

## **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.