



For the life  
you're after

# MyMortgage Web App

Your application on  
your phone and online

# Welcome to MyMortgage

MyMortgage makes it easy to apply for a mortgage. Everything you need is on your phone or online.

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## Here's what you can do



Use it on your phone, tablet or desktop.

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See what's next with your application.

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Download the documents you need.

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Upload the documents we need.

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Message us.

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# How to get to MyMortgage

Here's the link to MyMortgage → <https://mymortgage.aib.ie>

We'll also send you a text to show you where to find MyMortgage on our website.



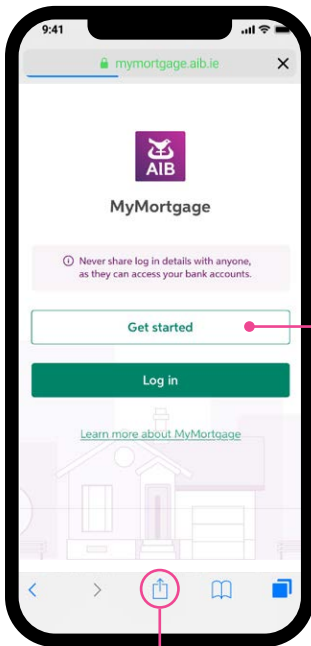
"Hi, just to remind you, if you use our mobile banking app you can manage your application under Products/Mortgage. If not, go to Log In/MyMortgage on our website, then 'Connect my application'."

If you are an AIB customer, you can get MyMortgage through our mobile banking app.

If you are having trouble getting MyMortgage through our mobile banking app, you may need to upgrade to the latest version of the app.

# Registering

Go to the MyMortgage homepage here → <https://mymortgage.aib.ie>



## Select 'Get Started'

If you're not a customer with us, you can still set it up easily by using your email and a password.

If you're already a customer with us, you can use the log in details you use for your Phone and Internet Banking.

Add this link to the homescreen on your phone so it's always there for you.



If more than one person on the application is using MyMortgage, you both have to log in or register with your own details. Never share your login details with anyone, even if it's with another person who has applied with you, as they can access your bank accounts.

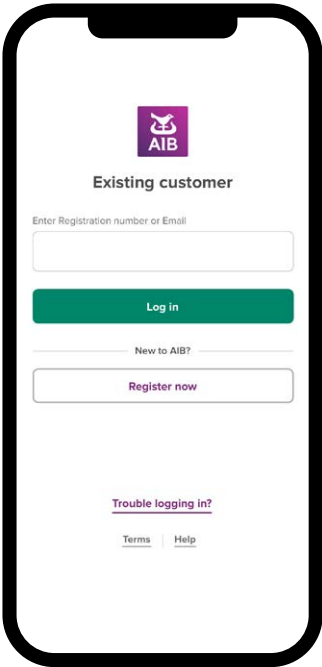
If you are not a customer with us please follow the below steps:

01

Choose 'Register Now'

03

Enter your details and choose a password.



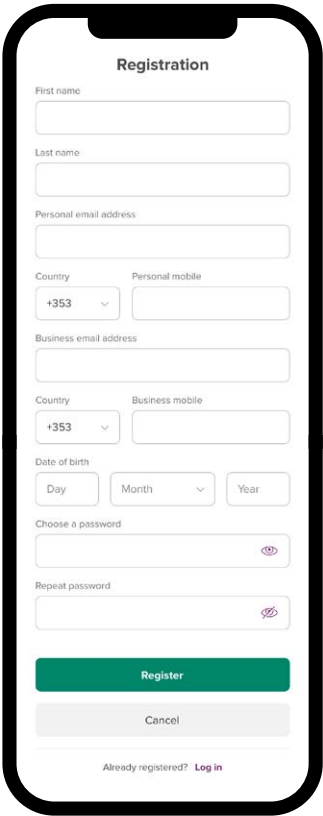
The image shows a mobile app interface for an existing customer. At the top is the AIB logo. Below it, the text 'Existing customer' is displayed. There is a text input field labeled 'Enter Registration number or Email'. Below this is a green button labeled 'Log in'. A horizontal line separates this from a section labeled 'New to AIB?' which contains a button labeled 'Register now'. At the bottom, there is a link 'Trouble logging in?' and two links, 'Terms' and 'Help', each with a small icon below it.

02

Read the 'Legal Stuff' and click accept that you are happy to proceed.

04

Confirm your phone number and email address.

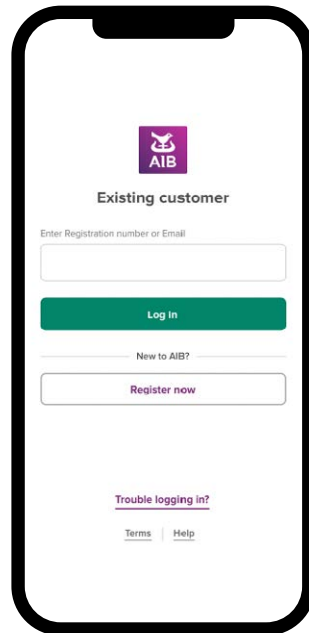
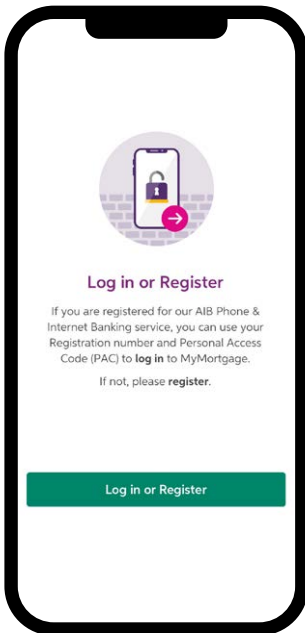


The image shows a mobile app interface for registration. The title 'Registration' is at the top. The form includes the following fields: 'First name' (text input), 'Last name' (text input), 'Personal email address' (text input), 'Country' (dropdown menu with '+353' selected) and 'Personal mobile' (text input), 'Business email address' (text input), 'Country' (dropdown menu with '+353' selected) and 'Business mobile' (text input), 'Date of birth' (three inputs for 'Day', 'Month', and 'Year'), 'Choose a password' (text input with an eye icon), and 'Repeat password' (text input with an eye icon). At the bottom, there is a green button labeled 'Register', a grey button labeled 'Cancel', and a link 'Already registered? Log in'.

# Logging In

If you are a customer with us, please use your **AIB Registration Number and Personal Access Code** from Phone and Internet Banking.

- If you don't have a Registration Number and Personal Access Code use your email and password.
- If you do not know your Registration Number you can find it in our mobile banking app under 'Settings' and 'Profile'.



# Getting Started

When you are logged in using your email address or registration number follow these steps:

## 01

Click 'Connect my application'.

## 02

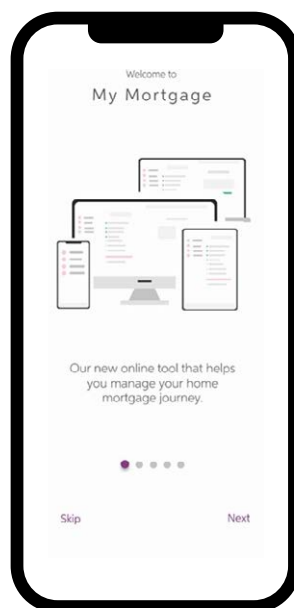
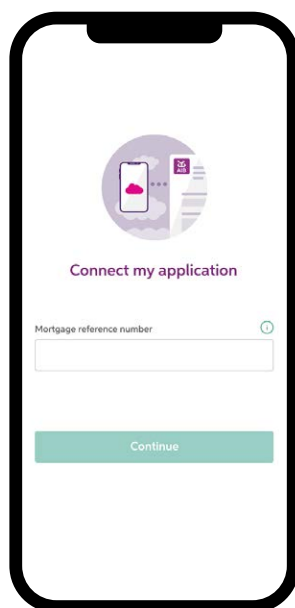
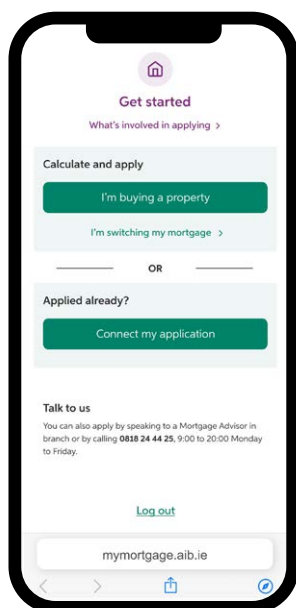
Enter your Mortgage Reference Number and click 'Continue' to see your mortgage application.

You can get this from your Mortgage Advisor or the other applicant. If you have Approval in Principle it is the first set of digits before the '/' in your letter.

## 03

You're in. After your first login, you will see a welcome screen.

Swipe to the other pages that show you how MyMortgage works.



## If this is not your first time logging into MyMortgage and you have applied before:

### 01

Your mortgage reference number will display under your name.

### 02

Click 'Continue' to see your mortgage application.

## If you have applied more recently and have a newer mortgage reference number:

### 01

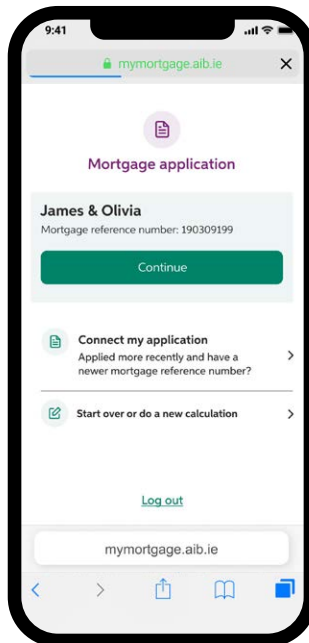
Click 'Connect my application'.

### 02

Enter your most recent mortgage reference number.

### 03

Click 'Continue' to see your mortgage application.



If you need to do a new calculation or start your application again online, click 'Start over or do a new calculation'.



# See where you are

You can see what stage you are at, such as:



My Checklist



Approval in Principle



My Documents



Property & Solicitor Details

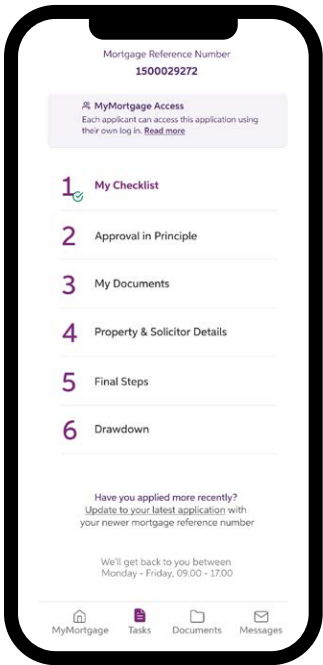


Final Steps

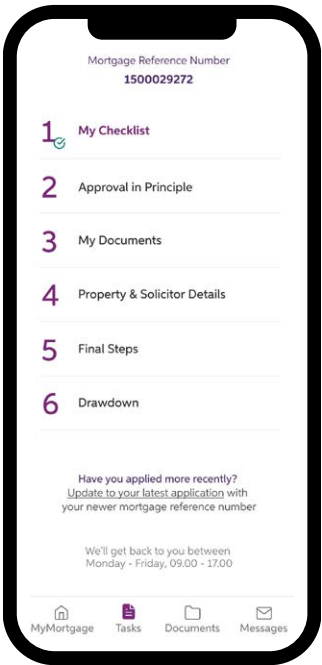


Drawdown

## Joint



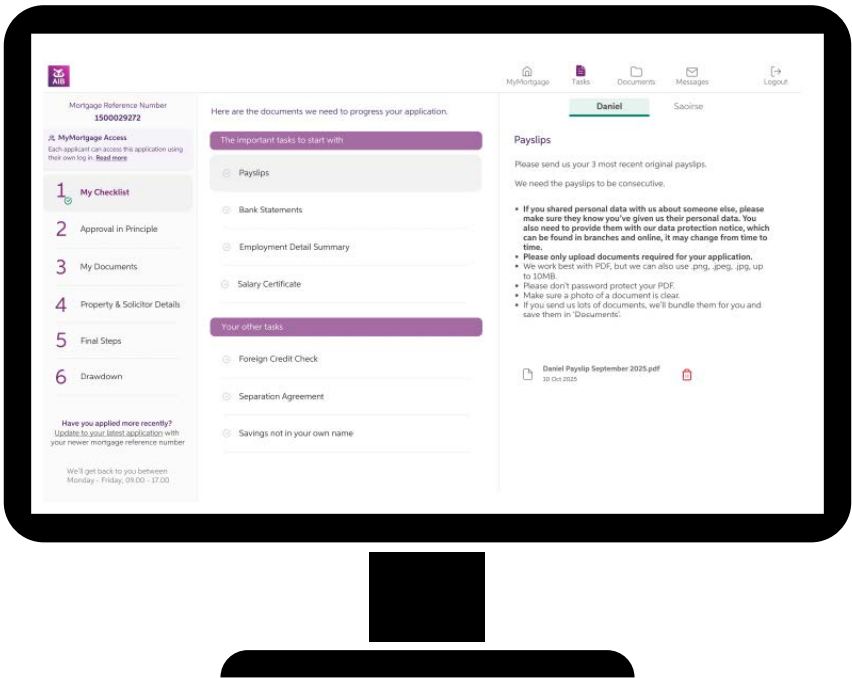
## Sole



These displays are just a sample of how it looks.

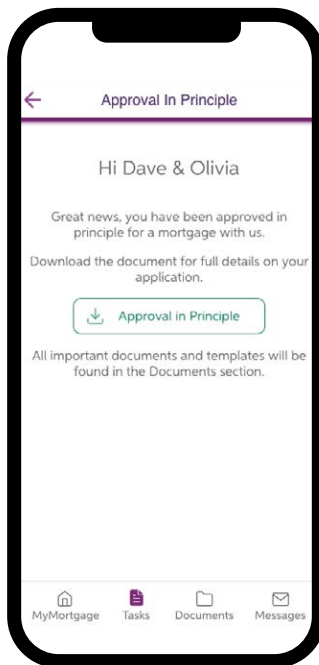
# My Checklist

This will give you a list of documents we need to see as part of your application.



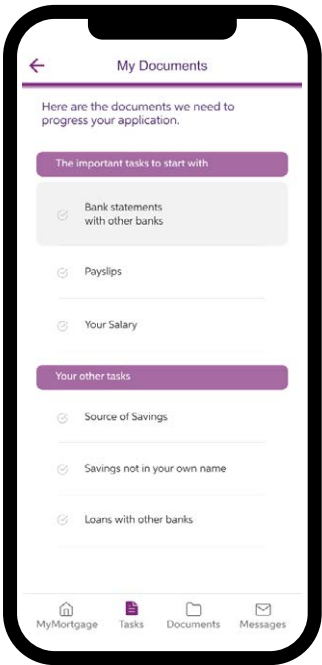
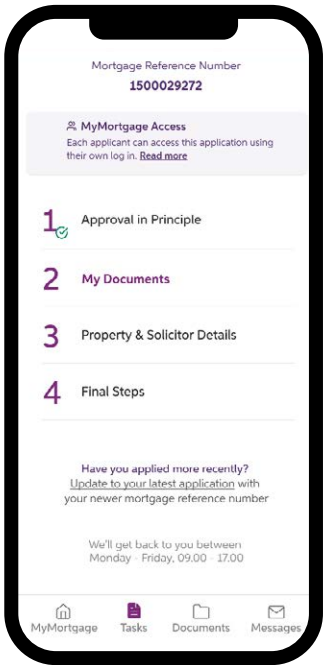
## Approval in Principle

When we have given you your Approval in Principle you can download it here.



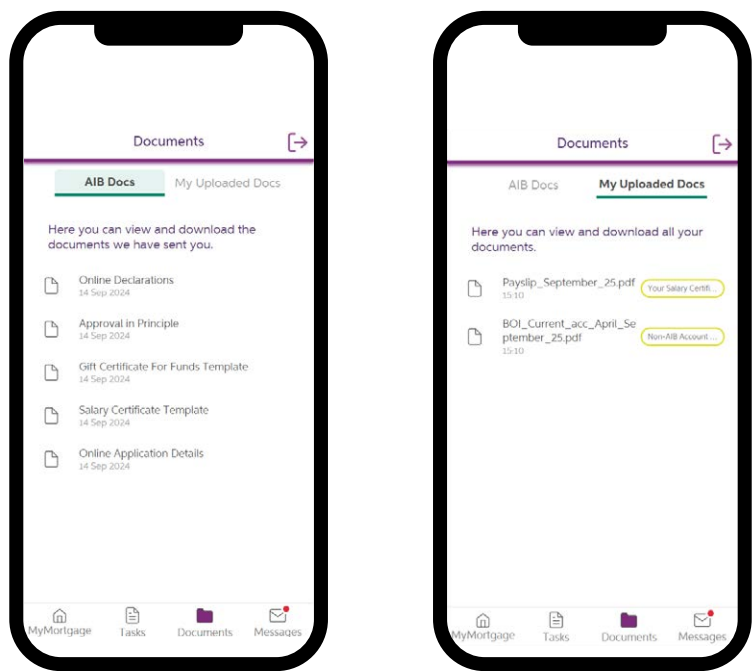
## My Documents

This is where you will see what we need, which are also in your Approval in Principle letter.



# Documents

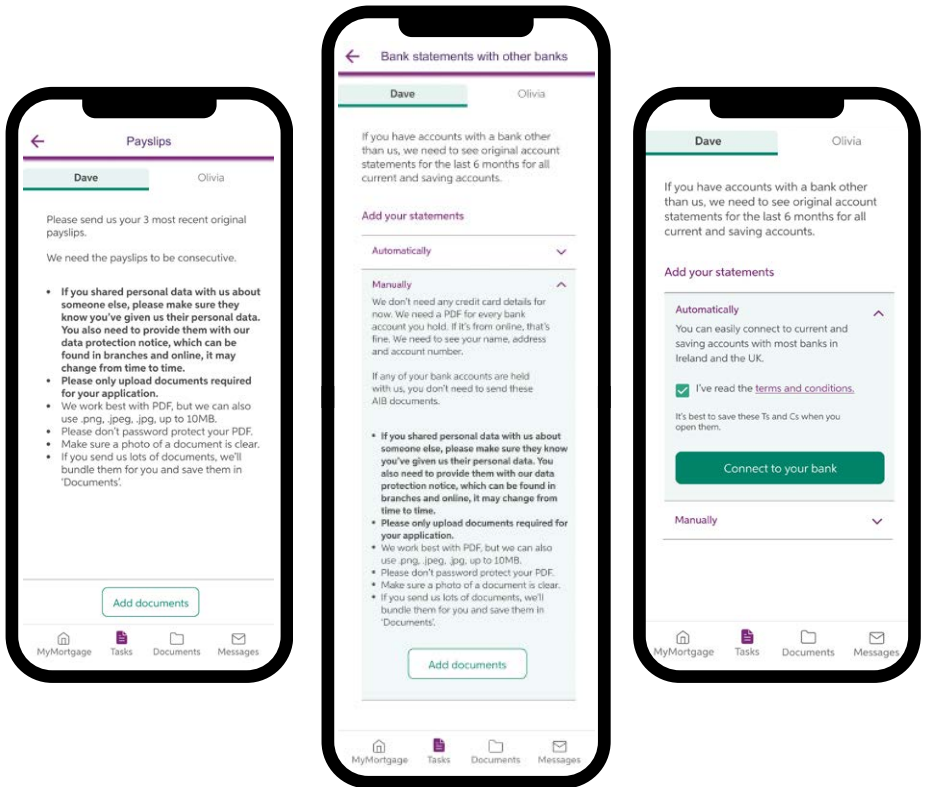
The Documents section is a safe place for all files we have sent you and the files you have uploaded.



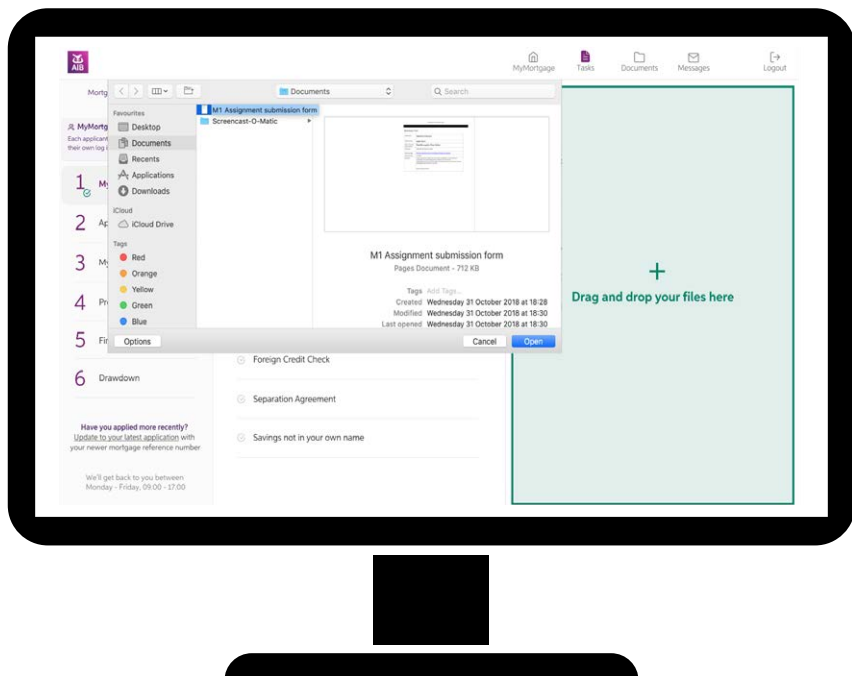
You can download any of these documents or templates to your device.

## Uploading your Documents

- Click Add Documents button at the bottom of the screen
- Select the files from your phone or take a photo of the document you need. You can upload more than one document at a time.
- When you are uploading bank statements from another bank you will see an option to add your current and savings account statements automatically. We can automatically link to other Irish banks, banks in the UK and Revolut.
- You will need to read and accept our terms and conditions to use the automatic option.
- You can still upload documents manually if you want to.
- Each of you will have a tab where you can upload your own documents.



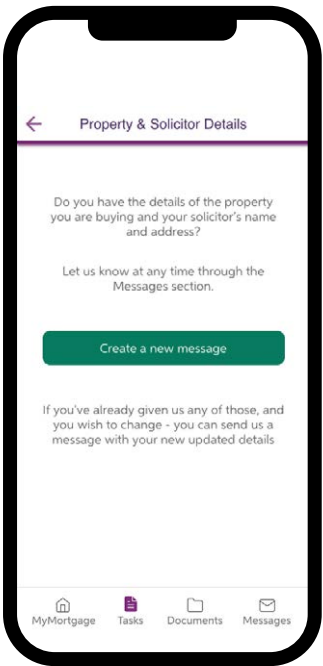
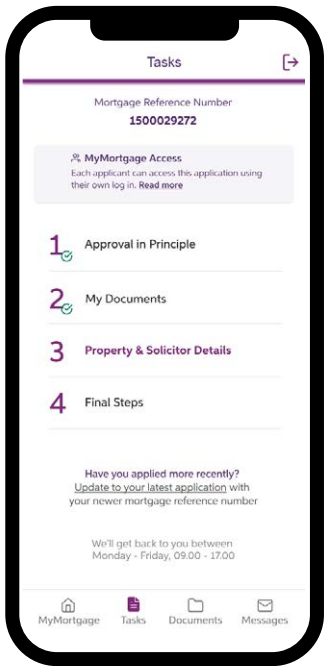
- If you share personal data with us about someone else (another applicant for example), please make sure they know you've given us their data. You'll also need to give them our data protection notice, which you can find in branches and online. It may change from time to time .
- If you need to, you can delete a file.
- After you upload and send documents, the file name will show in the 'My Uploaded Docs' section.



You can also drag and drop on desktop.

## Property & Solicitor Details

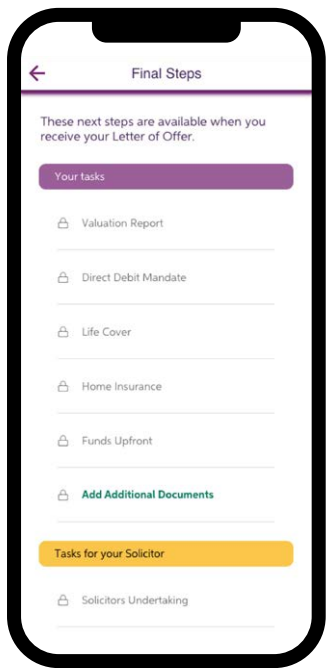
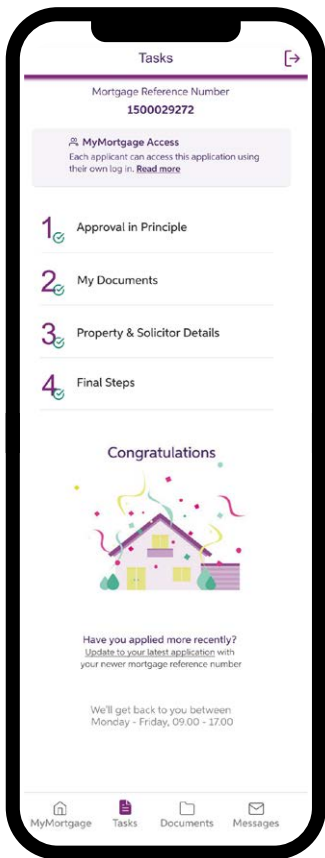
Message us in MyMortgage with details about your property and your solicitor.





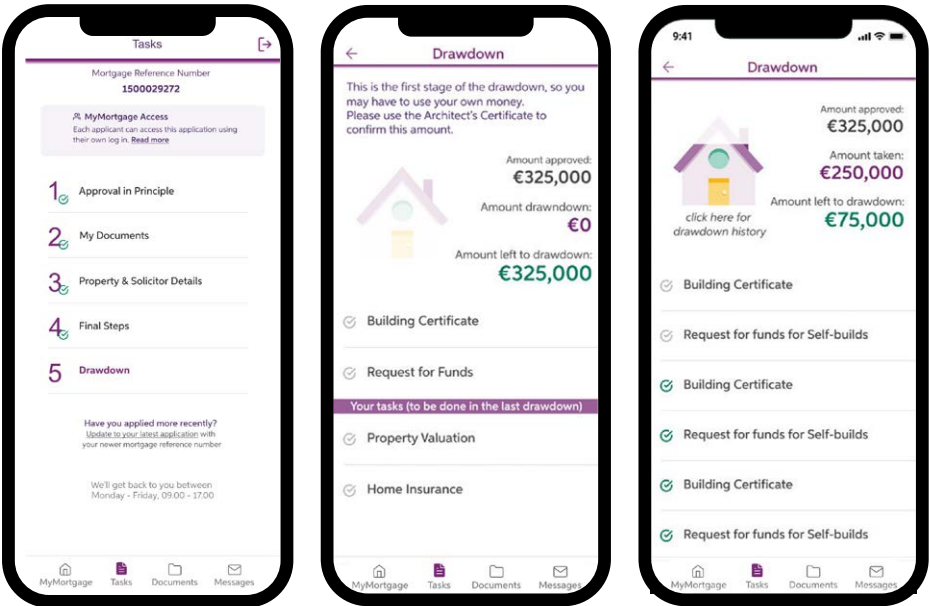
# Final Steps

Final Steps will unlock once we send you the Letter of Offer. You will see a green tick to the left side once you've finished a task.



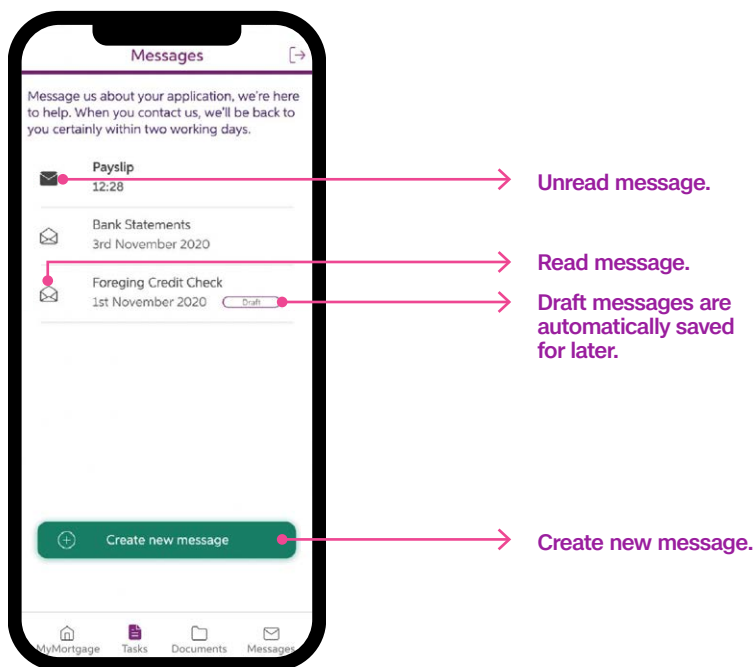
# Drawdown

If you are taking your mortgage in stages, MyMortgage shows you each part payment and how much is left.



# We're here to answer your questions

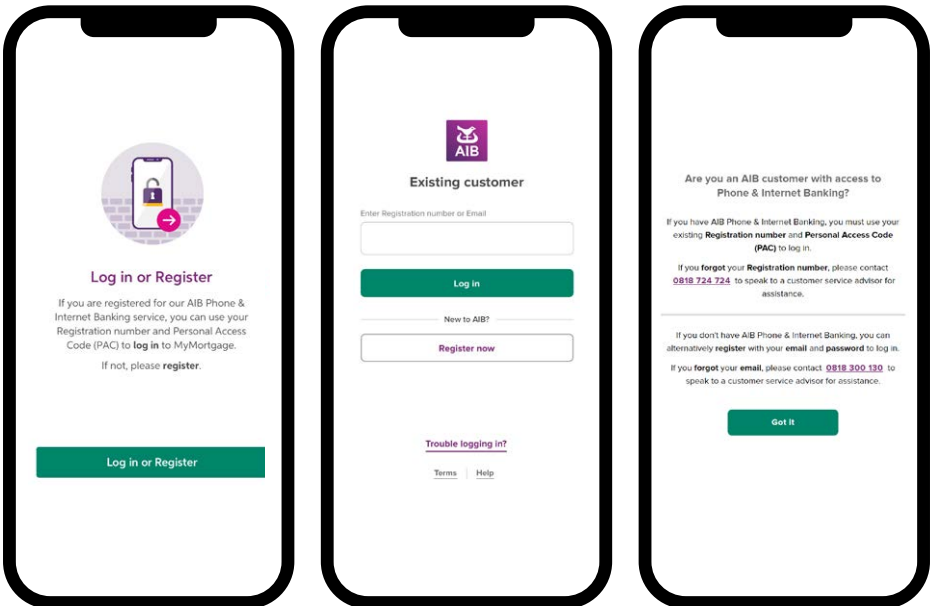
We're here to help. You can use Messages to ask us a question.



The red dot indicates unread message(s). When there's a new message in MyMortgage, we'll let you know by texting you.

# Forgotten Registration Number or Personal Access Code

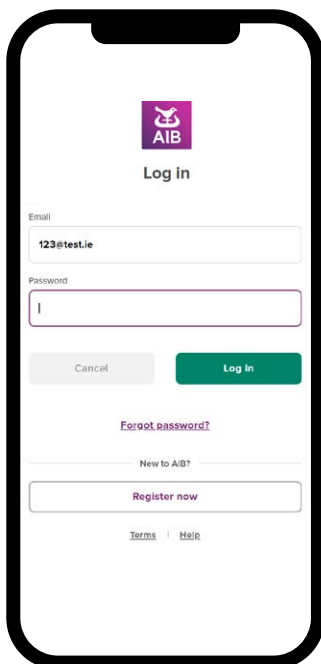
1. If you are using your AIB Registration Number and PAC (Personal Access Code) and you are having trouble logging in, click 'Trouble logging in'.
2. We'll give you instructions and a phone number to call.
3. We will give you your Registration Number. You can also find your Registration Number in our mobile banking app under 'Settings' and 'Profile'.



You can also find your Registration Number in our mobile banking app under 'Settings' and 'Profile'.

# Forgotten Email or Password

1. If you are using your email address and password to log in and you forgot your email address, click 'Trouble logging in?'
2. We'll give you instructions and a phone number to call.
3. Choose 'Mortgages' when you call us.
4. We'll give you the email address you use to log in.



The AIB Log in screen features the AIB logo at the top. Below it is the 'Log in' title. There are two input fields: 'Email' with the text '123@test.ie' and 'Password' with a single character 'l'. At the bottom, there are links for 'Forgot password?', 'New to AIB?' with a 'Register now' button, and 'Terms' and 'Help' links.

**AIB**

Log in

Email

123@test.ie

Password

l

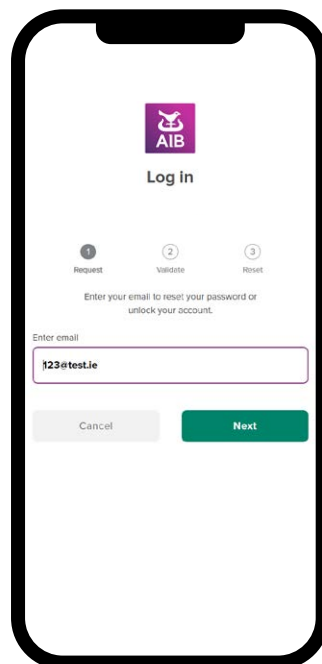
Cancel Log in

[Forgot password?](#)

New to AIB?

Register now

[Terms](#) | [Help](#)



This screen shows the password reset process. It includes the AIB logo and 'Log in' title. A progress indicator shows three steps: 1. Request (active), 2. Validate, and 3. Reset. Below the indicator, it says 'Enter your email to reset your password or unlock your account.' There is an 'Enter email' input field with '123@test.ie'. At the bottom are 'Cancel' and 'Next' buttons.

**AIB**

Log in

1 2 3  
Request Validate Reset

Enter your email to reset your password or unlock your account.

Enter email

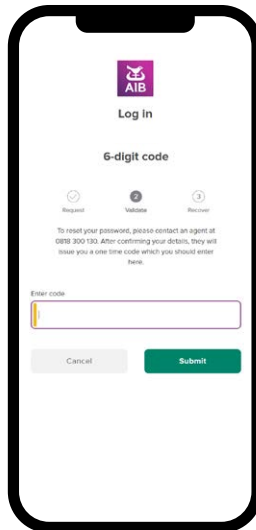
123@test.ie

Cancel Next

# Forgotten Email or Password

## (continued)

1. If you are using your email address and password to log in and you forgot your password, enter your email address. Click 'Login'.
2. Click the 'Forgot your password?' link.
3. Enter your email address. Click 'Next'.
4. We'll give you instructions and a phone number to call. Choose 'Mortgages'.
5. Click 'Mortgages'.
6. We will confirm your details and send you a one-time code to enter into the box on the screen.



AIB

Log in

6-digit code

Request Validate Resend

To reset your password, please contact an agent at 0926 200 120. After confirming your details, they will issue you a one time code which you should enter here.

Enter code

Cancel Submit

Allied Irish Banks, p.l.c. is an authorised agent and servicer of AIB Mortgage Bank u.c. in relation to origination and servicing of mortgage loans and mortgages. Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland. AIB Mortgage Bank u.c. are regulated by the Central Bank of Ireland.



**Drop in to any branch, or visit**  
→ **<https://mymortgage.aib.ie/>**