

Business User Soft Token Activation Guidelines

If you previously used a DigiPass token and PIN, and don't remember your password, simply click "Forgot Password" from the Log In panel to reset your password to begin the activation process.



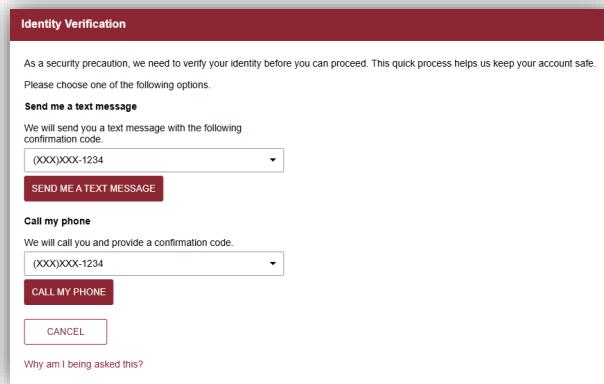
- ⌚ The activation process is a one-time event to associate the license with your mobile device.
- ⌚ Once the connection has been established, subsequent logins will not require the activation process, you be required to use the generated “one-time password” along with your username and password.
- ⌚ You will need access to their **desktop** and their **mobile device** at the same time.

Business User Token Activation

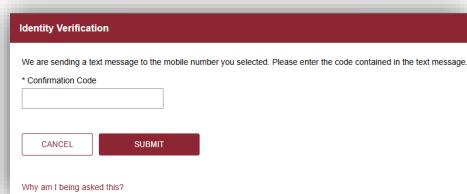
Step 1: Users must have access to their desktop and mobile device at the same time.

Step 2: **Desktop:** Log in to Digital Banking.

Step 3: Select to receive the *One Time PIN (OTP)* code by text or voice call on the *Identity Verification* screen.

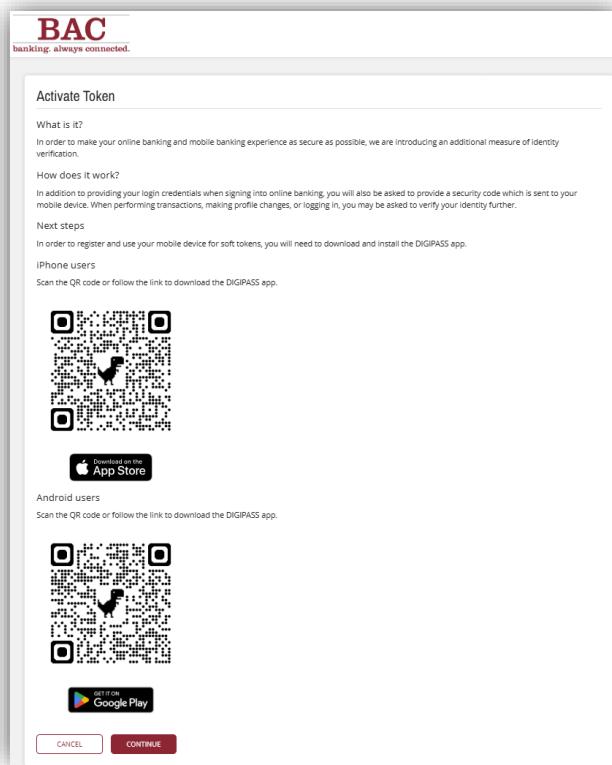


Step 4: Retrieve the code and enter it in the *Confirmation Code* field.



Step 5: Select the *Submit* button.

Step 6: **Phone:** Open the camera app on device and scan the appropriate QR code (Apple or Google store) according to device type.



Step 7: Select the link displayed on the phone to go to the *DigiPass* app in the app store.

- **Apple:** Alternative option is to search for “FI DigiPass” in the Apple app store. Find the app with the subtitle, “Security app by Fiserv.”



- **Google:** Alternative option for Android devices - in Google Play, search for “DigiPass” and find the app by Fiserv Solutions, Inc. The “About this App” States: Fiserv TOTP app by OneSpan for secure, licensed authentication.



Step 8: Follow the instructions to download and install the app to the mobile device.

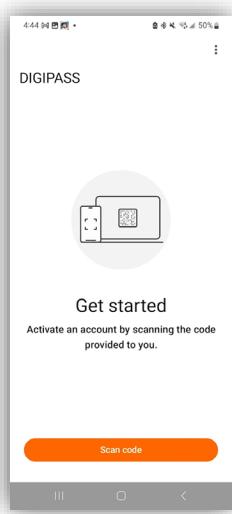
Digital Banking – Cash Management

DigiPass – Download & Activation

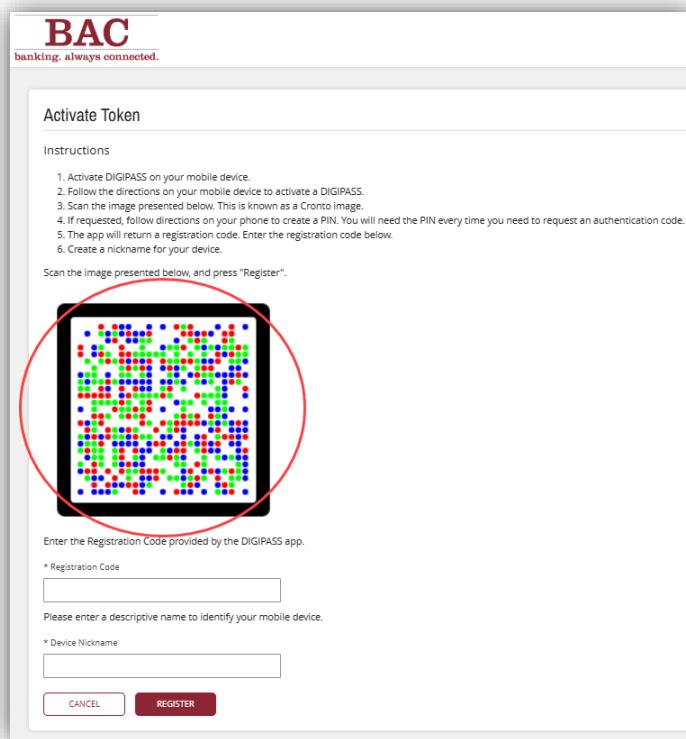
Step 9: **Desktop:** Select *Continue*.

Step 10: **Phone:** Open the *DigiPass* app by selecting the icon on the phone.

Step 11: Select the *Scan Code* button.



Step 12: **Phone:** Use the camera on the mobile device to scan the Cronto image on the desktop.



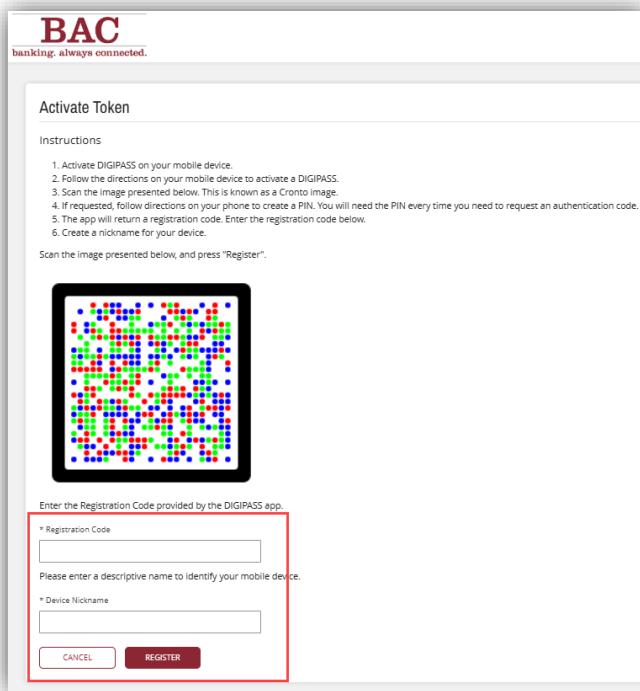
Digital Banking – Cash Management DigiPass – Download & Activation

Step 13: **Desktop:** Enter the code from the phone in the *Registration Code* field.

IMPORTANT NOTE: Be sure to enter the 16-digit code correctly.

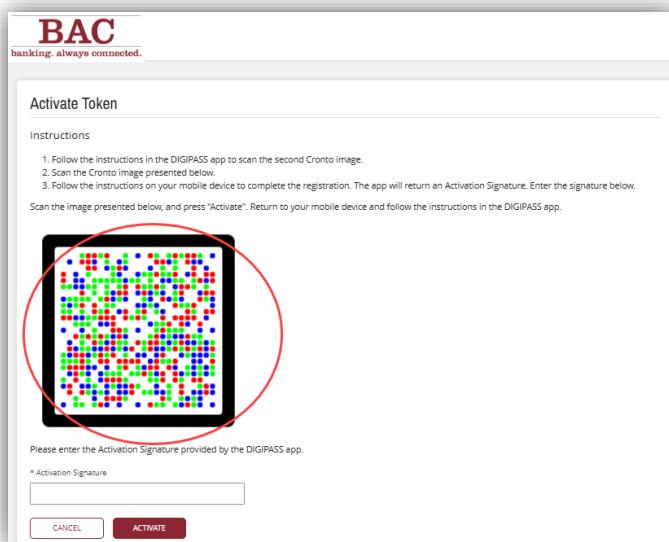
Step 14: Enter a nickname for the device in the *Nickname* field.

Step 15: Select *Register*.

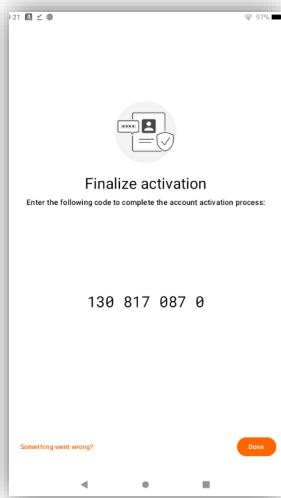


Step 16: **Phone:** Select the *Continue* button.

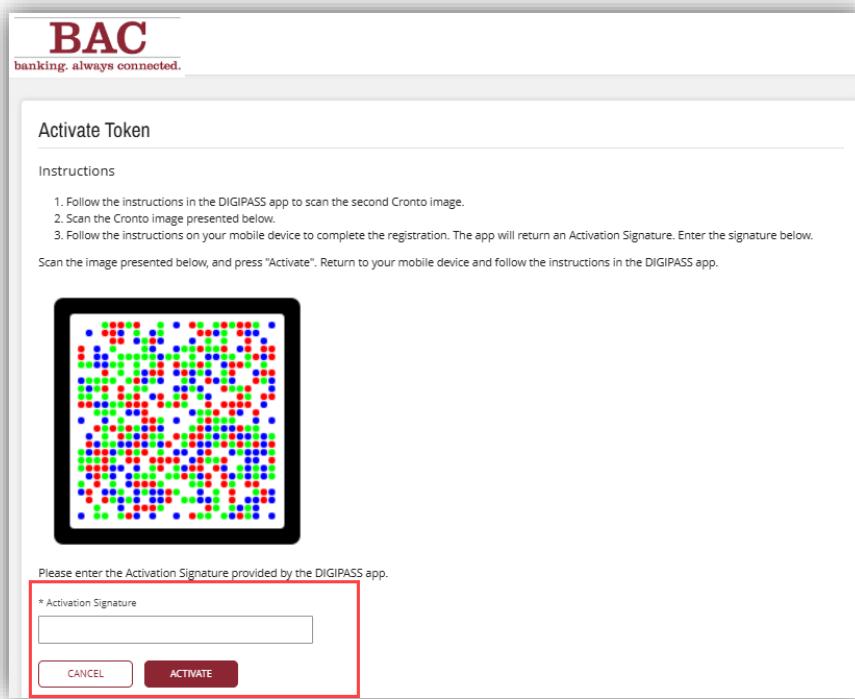
Step 17: **Phone:** Scan the second Cronto image.



Step 18: **Desktop:** Enter the 10-digit code from the phone in the *Activation Signature* field.



Step 19: **Desktop:** Select *Activate*.



Step 20: **Phone:** Select *Done*.

Step 21: **Desktop:** Select *Continue*.

NOTE: Going forward, when you are asked to verify your identity, you will open the DigiPass app and select the button to *Generate a One-Time Password* and enter the passcode provided to authenticate.

Soft Token User Experience

- a. Login to Digital Banking.
- b. Enter username.
- c. Enter Password.
- d. Verify identity through a code on the DigiPass app.
 - i. Open the DigiPass app on the mobile device.
 - ii. Select the “Generate one-time password” button.
 - iii. Enter the code provided in the appropriate field on the desktop.
- e. 4. Select “Submit”.

Important Notes

- a. Certain activities require additional soft token authentication. Depending on configuration or policies, once a user has authenticated in a session, they may or may not be asked to authenticate again.
- b. Profile changes that require additional authentication are:
 - Change email address.
 - Change password.
 - Change phone number.
 - Forgot password.
 - Change user ID
 - Register a new business or new user
- c. Business activities that require additional authentication are:
 - Initiate ACH Batch.
 - Initiate Recurring ACH Batches.
 - Initiate Single Wire.
 - Initiate Multiple Wires.