



1

Getting started: What you need



Getting Started: What you need

To use the Rothschild & Co Wealth UK app, you need four things

ITEM 1:

- A smart device (such as a smartphone)



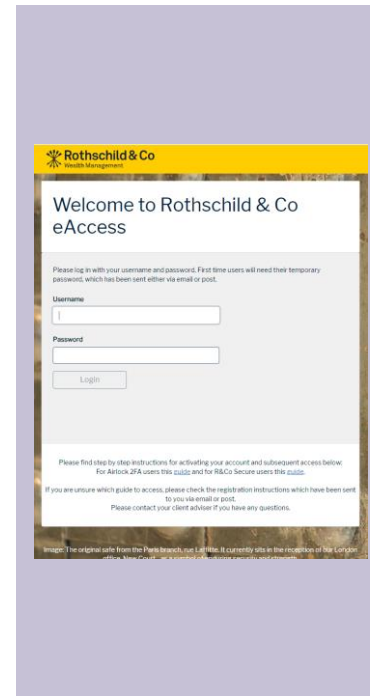
ITEM 2:

- Internet access for your smart device (both to download and use the Rothschild & Co Wealth UK app)



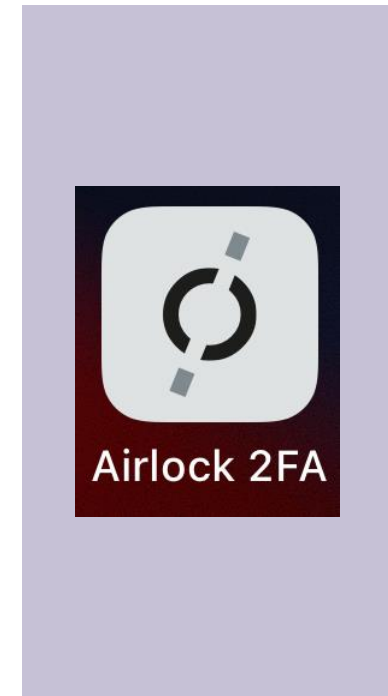
ITEM 3:

- Your existing log in details for eAccess ([See guide here](#))



ITEM 4:

- The Airlock 2FA app set up on your smart device





2

Accessing the Rothschild & Co Wealth UK app



Step 1: Downloading the Rothschild & Co Wealth app

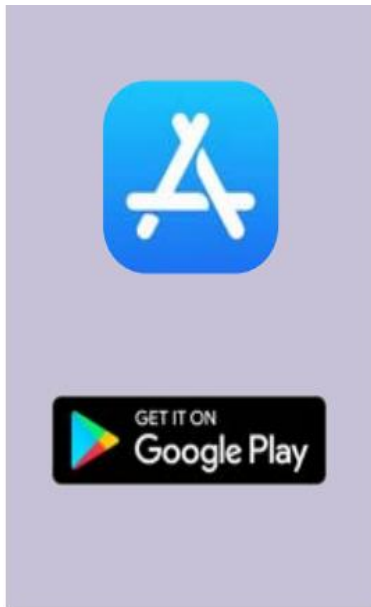
Download the Rothschild & Co Wealth UK app using your mobile device

To access the Rothschild & Co Wealth UK app, you will need to download the app on your mobile device. This **must** be the same device that you have Airlock 2FA app downloaded to and will not work if using two different devices.

The Rothschild & Co Wealth UK app can be found in the App Store for Apple devices (as shown on the examples throughout) or in the Google Play store for Android devices.

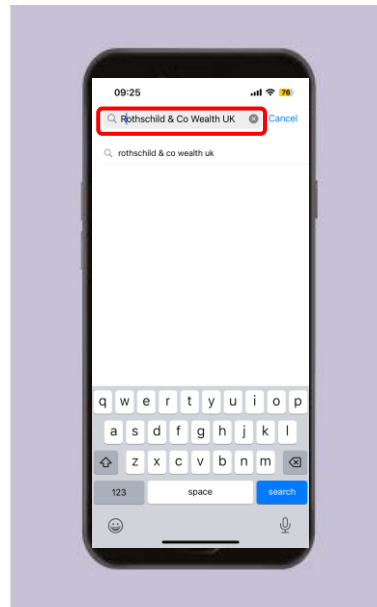
STEP 1A:

- Open the App Store



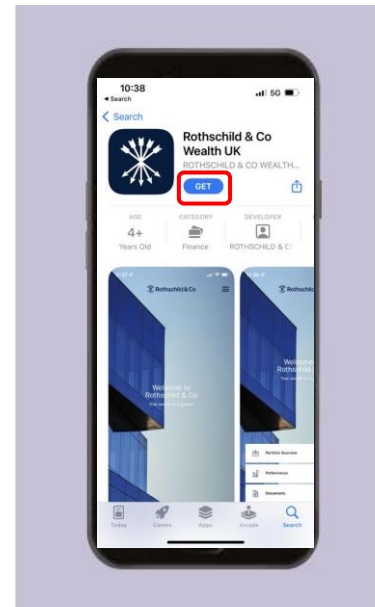
STEP 1B:

- Search 'Rothschild & Co Wealth UK' in the App Store



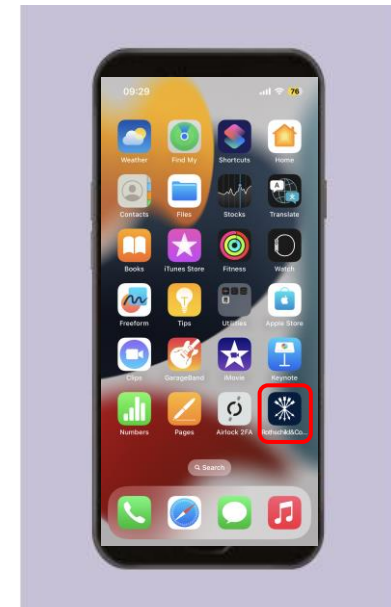
STEP 1C:

- Download the app. You may need to enter your Apple password



STEP 1D

- Once downloaded, you will find Rothschild & Co Wealth UK on your device (you may need to swipe to locate it)



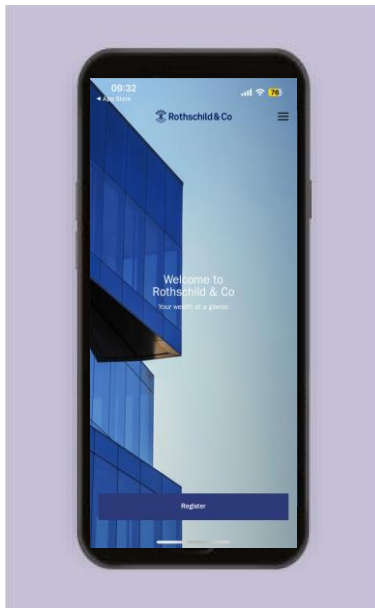


Step 2: Logging into Rothschild & Co Wealth UK app

Logging into Rothschild & Co Wealth UK app using your mobile device

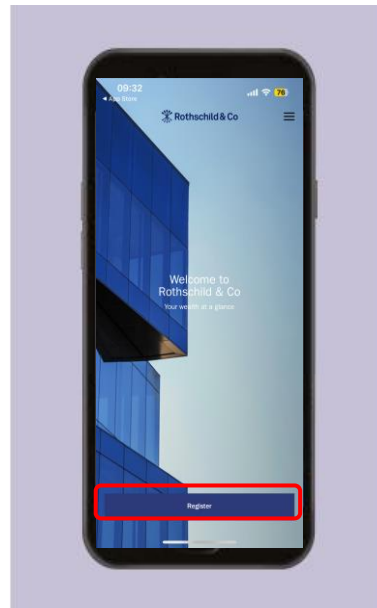
STEP 2A:

- Open the Rothschild & Co Wealth UK app. You should be presented with the screen below



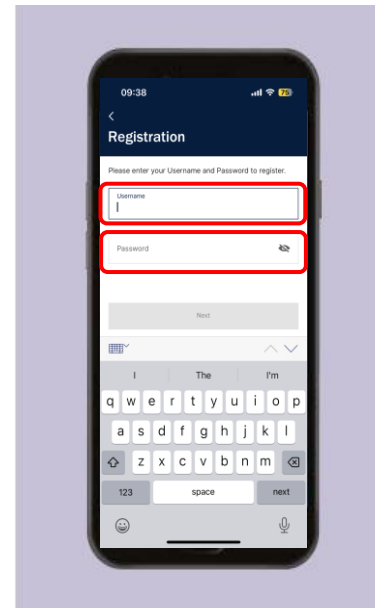
STEP 2B:

- To log in, click the 'Register' button



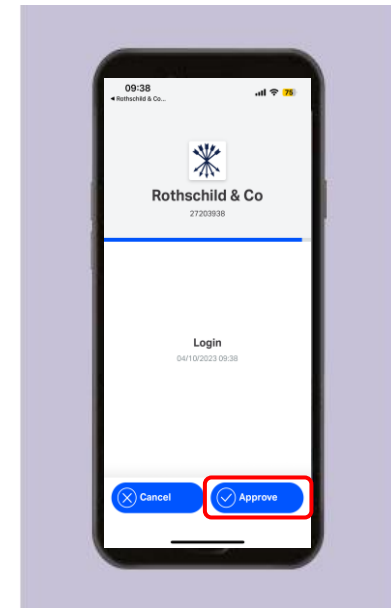
STEP 2C:

- Enter your eAccess Username and Password



STEP 2D:

- You will be redirected to the Airlock 2FA app. Please click the 'Approve' button. You will then be redirected back to the Rothschild & Co Wealth UK app



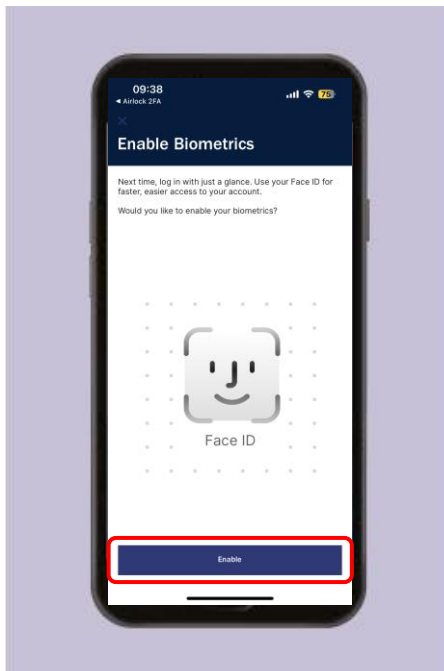


Step 3: Enable Face ID

Enabling Face ID for faster, easier access to your account

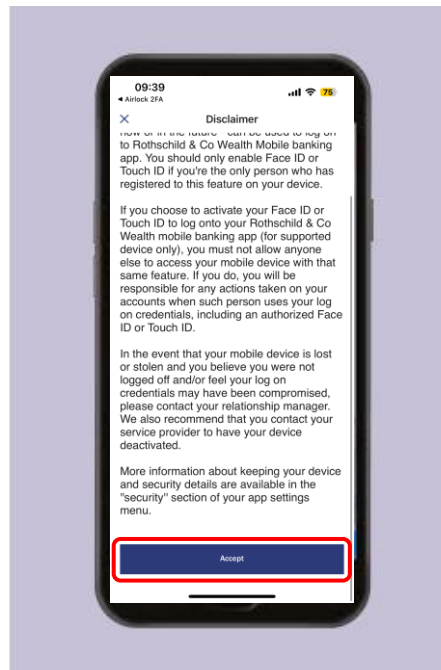
STEP 3A:

- When returning to the Rothschild & Co Wealth UK app, you will be asked to enable Face ID. Please click 'Enable'



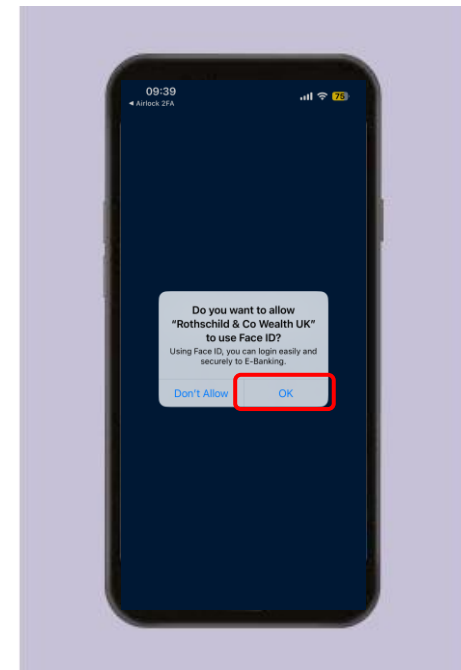
STEP 3B:

- Please read the disclaimer and click 'Accept' if you agree



STEP 3C:

- A final popup will ask you to confirm the use of Face ID to log in. Please click 'OK'



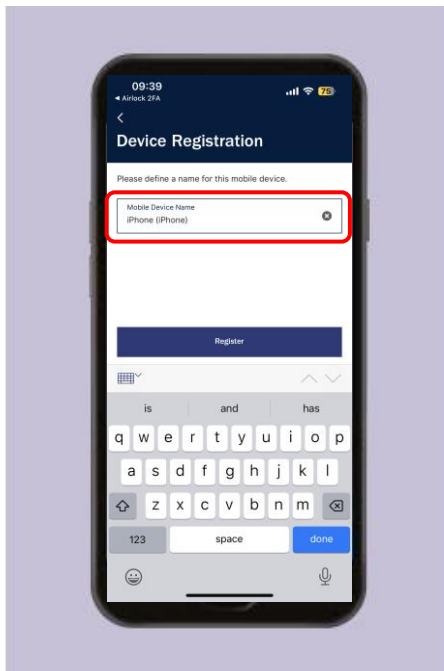


Step 4: Name your device

Naming your device in the Rothschild & Co Wealth UK app

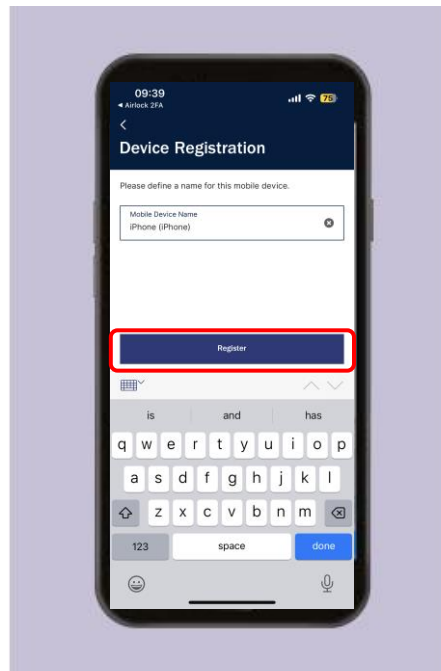
STEP 4A:

- You will be asked to define a name for the mobile device you are using



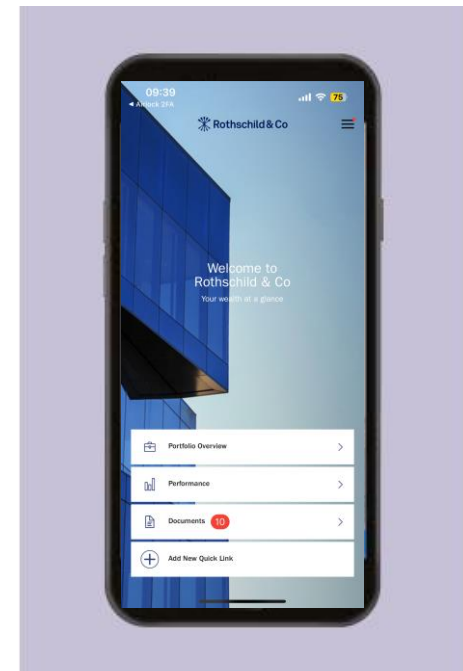
STEP 4B:

- Once you have entered a device name, please click 'Register'



STEP 4C:

- You will now be logged registered and logged into the Rothschild & Co Wealth UK app. You should be presented with the screen below





Ongoing Support

For any questions, queries or issues, or if you lose your mobile device after registering for Rothschild & Co Wealth UK, please contact your Client Team