

INSTRUCTIONS FOR UPDATING YOUR VERSION OF MOBILE BANKING

If one of the below alerts appears when you run your mobile banking application, it could not be any easier to upgrade your eKonto mobile application.

Android

„Your application is no longer supported. Please update through the Google Play Store“

PROCEDURE TO UPDATE YOUR APPLICATION TO THE LATEST VERSION

Android phone



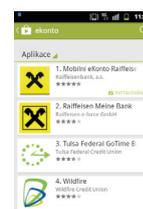
Procedure to update your application to the latest version (Google Play)

1. On your phone or tablet, open the Play Store application.

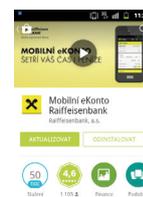


2. Type “eKonto” into the search engine (the magnifying glass icon at the top bar).

3. A list of applications will appear and the first one should be “Mobile eKonto Raiffeisenbank”.

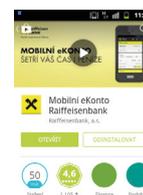


4. If you have an older version of the application, you will see both an “Update” and an “Uninstall” button.



5. Click the “Update” button to start downloading the latest version (you must confirm your application permission settings).

6. Open the mobile eKonto application (in the Play store, the “Update” button changes to “Open”). Now just click the “Open” button to log into the application.



iOS

„Your application is no longer supported. Please update through the App Store“

PROCEDURE TO UPDATE YOUR APPLICATION TO THE LATEST VERSION

iPhone / iPad



Procedure to update your application to the latest version in App Store

1. On your phone or tablet, open the App Store application



2. The “Search” and “Updates” icons are located in the bottom right corner.

3. Type “eKonto” into the search engine or find the app to be updated in your list of application updates (Updates/Purchased).

4. If you have an older version of the mobile application, the App Store will find “Raiffeisenbank CZ - Mobilní eKonto” itself.

5. Click the “Update” button (a grey cloud with a blue arrow pointing down) to start downloading the latest version (you must confirm your application permission settings).

6. Open the mobile eKonto application and log in.

