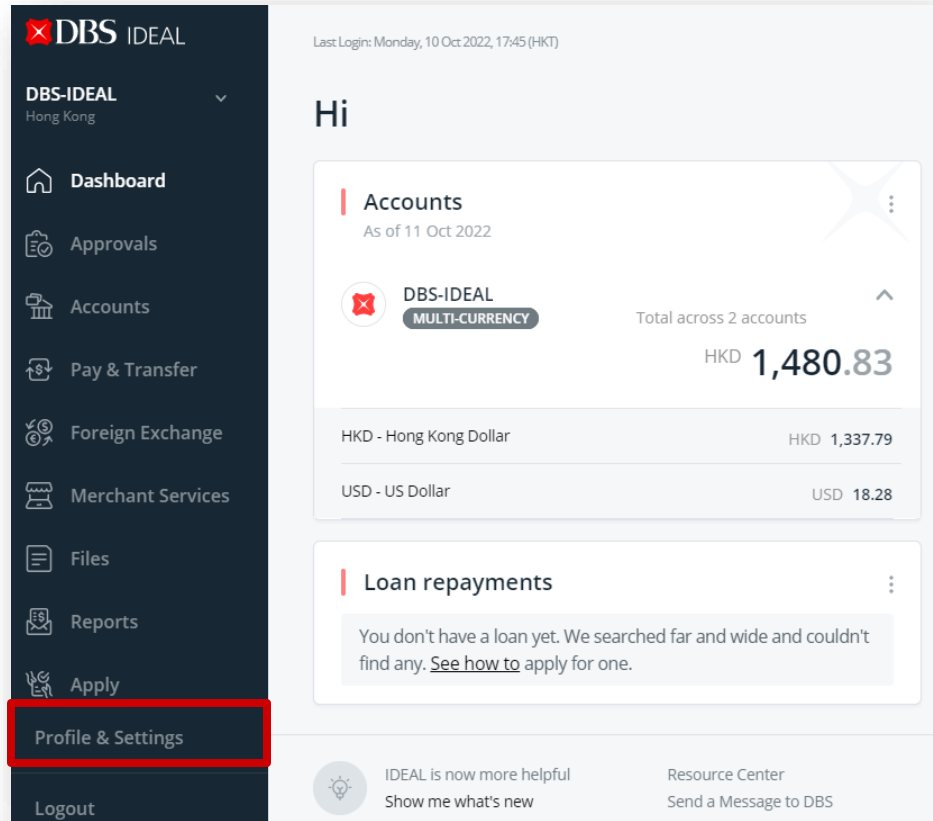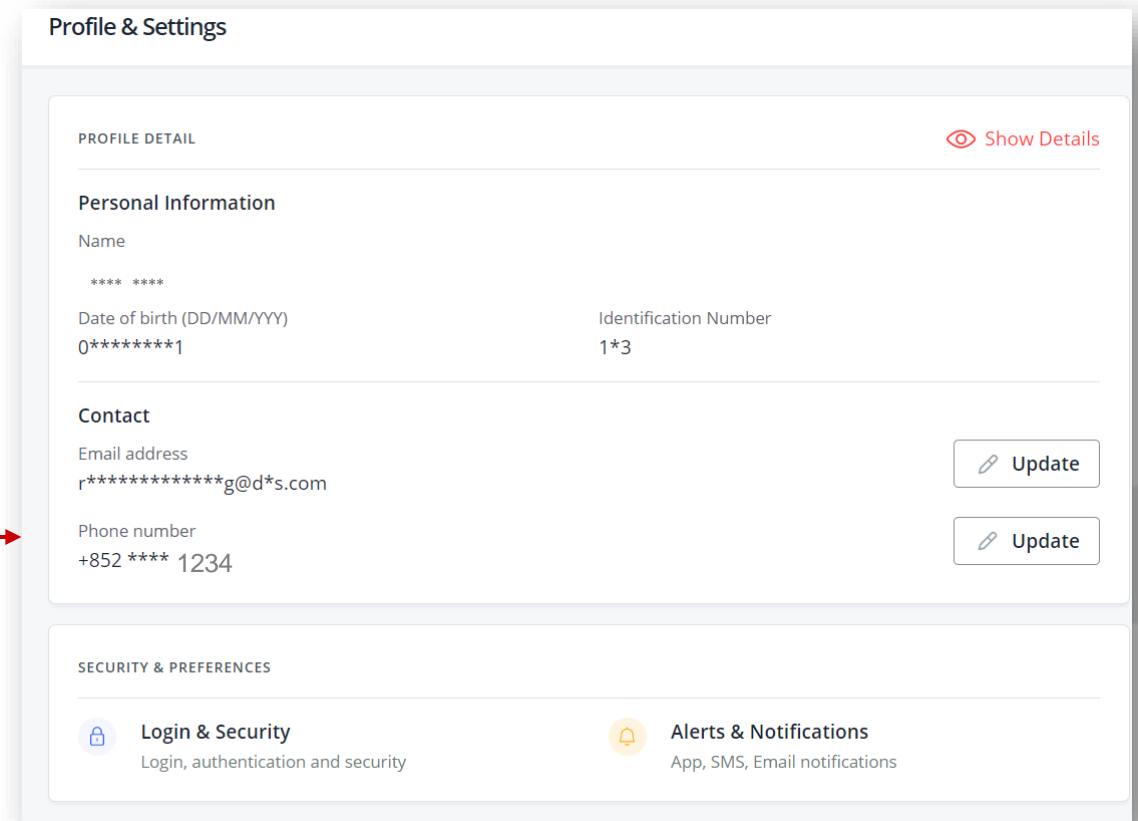# DBS IDEAL

Changing your mobile number

Change your mobile number on IDEAL

Change your Mobile number on IDEAL

1. Click on **Profile & Settings** in the main menu

Change your Mobile number on IDEAL

2. Click **"Update"** to change your Phone number

Change your Mobile number on IDEAL

3. **Enter new contact**

Enter new phone number and country code (if changed), then click **"Verify"**
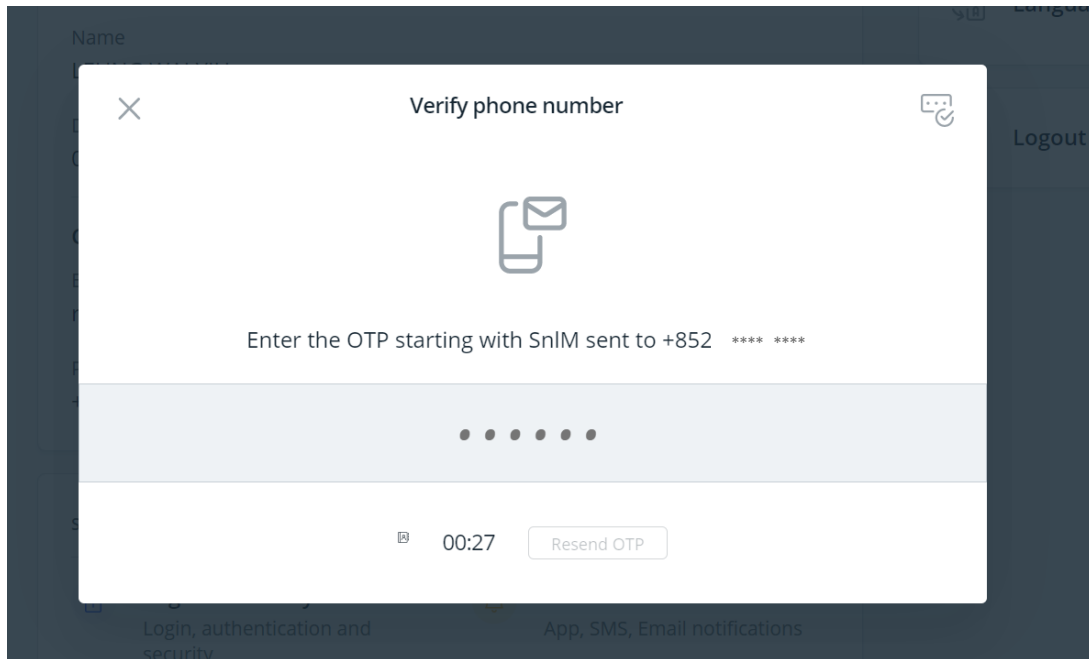
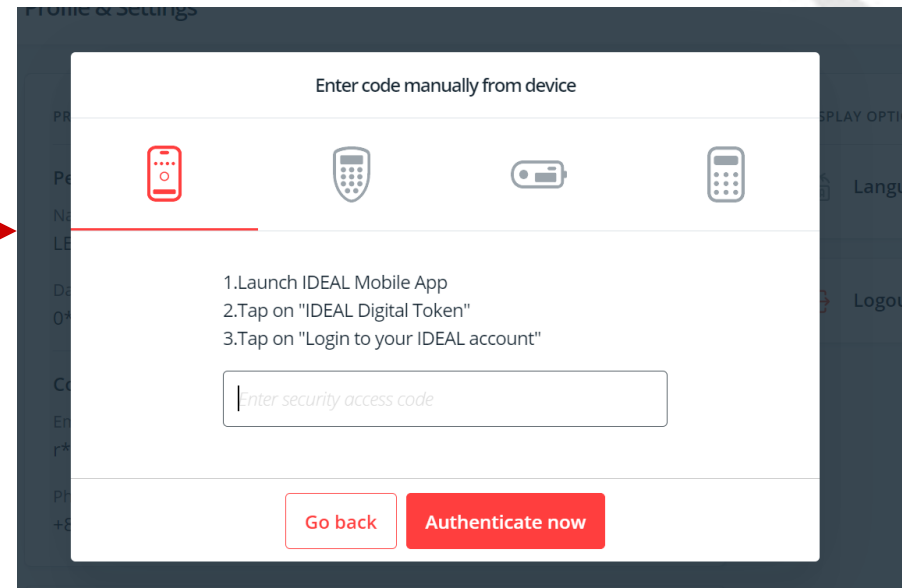# Change your Mobile number on IDEAL

4. **Verification**

    a. Step 1: OTP will be sent via SMS to your new mobile number

    b. Step 2: Follow the steps on screen to authenticate.

    After that, click **"Authenticate Now"**

驗證你的身分

① Enter this Challenge to your Digital Token or Security Device to generate a Response.

3383 5946

數碼編碼器 使用指引   保安編碼機 使用指引

② 輸入交易編碼

返回   確認

Transaction maker

Verify phone number

Enter the OTP starting with SnIM sent to +852   ****   ****

• • • • • •

00:27   Resend OTP

Login, authentication and security   App, SMS, Email notifications

Enter code manually from device

1. Launch IDEAL Mobile App
2. Tap on "IDEAL Digital Token"
3. Tap on "Login to your IDEAL account"

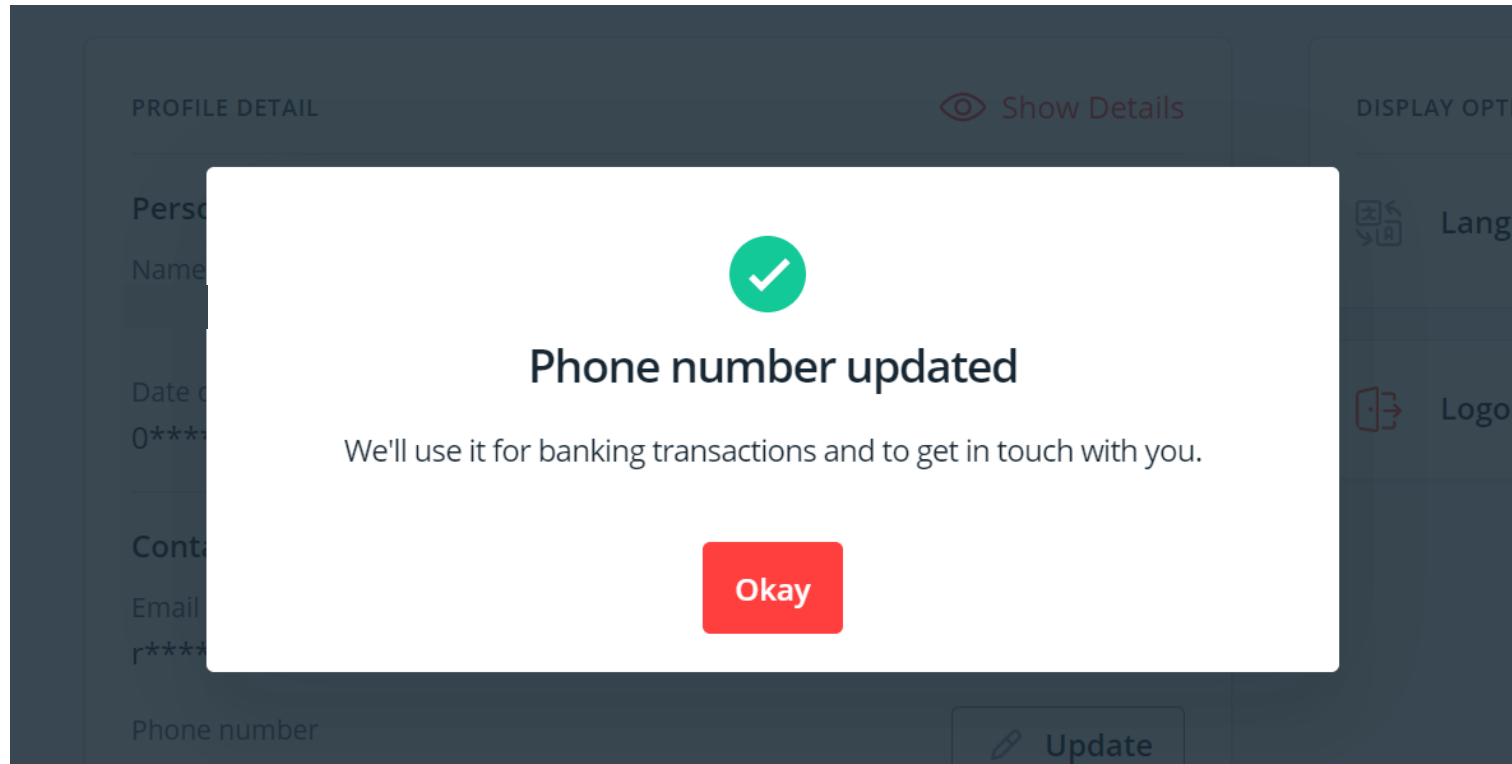Enter security access code

Go back   **Authenticate now**
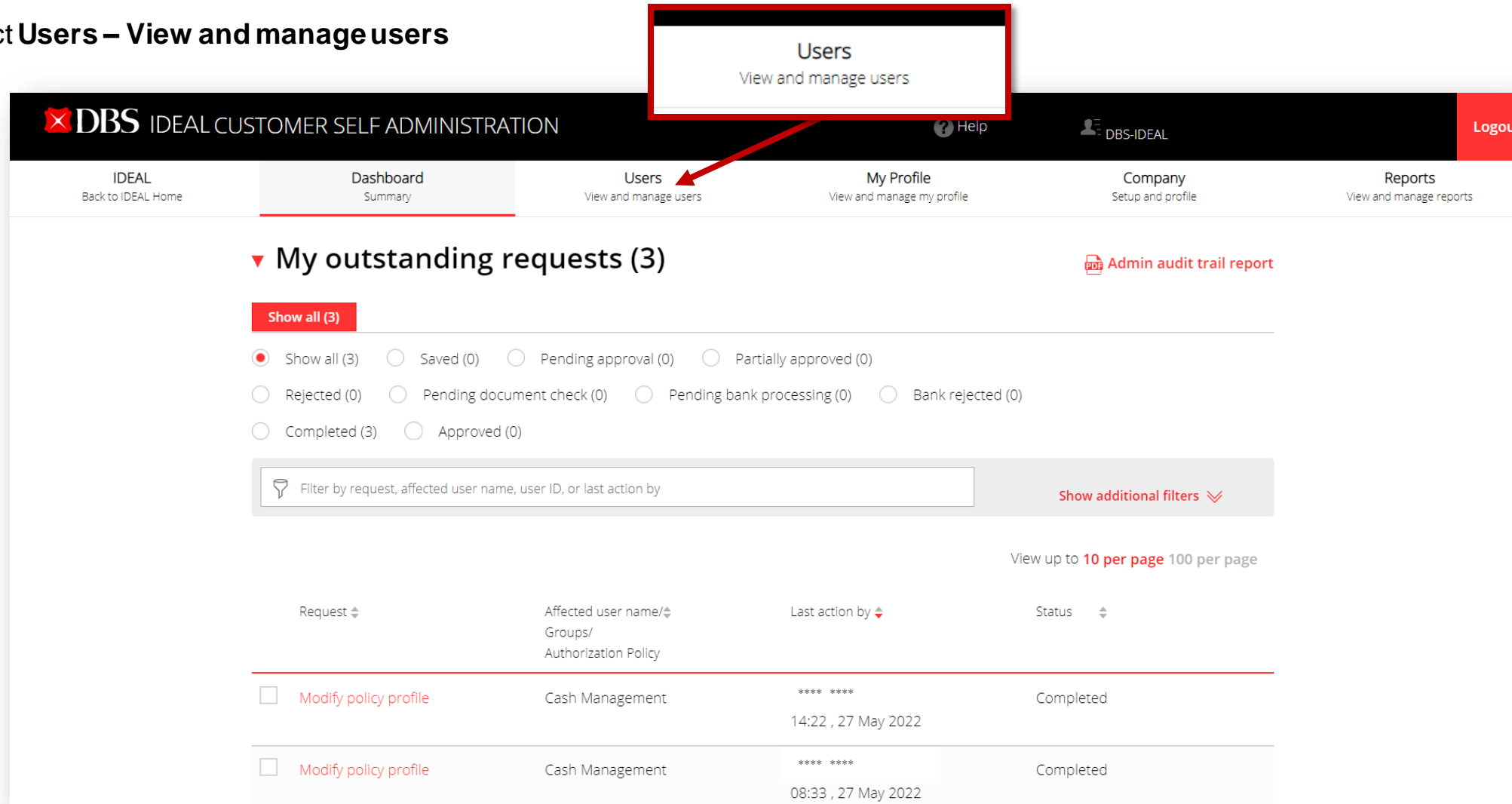
❎ DBS

Change your Mobile number on IDEAL

5. And it's Done!

Change your Mobile number via CSA

Change your Mobile number via CSA

1. Select **Users – View and manage users**

Modifying Existing User Profiles

2. Search the existing user in the search bar, or click Show additional filters to find users

Modifying Existing User Profiles

3. Click on **Action** and then **Edit** to access user modification page

Modifying Existing User Profiles

4. Modify user mobile number, then scroll to the bottom and click **"Continue"**

Modifying Existing User Profiles

5. Verify modified profile details and click on **Submit**

Edit a User
Edit an existing user and access to IDEAL.

✓ 1. Input Details	**2. Verify Details**	3. Submit for Approval

🖊 Edit

Modifications

You will see your old phone number in PINK and new phone number in GREEN.

| Contact details | +852 ******** |
| | +852 ******** |

View full user details ⌄

Cancel   Save as draft   **Submit**

Modifying Existing User Profiles

5. Pending Approval user edition alert will pop up at the top of the page

Modifying Your own phone number in CSA

Modifying Your Own Profile

1. Select **My Profile** to view your own profile

Modifying Your Own Profile

2. Click on **Edit** to modify your user particulars, IDEAL settings, or entitlements
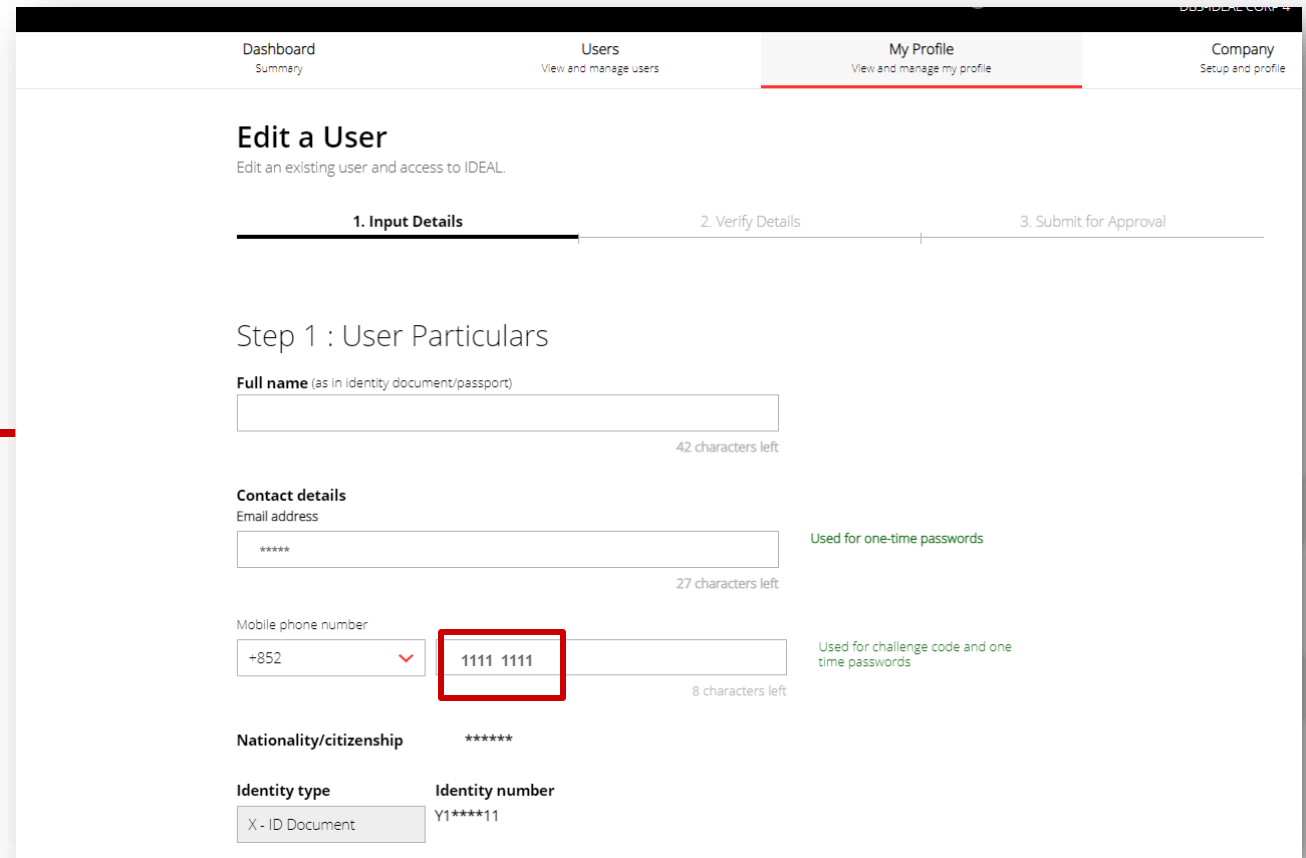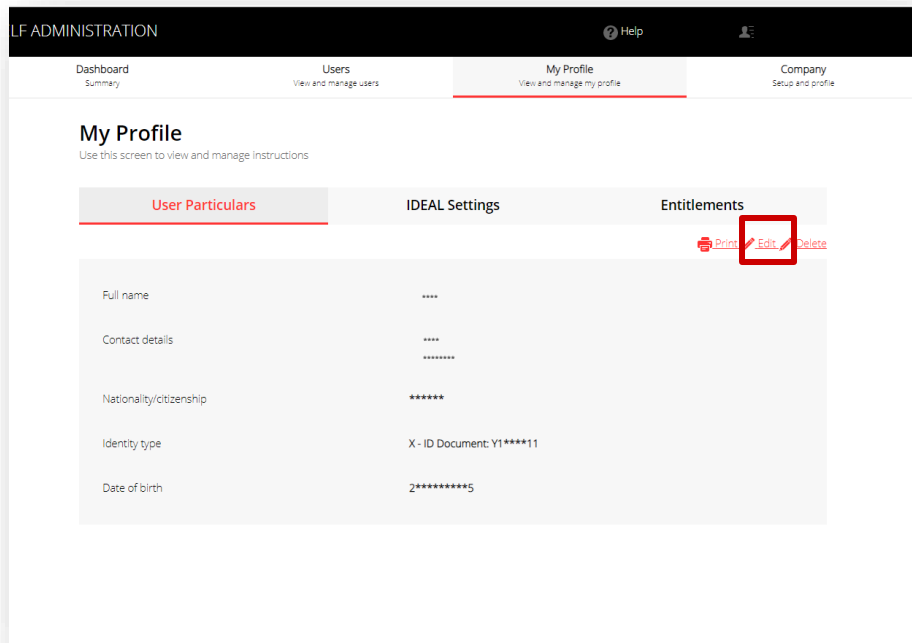
Modifying Existing User Profiles

3. Verify modified profile details and click on **Submit**

Edit a User
Edit an existing user and access to IDEAL.

✅ 1. Input Details   **2. Verify Details**   3. Submit for Approval

✏️ Edit

Modifications

You will see your old phone number in PINK and new phone number in GREEN.

| Contact details | +852 ******** |
| | +852 ******** |

View full user details ⌄⌄

Cancel   Save as draft   **Submit**

Modifying Your Own Profile

4. Pending Approval user edition alert will pop up at the top of the page