

# SC Keyboard

Training Deck and FAQ

Here for good

## What is SC Keyboard?

- A mobile device keyboard that lets you do your banking straight from your keyboard!
- The keyboard is bundled with SC Mobile; anyone who installs SC Mobile will get SC Keyboard.

## How does it work?

- SC Keyboard behaves just like any other keyboard; difference is the “hotkey” – the SCB logo.
- Access banking services from within any mobile app; no need to switch to SC Mobile.
- Supports view balances, bill payments (airtime and utility) and mobile money → for billers already saved in SC Mobile/Online Banking.

## Who can use SC Keyboard?

- Individual customer already registered with SCB Online Banking and having SC Mobile – **Yes**.
- Android or iOS smartphone users – **Yes**.
- SME/Corporate customer – **No**.

## Who can I make payments to?

- Any existing Airtime/Utility/Mobile Money billers already added in SC Mobile/Online Banking.

## How secure is SC Keyboard?

- SC Keyboard is part of SC Mobile – it does not interface at all with the app it’s being used in, e.g. iMessage, Whatsapp, FB Messenger, etc.

## Features

## Details



View Balances

- **View Balances** of all *accounts* (current & savings) using SC Keyboard



Pay Bills

- **Pay Bills** to saved *airtime* and *utility* billers using SC Keyboard



Mobile Money

- Send **Mobile Money** to saved *mobile wallet* billers (i.e. MTN or Airtel Money) using SC Keyboard

# Getting Started

1. Install & log in to SC Mobile

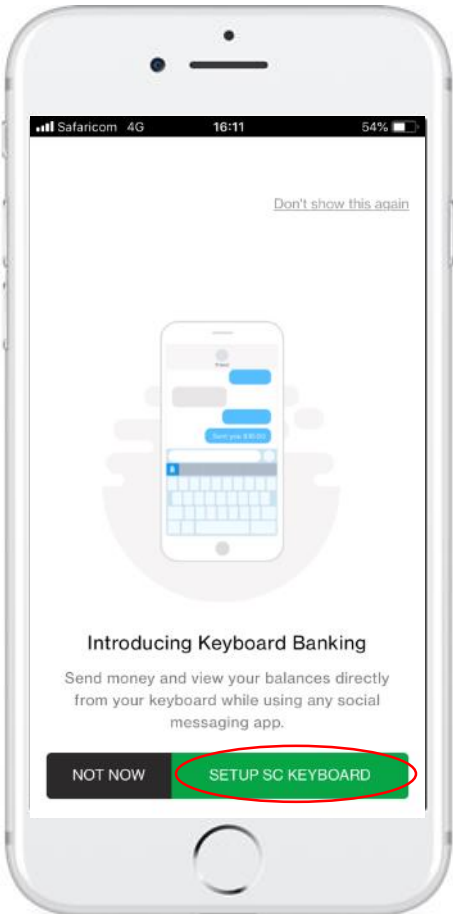
2. Follow steps to setup

3. Enable keyboard

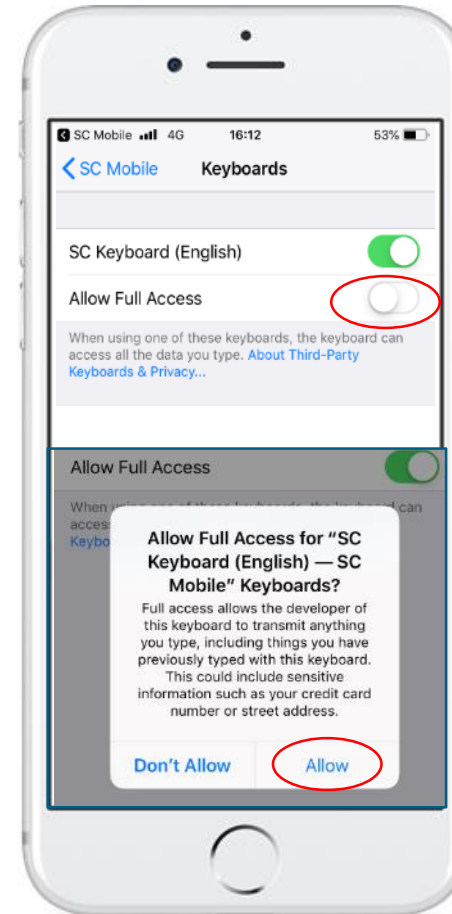
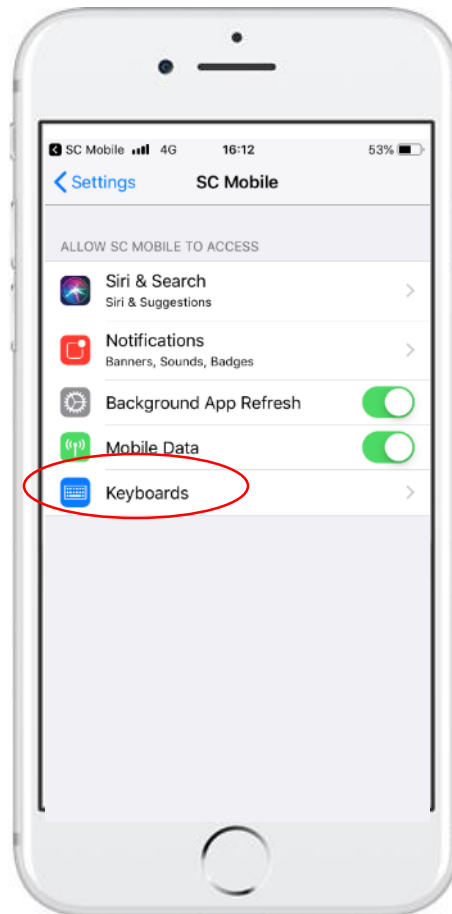
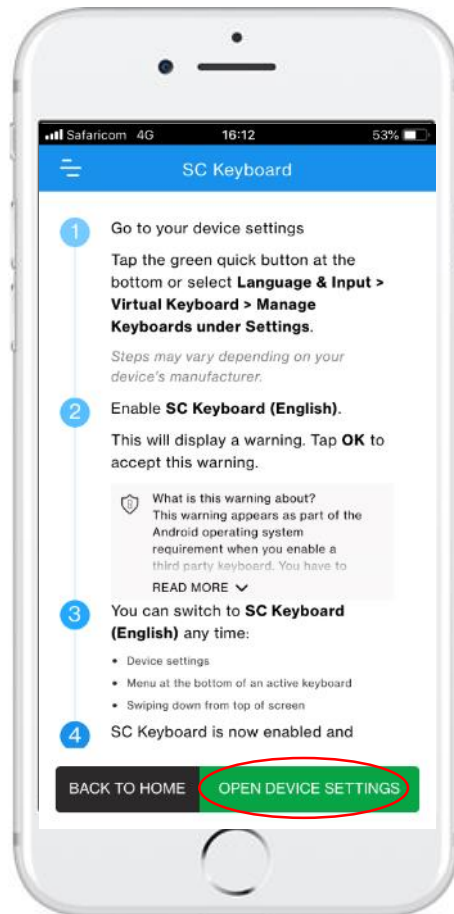
4. Allow Full Access (iOS)

5. Switch to SC keyboard at any app

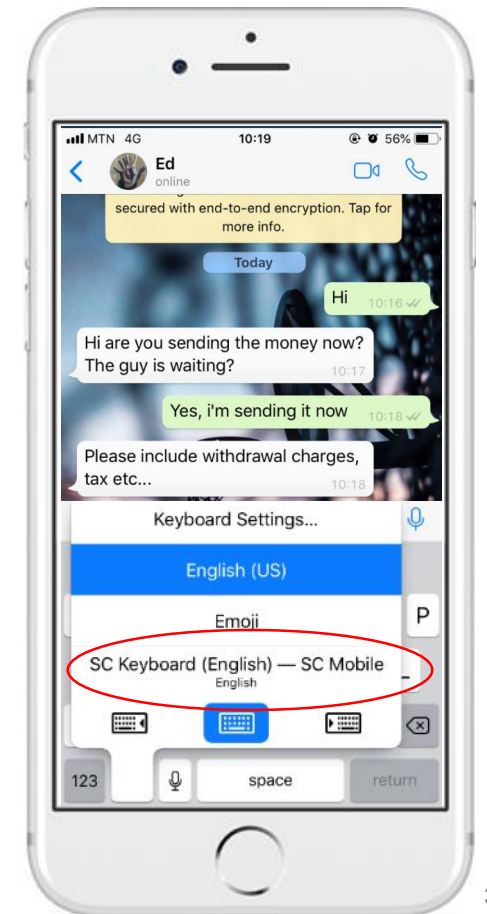
Below message is displayed upon logging in to SC Mobile



Select "open device settings" to be directed to Operating System settings



iOS – globe symbol to the right of "123"  
Android – keyboard symbol



# View Balances

1. Tap shortcut key

2. Tap VIEW BALANCES

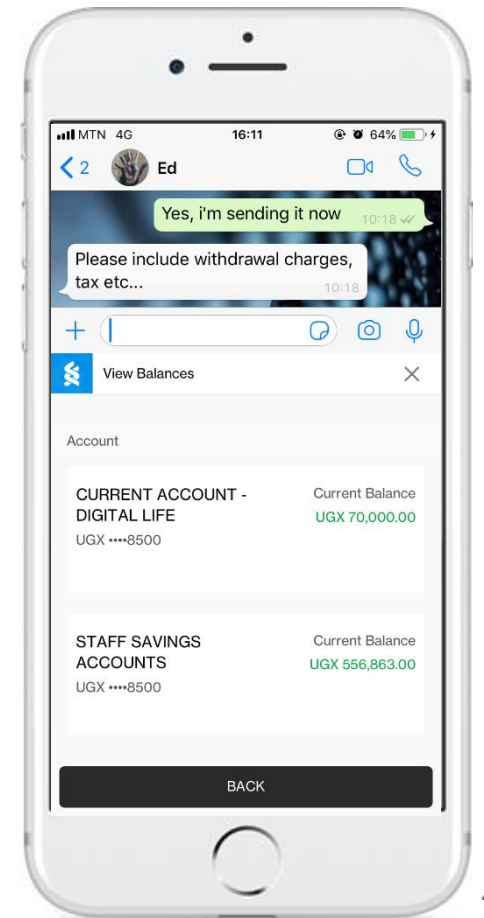
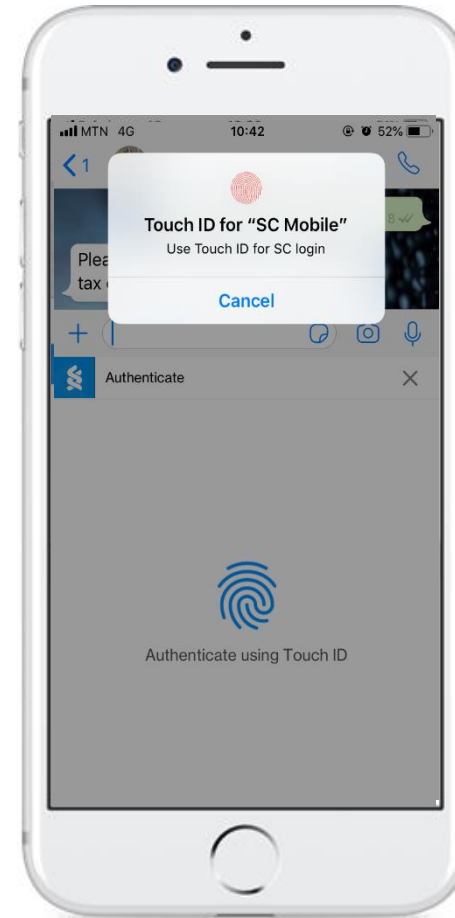
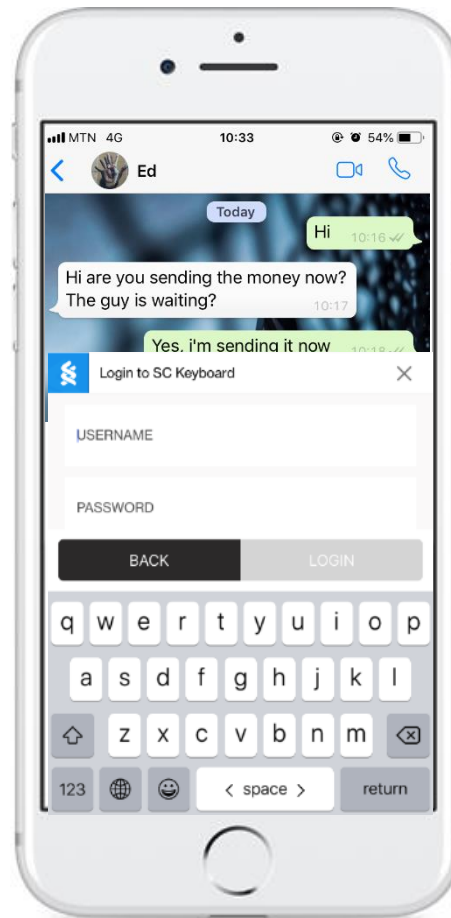
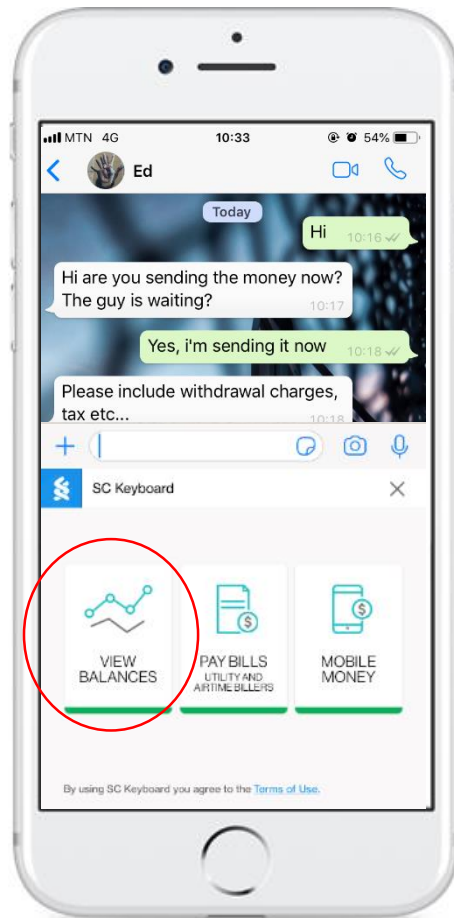
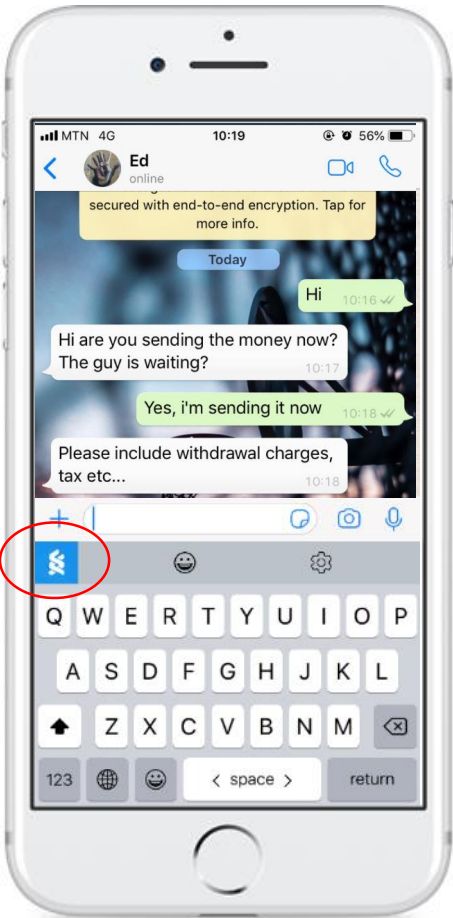
3. Log in

Alternative Log in

4. View account balances

Using Username and Password

Using Fingerprint/TouchID/FaceID – needs to be enabled in SC Mobile



# Pay Bills (Airtime or Utility)

1. Tap shortcut key

2. Tap PAY BILLS

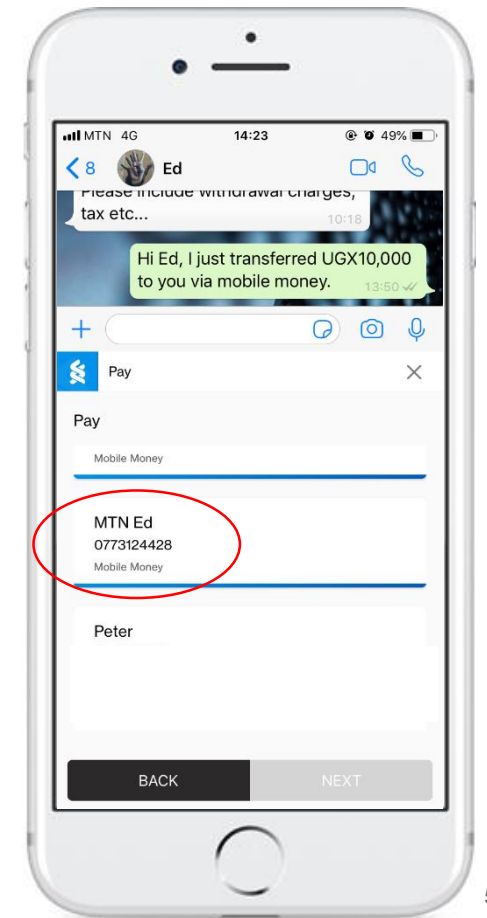
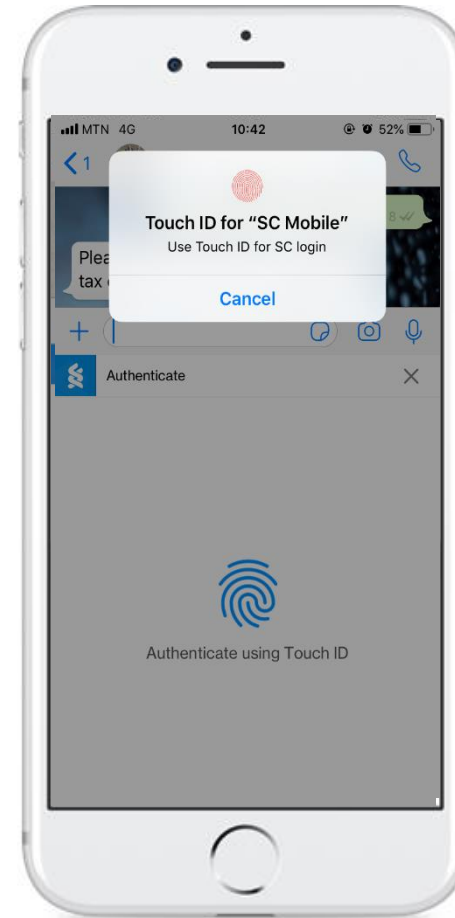
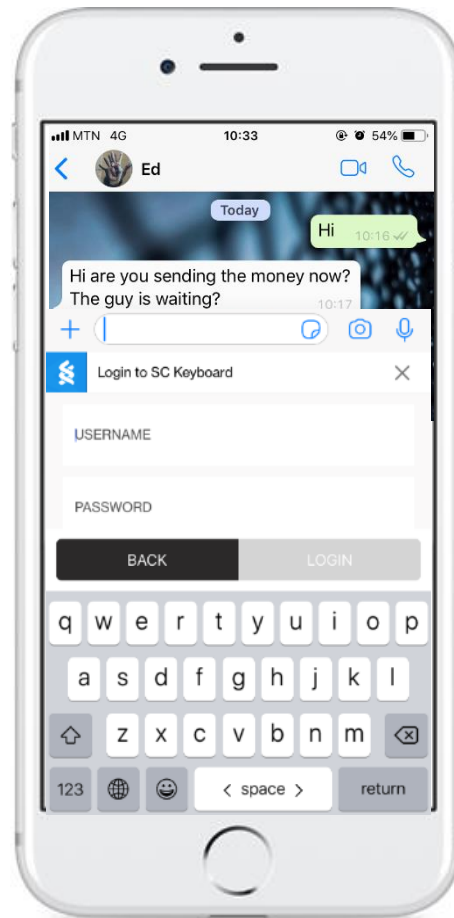
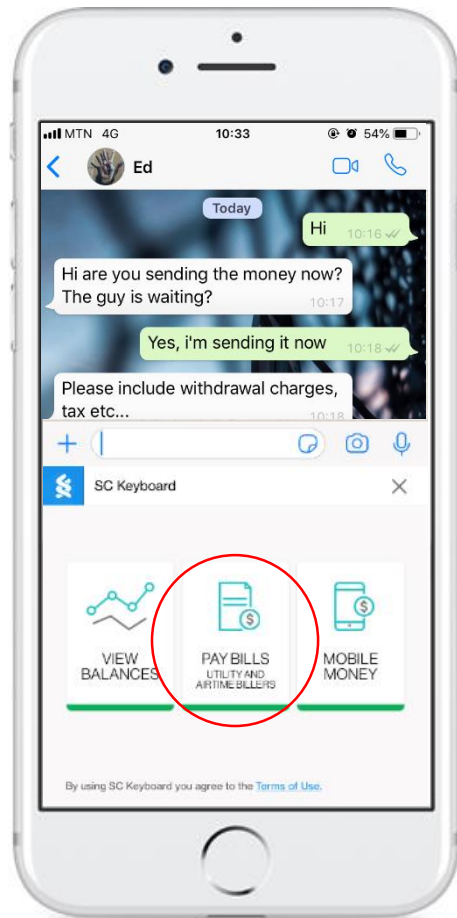
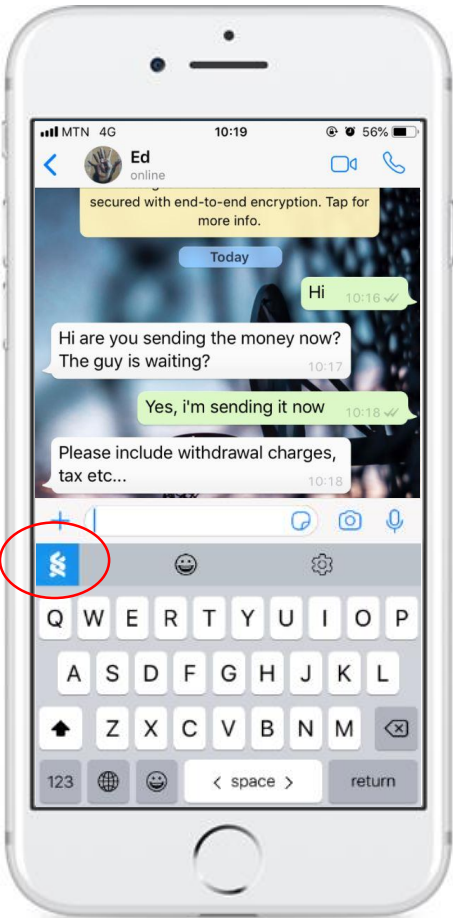
3. Log in

Alternative Log in

4. Select biller

Using Username and Password

Using Fingerprint/TouchID/FaceID – needs to be enabled in SC Mobile



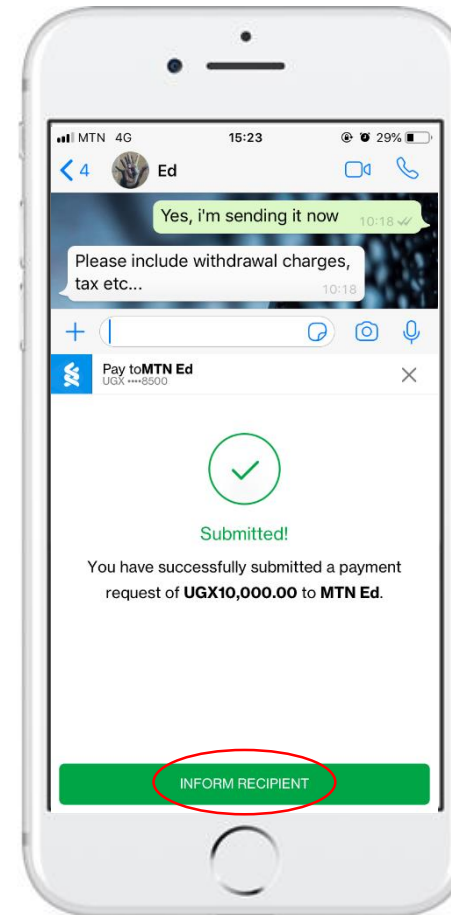
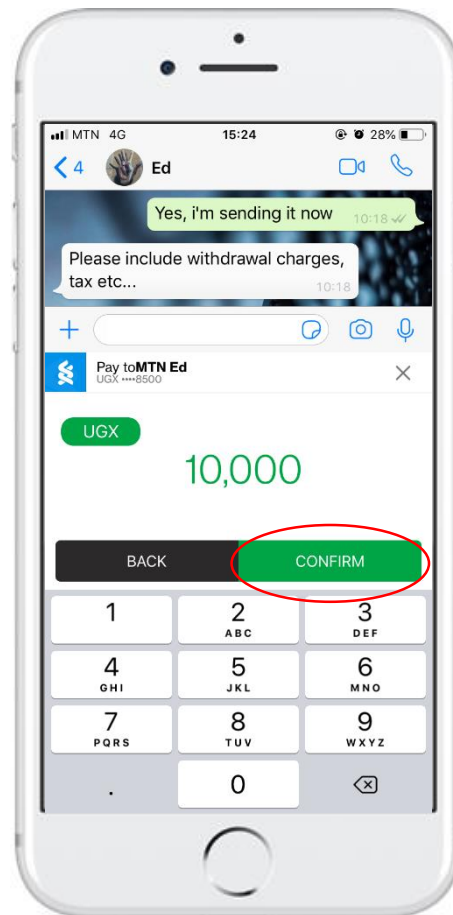
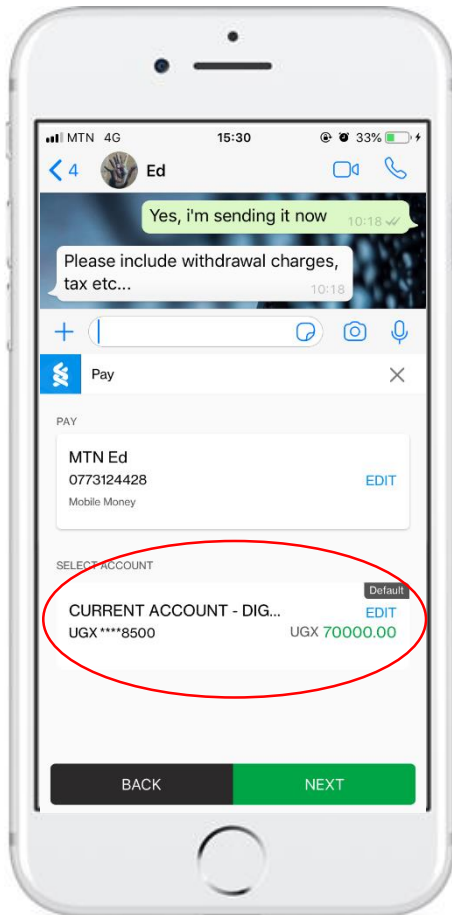
# Pay Bills (Airtime or Utility)

5. Select account

6. Input amount

7. Done!

You can select a default account to be used for SC Keyboard bill payments



# Mobile Money (MTN or Airtel Money)

1. Tap shortcut key

2. Tap MOBILE MONEY

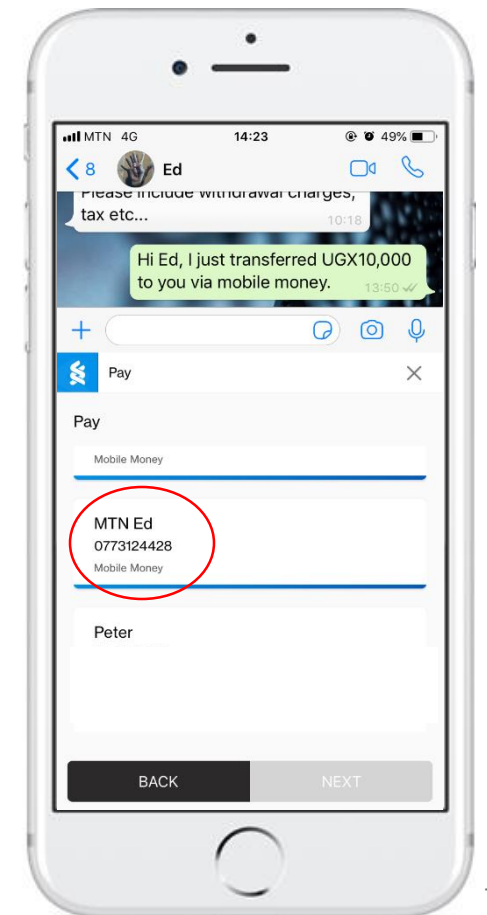
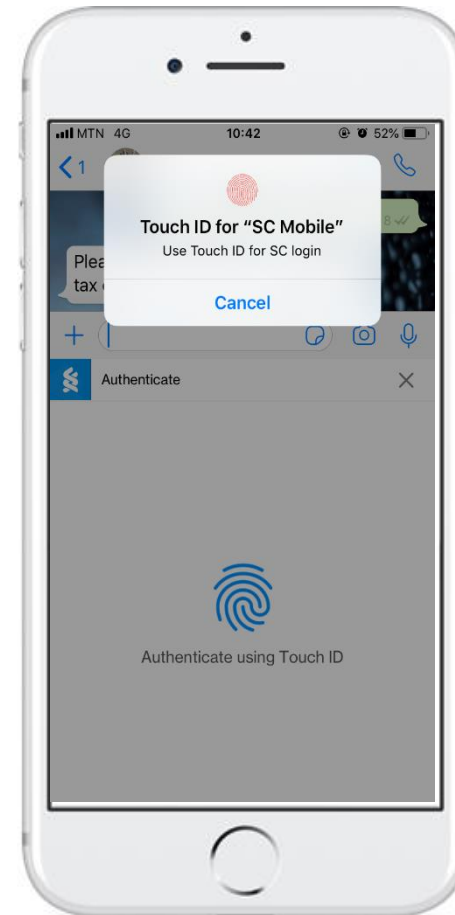
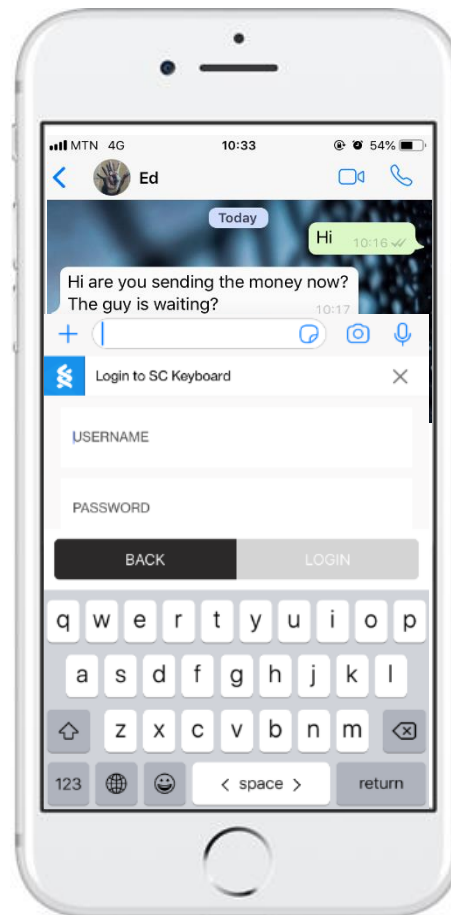
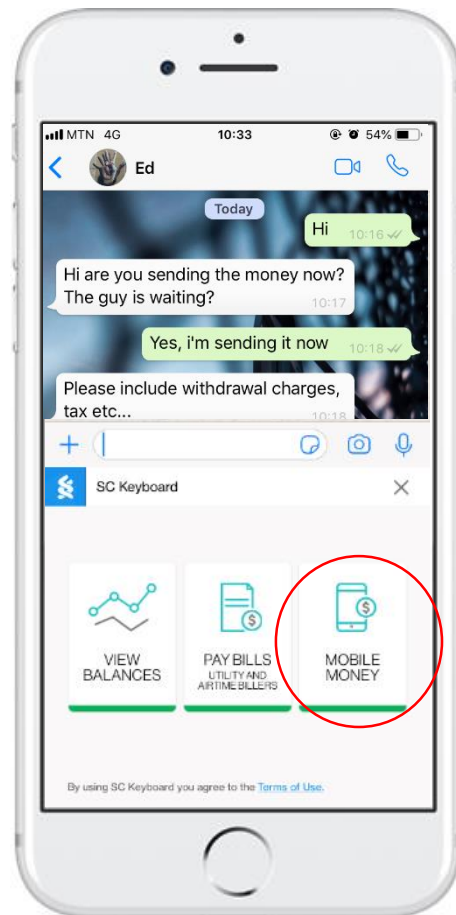
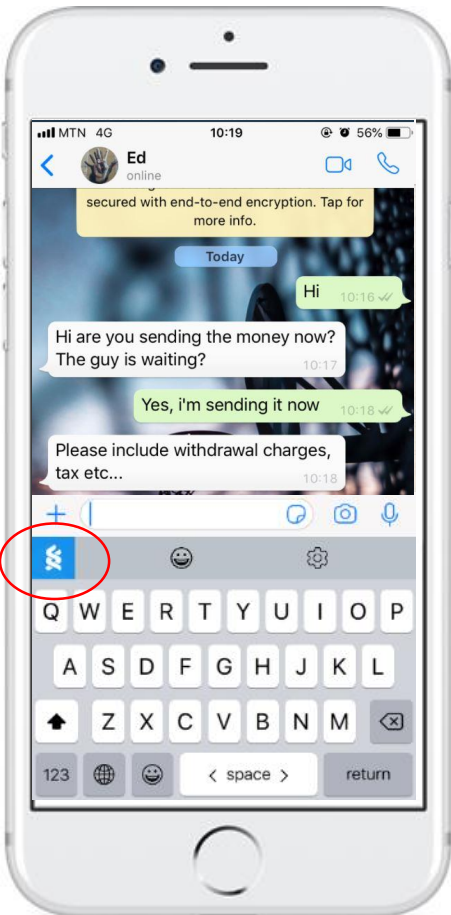
3. Log in

Alternative Log in

4. Select Mobile Money biller

Using Username and Password

Using Fingerprint/TouchID/FaceID – needs to be enabled in SC Mobile





# Mobile Money (MTN or Airtel Money)

5. Select account

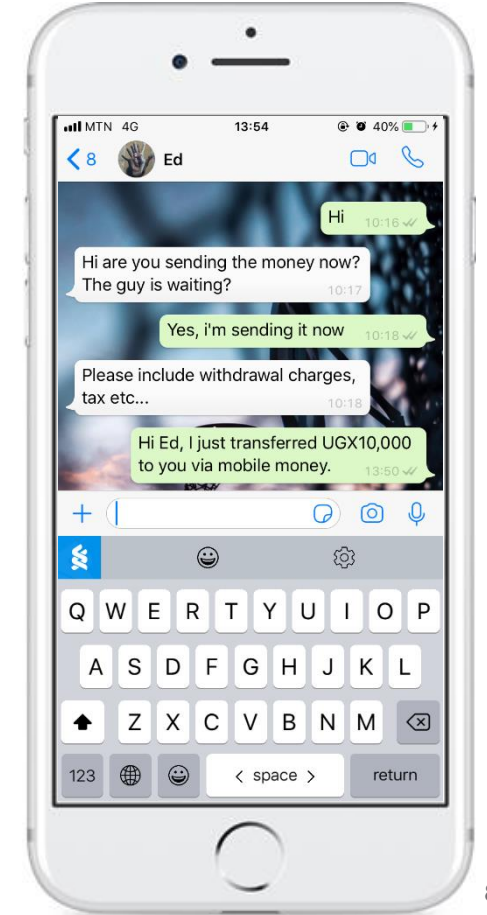
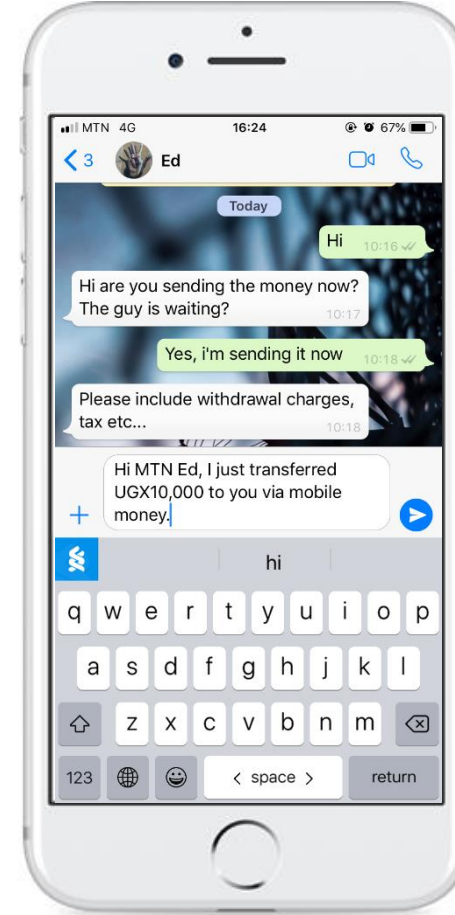
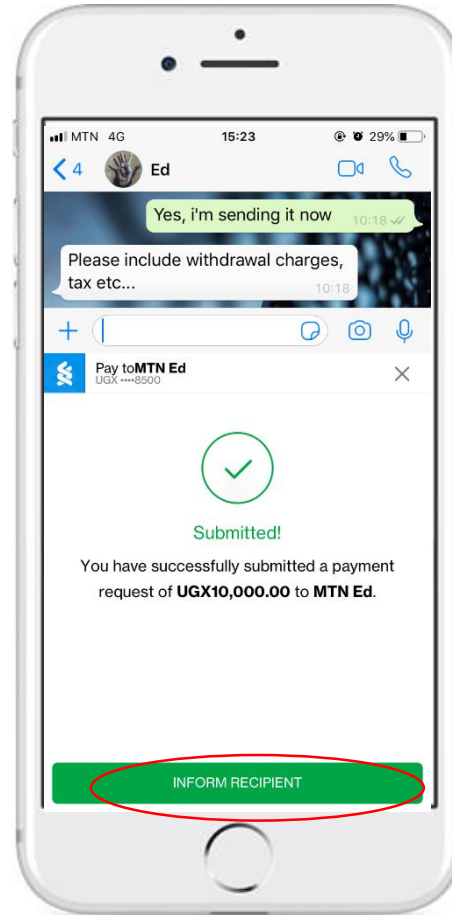
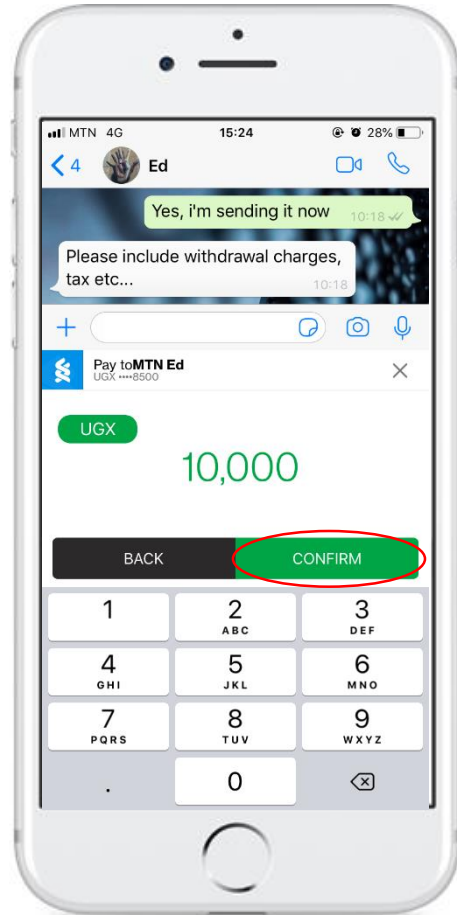
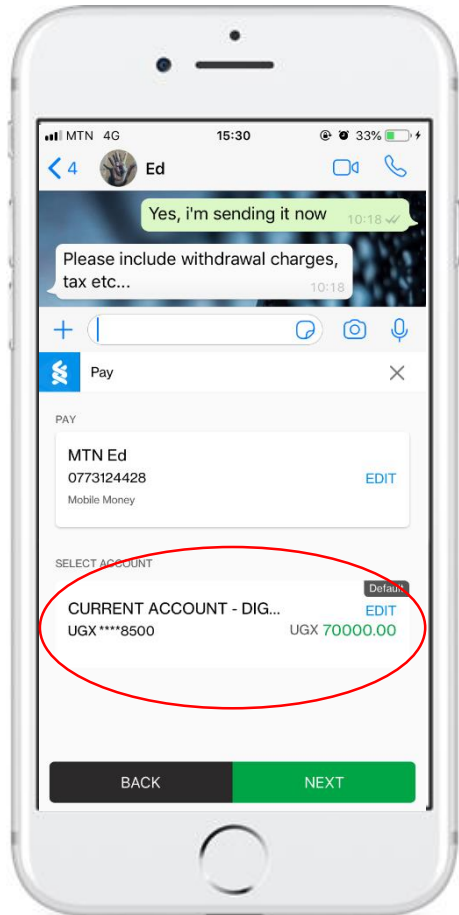
6. Input amount

7. Done

8. Inform recipient

9. Generates message

You can select a default account to be used for SC Keyboard Mobile Money payments



1. Features	
What Banking Services are available on SC Keyboard?	The services currently available on SC Keyboard are: <ul style="list-style-type: none"> <li>• View your account balances.</li> <li>• Pay a bill to an existing airtime or utility biller.</li> <li>• Make a mobile money payment to an existing biller.</li> </ul>
2. Setup	
What do I need to set up before I can use SC Keyboard?	You will need to enable and grant full access to SC Keyboard in your device settings (Language & Input settings in Android; Keyboard settings in iOS). In doing so, you will also need to accept any privacy or security warnings. After that, the only remaining step is to select SC Keyboard as your default keyboard and start using it!
3. Payments & Notifications	
How do I make a payment via SC Keyboard?	<ul style="list-style-type: none"> <li>• When using any application that requires keyboard input, you can tap the text input box to bring up the keyboard.</li> <li>• On the keyboard, you will see the Standard Chartered logo in the top left corner.</li> <li>• Tap the logo to see the available banking services. By tapping “Pay Bills”, you will be required to authenticate yourself using your username and password, or your face or fingerprint.</li> <li>• You will then be guided through the steps to make a payment. You can select a biller from the existing billers you have previously added.</li> <li>• Select which account you would like to make the payment from. You will then be able to see the payment currency and enter a payment amount.</li> <li>• Confirm the payment details and the money will be transferred to your biller.</li> </ul>
Can I do a one-time bill payment or create a new biller on SC Keyboard?	No. SC Keyboard only supports payments to existing billers. To pay to a new biller, first add the biller on SC Mobile/Online Banking. This will then appear on SC Keyboard.
What currency can I transfer in?	All bill payments will be settled in your local currency (UGX).
Is foreign exchange payment allowed?	No – all payments will be settled in your local currency (UGX).
What should I do if I don't have sufficient funds in my source account?	Your payment request will not be processed. You can fund your account using the following methods; <ul style="list-style-type: none"> <li>• Direct transfer from another account.</li> <li>• Through wallet to bank.</li> <li>• Through our Cash Deposit Machines.</li> <li>• Over the counter at any of our branches.</li> </ul>

How can I make sure the money is sent to right biller?	When making a payment to a biller from SC Keyboard, you will see the biller name and your unique biller reference (e.g. meter number). On each subsequent screen you will see the biller name before you confirm your payment. You can check your Payment History in SC Mobile or Online Banking to verify the biller for the payment.
What should I do if I send money to a wrong biller or enter an incorrect amount?	Once the payment is confirmed and submitted, the instruction is irrevocable. Please check and ensure all the payment information is correct before you submit the payment via SC Keyboard.
How can I verify whether my SC Keyboard payment has been made successfully?	<ul style="list-style-type: none"> <li>• You will receive a notification upon successful processing of payment.</li> <li>• You can also check your payment history in SC Mobile or Online Banking to confirm.</li> <li>• In SC Mobile go to “Transfers”, then “History”.</li> <li>• On Online Banking go to “My Dashboard”, then “Payments”, then “Payments History”.</li> </ul>
Can I cancel a payment instruction?	No, you cannot cancel the payment as payments are processed immediately.
Are there any notification messages for a successful payment?	Yes. You will receive the same notifications that you receive when completing a payment in SC Mobile.
<b>4. Navigation</b>	
How do I exit SC Keyboard?	You can log out from SC Keyboard at any point by tapping the (X) button located on the top right side of the keyboard.
<b>5. Security</b>	
How do I prevent unauthorized payments from SC Keyboard?	Before you access any banking service via SC Keyboard, you will be required to authenticate yourself by using your username and password, or your face (FaceID) or fingerprint, in the same way you access SC Mobile.
How secure is SC Keyboard?	<ul style="list-style-type: none"> <li>• All security features are the same as in SC Mobile</li> <li>• The log in session on the keyboard is 10 minutes (you will be logged out if idle for 10 minutes and also 10 minutes after first login)</li> <li>• Screenshots cannot be taken while using the keyboard (Android)</li> <li>• If the user logs in from anywhere else – another device, SC Mobile, iBanking, etc. – they will be logged out from the keyboard.</li> <li>• SC keyboard can access all the data you type including sensitive information such as bank account and credit card numbers.</li> </ul>