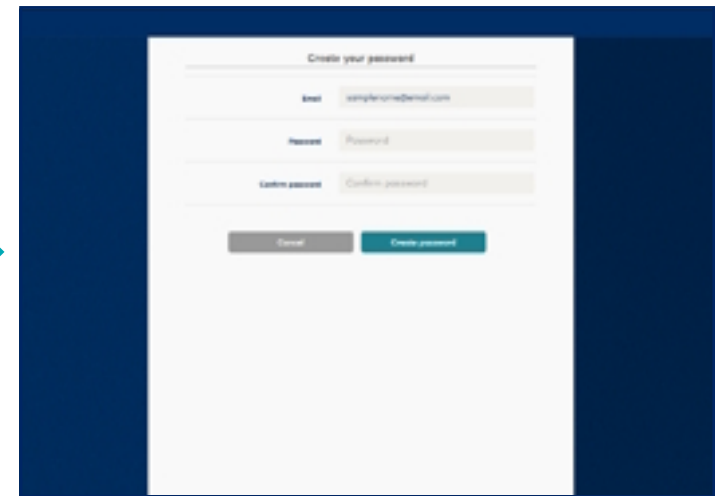
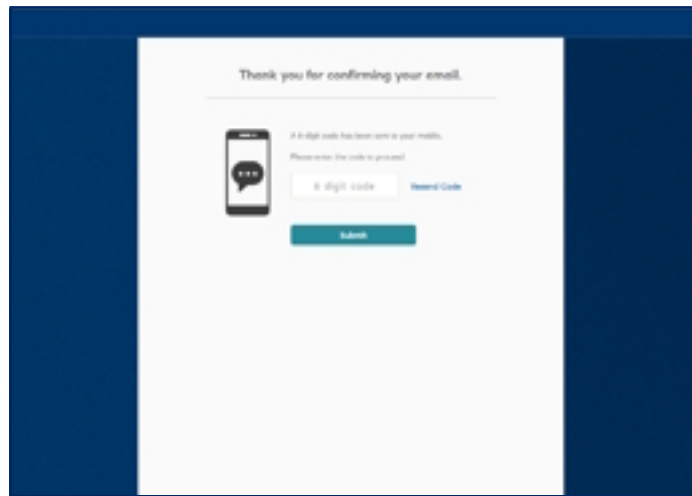
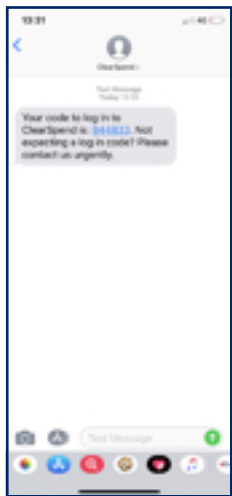
# 1. Web registration – cont'd



**3.** Once your details have been successfully entered, an activation code will be sent to you by email.

**4.** Click on the email link and enter the activation code received on screen.

# 1. Web registration – cont'd



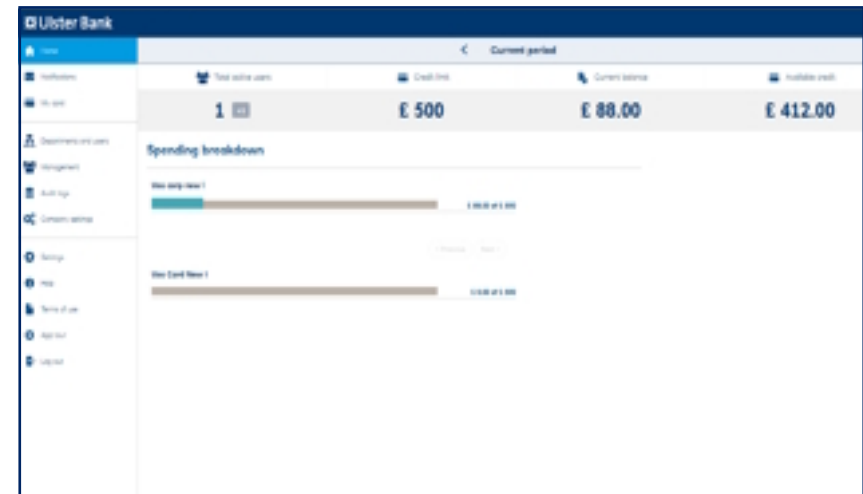
5. A ClearSpend one time passcode (OTP) will be sent to you by text. Enter the OTP before clicking **"submit"**.

6. You'll be prompted to create a password.

# 1. Web registration – cont'd

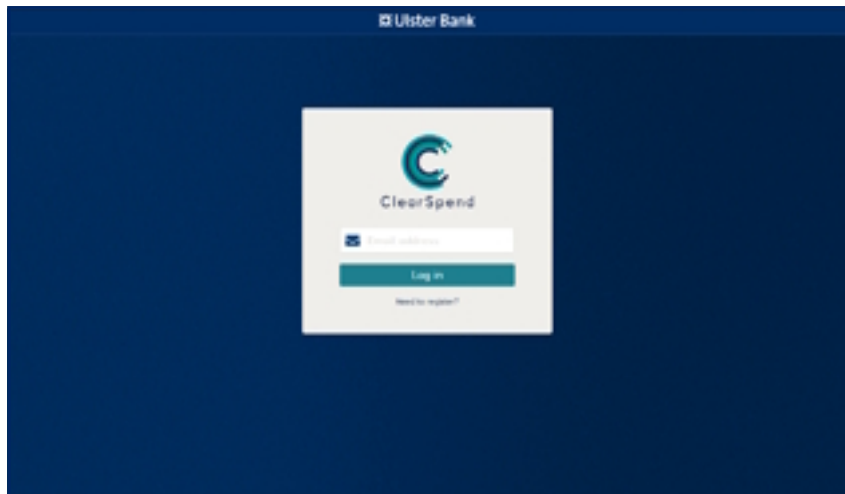
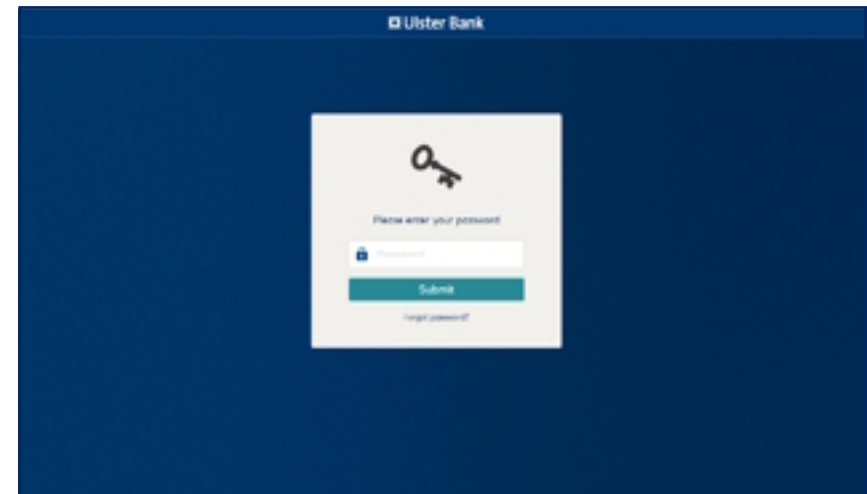


7. You'll need to read and accept the Terms and Conditions before proceeding.



8. You'll now be directed to the homepage.

## 2. Web login

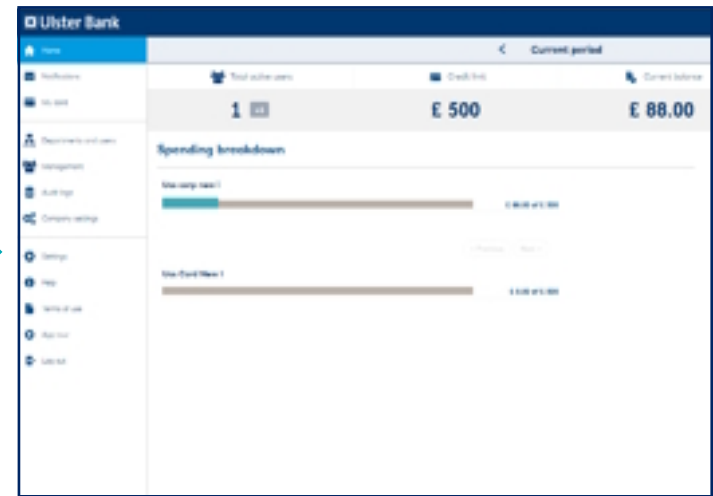
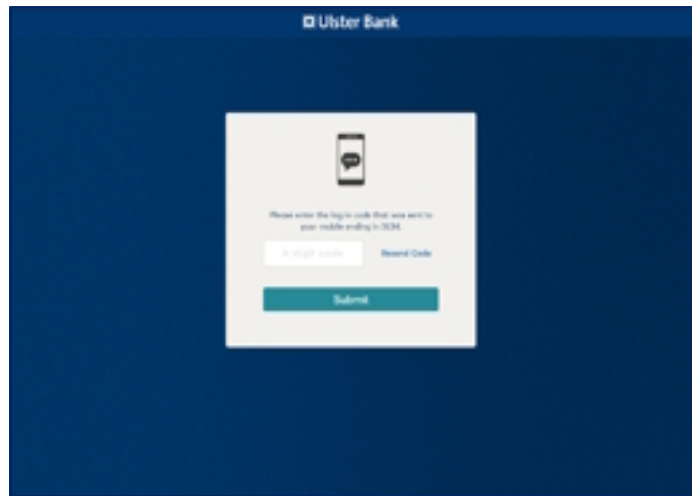
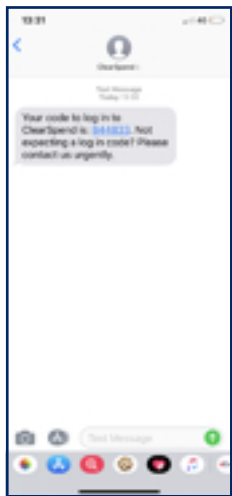
The screenshot shows the Ulster Bank ClearSpend login interface. At the top, the Ulster Bank logo is visible. Below it, the ClearSpend logo is centered. There is a text input field labeled "Email address" with an email icon on the left. Below the field is a teal "Log in" button. At the bottom of the form, there is a link that says "Need to register?".The screenshot shows the Ulster Bank password entry screen. At the top, the Ulster Bank logo is visible. Below it, a key icon is centered. Below the icon, the text "Please enter your password" is displayed. There is a text input field with a lock icon on the left. Below the field is a teal "Submit" button. At the bottom of the form, there is a link that says "Forgot password?".

1. To log in enter your email address.

2. You'll be prompted to enter your password.\*

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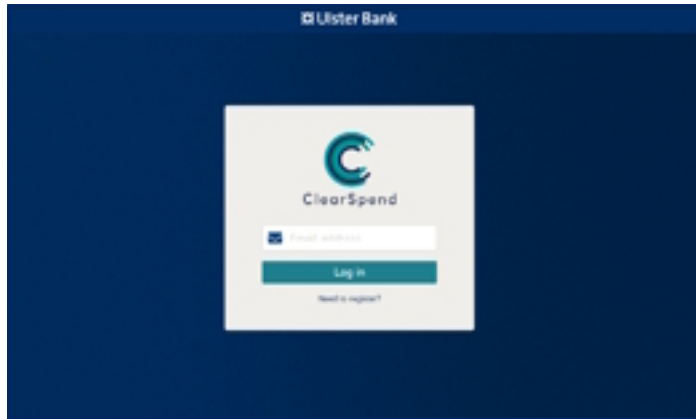
## 2. Web login – cont'd



3. You'll be sent a ClearSpend OTP by text which you need to enter before clicking "**submit**".

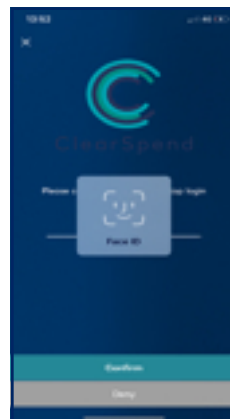
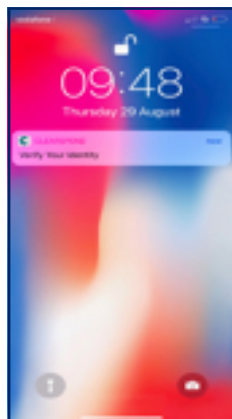
4. You'll now be taken to the homepage.

### 3. Web login with biometric and device ID



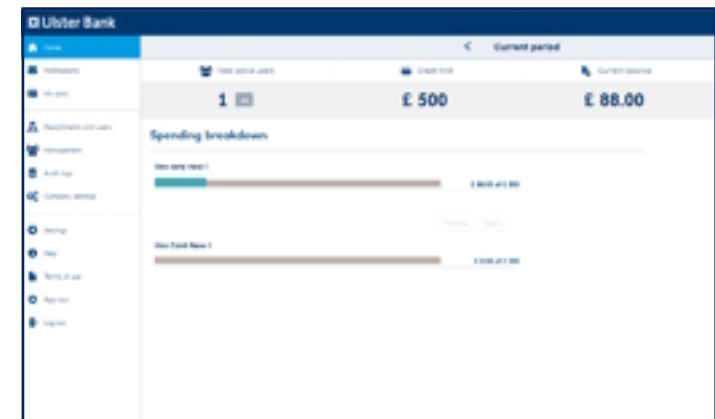
1. At login enter your email address.

2. If you've downloaded and logged into the ClearSpend mobile app and turned on biometric authentication. A push notification will be sent to your mobile device.



3. Click the push notification and the ClearSpend mobile app will open.

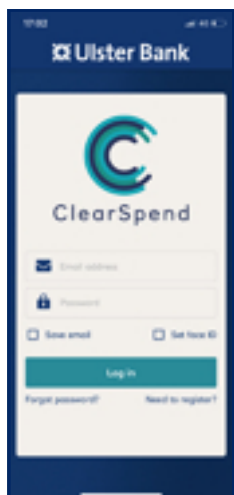
4. You can then use fingerprint or facial recognition to authenticate yourself.



5. The webpage will reload to confirm you have successfully logged in.

\* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

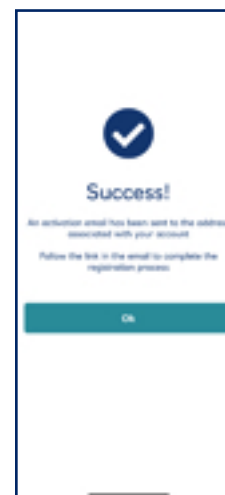
## 4. Mobile registration



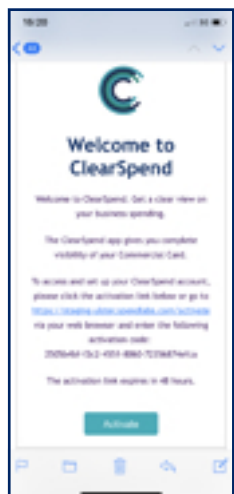
1. Go to the ClearSpend app and click on “**need to register?**”



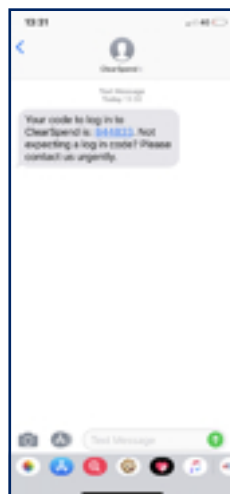
2. You can either choose to register with “**entire company**” or “**just my card**”. Then enter the relevant details.



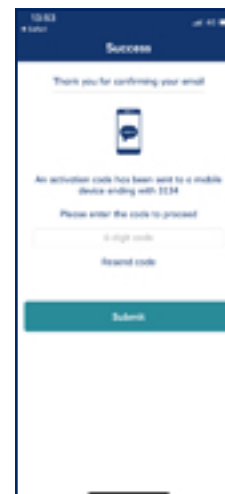
3. Once your details have been entered successfully you will receive an email.



4. By selecting the activation link in the email you'll be directed to the ClearSpend mobile app.



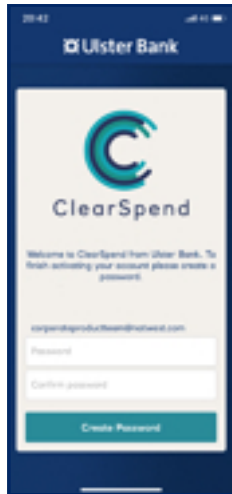
5. You'll receive a ClearSpend OTP by text.



6. When prompted, enter the OTP on the app.

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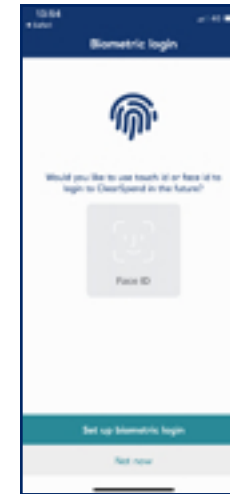
## 4. Mobile registration – cont'd



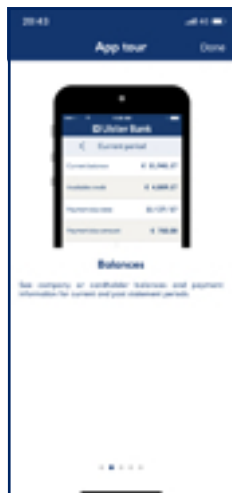
7. You'll be asked to create a password.



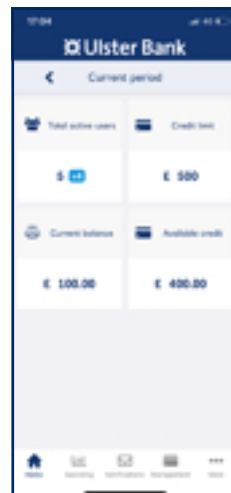
8. Please read and accept the Terms and Conditions.



9. You'll be provided with an option to set up a biometric authentication.

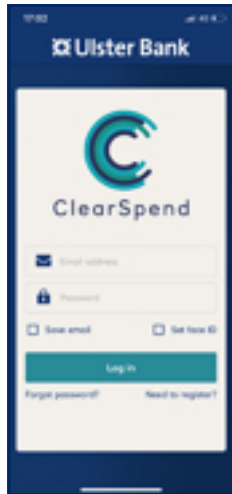


10. A tour of the app is available.

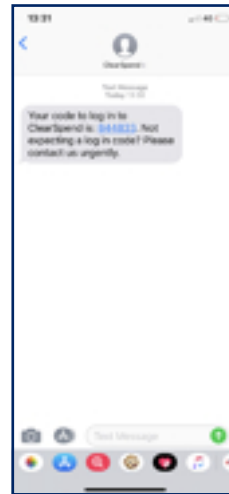


11. You'll now be at the homepage.

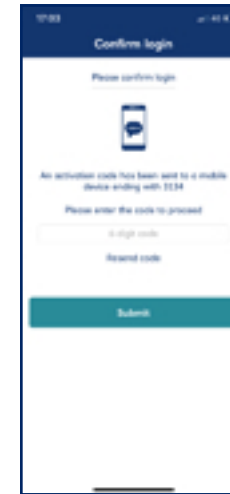
# 5. Mobile login



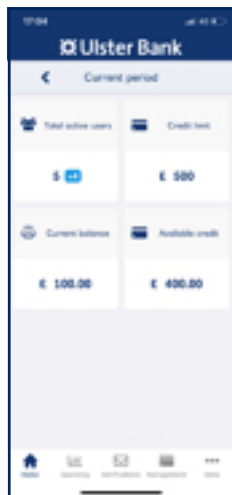
1. Open the ClearSpend app and enter your email address and password. You'll be provided with an option to set up biometric authentication.



2. You'll be sent a ClearSpend OTP by text.



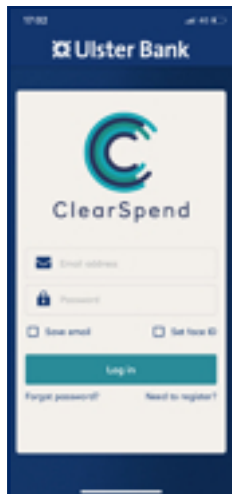
3. When prompted, enter the OTP.



4. Once you've successfully entered the OTP you will be taken to your homepage.

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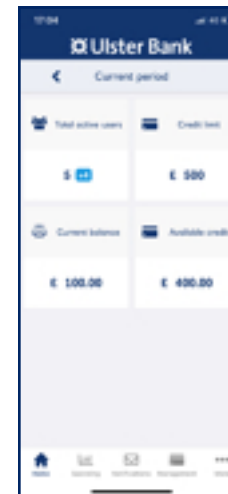
## 6. Mobile login with biometric and device ID



1. To use fingerprint or facial recognition you'll need to have logged into the ClearSpend mobile app and turned on biometric authentication.



2. You can then use fingerprint or facial recognition to authenticate yourself.



3. You'll now have successfully logged into your homepage.



\* If we don't hold your current mobile number please contact your Commercial card authorised signatory or Commercial card customer services on **0370 010 1152** to arrange access

# Contact us

Ulster Bank ClearSpend is available to download from the App Store and from Google Play.



For more information call the Commercial Card helpline.

UK: **0370 010 1152**

Overseas: **+44 1268 508 019**

Relay UK: **18001 0370 010 1152**

Lines open Monday to Friday 8am – 6pm, Saturday 9am – 1pm. Calls may be recorded.  
Call charges from residential lines, business lines and mobiles vary and depend on your telephone operator's tariffs.

