

Session Plan: Downloading and setting up a mobile banking app

Delivery mode:

Face to face

Session overview:

This session will focus on setting up and logging into a mobile banking app.

Learning objectives:

At the end of this session, learners will be able to:

- Understand the purpose of a mobile banking app
- Download an app from an official app store
- Set up and login to their mobile banking app
- Switch between apps

Suggested session length:

This session should run for approximately 90 minutes with a 10 minute break. The facilitator to schedule additional breaks as required.

Prior knowledge

This session is for learners who already have a bank account with online banking set up.

Facilitator tip:

- Set up a projector ahead of time
- Remind your learners to charge their devices ahead of the session
- Let your learners know they may need their client number and password to set up their banking app.

Session Plan: Downloading and setting up a mobile banking app

Topic	Timing	Activity	Assessment	Resources
Introduction & welcome	15 mins	Facilitator to: • Introduce themselves • Learners to introduce themselves Icebreaker: Use this as an opportunity to understand your learners' different confidence and skill levels. Thumbs up if icebreaker: Ask your learners to move their thumbs according to the questions (Yes, sometimes, no). Facilitator to	All learners engage	Refreshments Laptop / PC Notepad / Pens Whiteboard / marker pens Thumbs up if icebreaker

Topic	Timing	Activity	Assessment	Resources
		adjust and add questions to reflect their community. • Who plays games on their phones? • Who is excited to learn something new? • Who has downloaded an app from an official app store? • Who is confident to learn and use a new app? Introduce the session.		
Discussion	25 mins	Project the Be Connected Preparing for mobile banking course and then the Setting up mobile banking course Facilitator to highlight key points around: • Using the official App Store or official Google Play store to download an app • How to switch between apps on their device	Learners engage in the discussion.	Be Connected Preparing for mobile banking course and Setting up mobile banking course

Topic	Timing	Activity	Assessment	Resources
		Remind your learners that they should never share their pin, client number or password with anyone Ask your learners if they have any questions.		
Break	10 mins	Take a break. Prompt your learners to get a drink, stretch their legs or use the bathroom.		
Online activity: Banking time!	30 mins	Practice switching between apps Before downloading their banking apps, ask your learners to practice switching between apps on their device. Remind your learners that after they have downloaded their banking app, they may need to switch between their text messages app and the banking app to set up their account.	Learners engage as a group or individually.	Laptop/PC Projector Prepare pen and paper ahead of time so learners can write their one-time-code.

Topic	Timing	Activity	Assessment	Resources
		If useful, Project the Be Connected Preparing for mobile banking course section on switching between apps on the screen. Prompt your learners to open their text messages app and switch to the camera app and back to the messages app. Facilitator to walk around and ask your learners if they need support. Download your mobile banking app Project the Be Connected setting up mobile banking course so your learners can follow along the steps to install the app. Safety tip: Remind your learners to only download apps for the official App Store or Google Play store! Remind your learners that after they have logged in, they may get a text message with a code that they need to copy to the app. If needed,		

Topic	Timing	Activity	Assessment	Resources
		facilitator to give your learners pen and paper so learners can write down their one-time-code. Tip: Some learners may need extra support, remember to ask your learners if they have any questions or need more information! Safety tip: When it is time for your learners to log in to their banking app, remind them to never share their login information or pin with anyone, including digital mentors!		
Reflection and close	10 mins	Recap the key points. Ask the learners if they have any questions. End the session.	All learners participate Asking questions will demonstrate their understanding of the material.	