

Login Page

1. Accessing the Login Page

- a. Access the Digital Banking login.

2. Login Page Overview

- a. User ID – The user’s login credentials.
- b. Password – The user’s personal password.
- c. Forgot Password - Select the “Forgot Password?” link to reset a forgotten password.
 - i. Enter the required information.
 - ii. Select the “Submit” button.
 - iii. Enter the “One-Time PIN” security challenge sent via SMS Text or voice call.
- d. Sign In Problems FAQ - Select the “Sign In Problems FAQ” link to access troubleshooting tips to address potential issues before calling the bank.

Sign In Process

1. Sign In

- a. Enter the user ID in the “User ID” field.
- b. Enter the password in the “Password” field.
- c. Select the “Log In” button.

2. One-Time Pin (OTP) Security Challenge

- a. Choose to receive the OTP code via “SMS Text” or “Voice Call”, if applicable.
- b. Enter the code on the “Verification” view.