SECURITY FEATURES

HELM IN ONE

PERSONAL & BUSINESS MOBILE BANKING

Our apps use the following authentication methods to provide an additional layer of security to your accounts.

SECURITY CODE

Unique and temporary code for logging in and performing transactions.

Say goodbye to checking your email. Codes are generated directly in the app more quickly and securely.
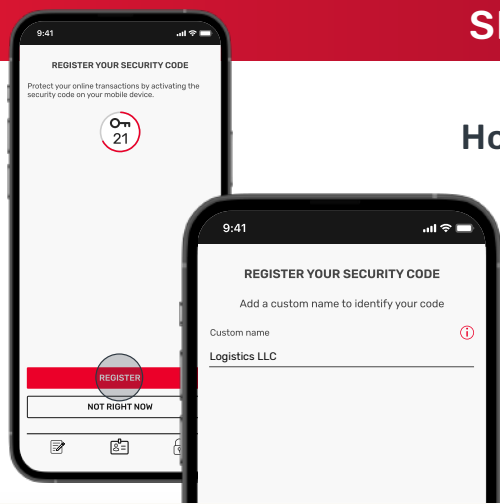
BIOMETRIC AUTHENTICATION

Identification and authentication through physical traits, such as fingerprints or facial recognition.

Unique and hard-to-replicate data. Ensure greater security and eliminate the need to remember passwords.

SECURITY CODE

How to register your security code in the app?

1. When logging into the app, you will be prompted to register your code.
2. Assign a name that you can easily associate with your account.

ⓘ *You can only register the code on one mobile device.*
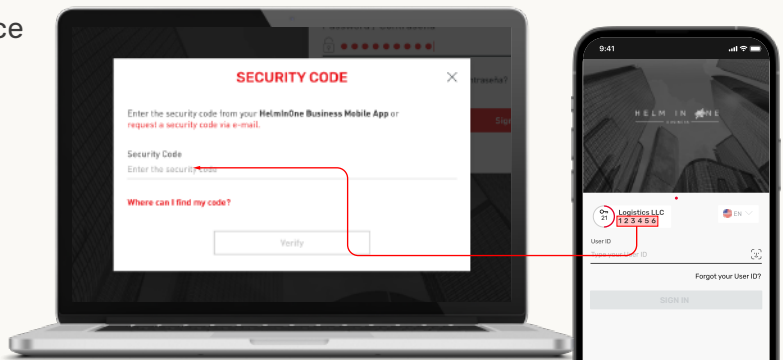
How does your security code work?

📱 When you use the **app**, the code is automatically identified.

💻 When using our Online platform and you are prompted for the code:

1. Open the app from the mobile device where you registered the code.
2. Check it on the home page.
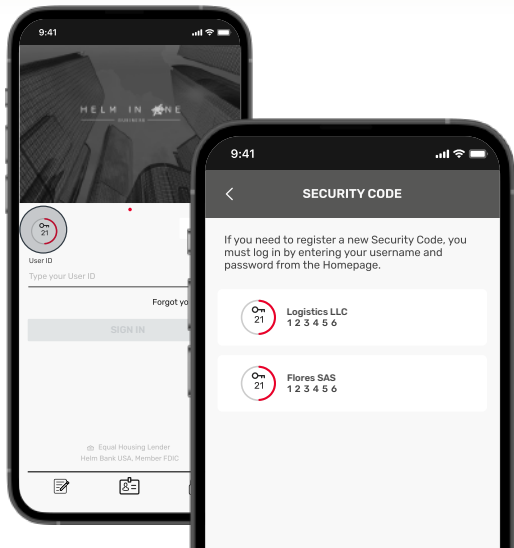3. Enter it on the Online platform.

How does your security code work for multiple business accounts?

Each account will have a different code.

1. Register each code by logging into the corresponding account.

   ⓘ *Assign a name to easily identify which business account it belongs to.*

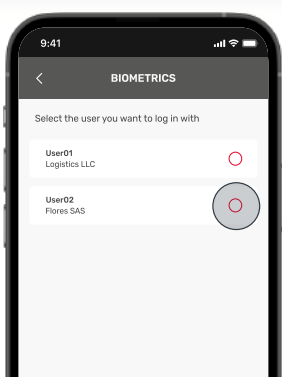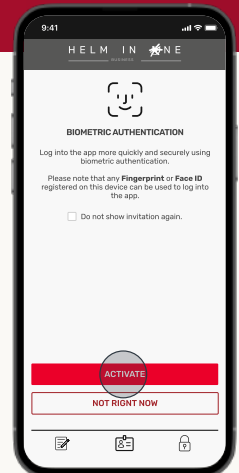2. When you need a code, go to the home page of your app and select 🔴 to view your codes.

BIOMETRIC AUTHENTICATION

How to activate biometric authentication?

Log into your account in the Mobile app and select "Activate".

ⓘ *This authentication is done through the biometric information registered on your mobile device:*
   - *If you do not have it activated, you must do so from your device settings.*
   - *Any biometric data registered on your device can be used to log into your account.*

How does biometric authentication work for multiple business accounts?

1. Activate biometric authentication by logging into each account.
2. When logging in, simply select the account you want to access.

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GET IT ON **Google Play**

For Assistance