

Digital Banking Login & Registration Guide



November 2024

DIGITAL BANKING USER GUIDE

Welcome to Digital Banking! Whether you're using a mobile phone, tablet or laptop, our goal is to make your online banking experience easy and convenient. This guide offers instructions for:

- Registering – page 1.
- Logging in – page 4.
- Resetting your password – page 5.
- Unlocking your account – page 7.
- Enabling biometrics – Page 8.

Getting started

Digital Banking system requirements

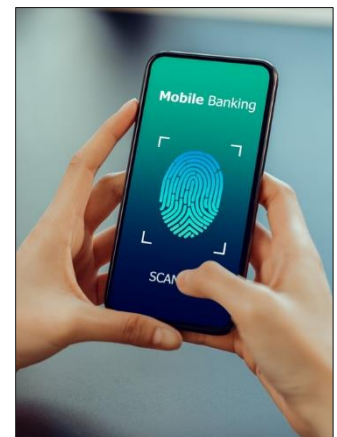
Our Digital Banking platform supports Microsoft Edge, Google Chrome and Safari. We recommend that you have the most current version of your preferred browser to ensure you have the latest security patches.

If you don't see the loans you're looking for after registering, please use the feature at the bottom of the Account Summary page: "Don't see your loan? Click here to add it." Follow the prompts on the screen to add your additional loans.

We now offer biometric authentication!

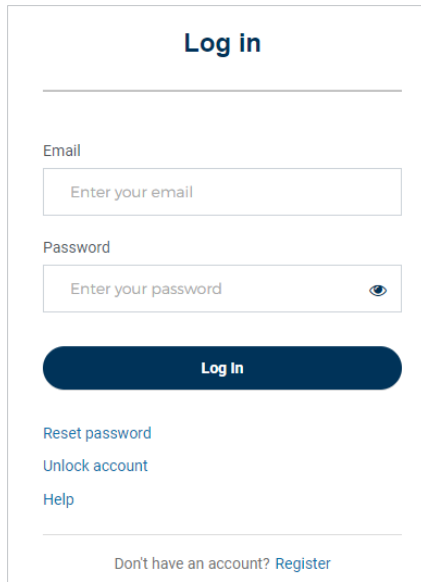
Biometric authentication is fast becoming an essential component of banking because of its ability to offer unrivaled and highly secure borrower identification processes. That's why we've added fingerprint authentication for Android users and Face ID for Apple/iPhone users.

Download the latest version of our Digital Banking app from Google Play or the App Store today to enable this feature, and be sure to check your phone settings to ensure biometrics are enabled there, too.



How do I register?

- Visit your Association website and click **Digital Banking**, which is located at the top right-hand corner of your screen.
- Click **Register** on the **Log in** page.

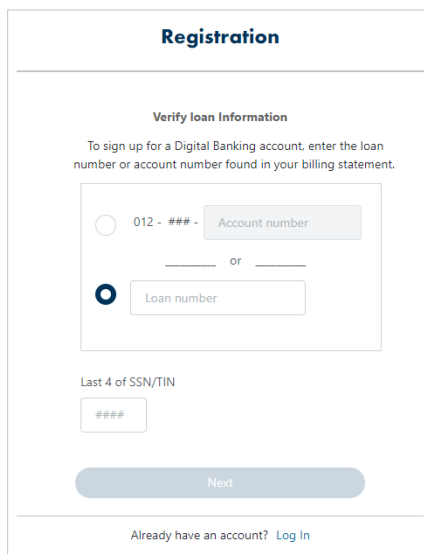


The screenshot shows the 'Log in' page. At the top, there is a header 'Log in' with a horizontal line below it. Below the header, there are two input fields: 'Email' with the placeholder text 'Enter your email' and 'Password' with the placeholder text 'Enter your password' and an eye icon to the right. Below these fields is a dark blue button labeled 'Log In'. Underneath the button are three links: 'Reset password', 'Unlock account', and 'Help'. At the bottom of the page, there is a link that says 'Don't have an account? Register'.

You must have the following information to register:

- Social Security number.
- Account number or loan number.

TIP: Your account number can be found at the top of your billing statement.



The screenshot shows the 'Registration' page. At the top, there is a header 'Registration' with a horizontal line below it. Below the header, there is a section titled 'Verify loan Information'. Under this title, there is a paragraph: 'To sign up for a Digital Banking account, enter the loan number or account number found in your billing statement.' Below this paragraph, there are two radio buttons. The first radio button is unselected and is next to the text '012 - ### - Account number'. The second radio button is selected and is next to the text 'Loan number'. Below these options, there is a text input field for the 'Last 4 of SSN/TIN' with the placeholder text '####'. Below the input field is a light blue button labeled 'Next'. At the bottom of the page, there is a link that says 'Already have an account? Log In'.

- Enter your account number or loan number and the last four digits of your Social Security number or taxpayer ID number.
- Click **Next**.


Register

First name

Last name

Login Email

Password



Password requirements:

- At least 10 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords
- At least 1 day(s) must have elapsed since you last changed your password

Next

[Already have an account? Log in](#)


- Enter your first name, last name and email address to create your password.


Set up security methods


Borrower@gmail.com

These security methods help protect your account by ensuring only you have access.

Set up required


 **Email**
Verify with code sent to your email. Set up

 **Phone**
Verify with your phone. Set up

 **Security Question**
Choose a security question and answer that will be used for signing in. Set up

- Set up your security methods (all are required):
 - Email.
 - Cell phone number.
 - Security question.

Set up security question




Borrower@gmail.com

Choose a security question
 Create my own security question

Choose a security question

What is the food you least liked as a child? ▾

Answer

..... 

Verify

[Back to security methods](#)

[Back to login](#)

You're almost done!

Borrower@gmail.com





Required security methods have been setup; additional methods can be found in settings after clicking Complete Registration.

Complete Registration

Security verification

Borrower@gmail.com

Select a security method to verify it's you:

 Email	<input type="button" value="Select"/>
 Phone SMS +1 XXX-XX-1072	<input type="button" value="Select"/>
 Okta push notification	<input type="button" value="Select"/>
 Okta code	<input type="button" value="Select"/>

[Back to login](#)

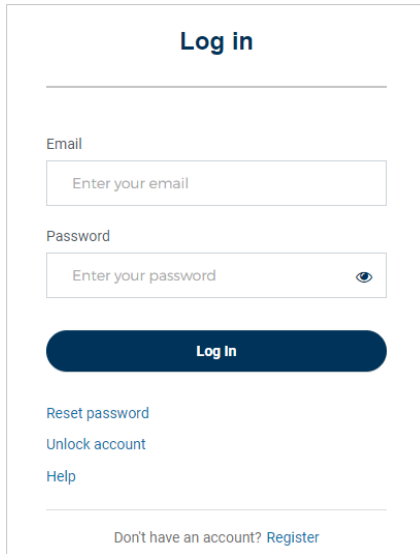
When setting up your security question, you can either choose from a predefined list of questions or create your own.

- After verifying the last security method, click **Complete Registration**.
- The **Digital Banking Terms and Conditions** will appear.

- Click **Accept**.
- You should now see your **Account Summary**.

How do I log in?

- Visit your Association website and click **Digital Banking**, which is located at the top right-hand corner of your screen.



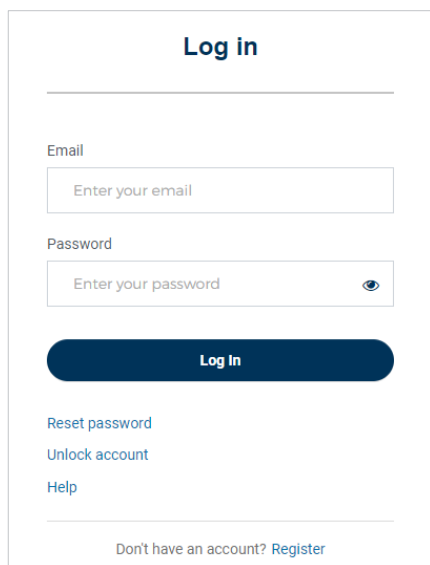
The screenshot shows a login interface with the following elements:

- Log in** title at the top.
- Email** label above a text input field containing the placeholder "Enter your email".
- Password** label above a text input field containing the placeholder "Enter your password" and a small eye icon for toggling visibility.
- A dark blue **Log In** button.
- Links for [Reset password](#), [Unlock account](#), and [Help](#).
- A footer link: [Don't have an account? Register](#).

- Enter your email address and password.
- Click **Log In**.
- Select one of the security verification methods.
- After successfully verifying, you should see your **Account Summary**.

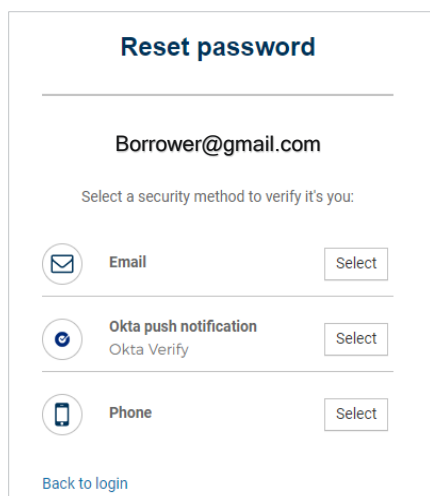
How do I reset my password?

- Visit your Association website and click **Digital Banking**, which is located at the top right-hand corner of your screen.



The screenshot shows the 'Log in' page. At the top, the title 'Log in' is centered. Below it is a horizontal line. There are two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter your password' and an eye icon for toggling visibility. A dark blue 'Log In' button is positioned below the fields. Underneath the button are three links: 'Reset password', 'Unlock account', and 'Help'. At the bottom, there is a link that says 'Don't have an account? Register'.


- On the **Log In** page, select **Reset password**.
- Enter your email address.
- Click **Next**.



The screenshot shows the 'Reset password' page. The title 'Reset password' is at the top. Below it is a horizontal line. The email address 'Borrower@gmail.com' is displayed. Below the email is the instruction 'Select a security method to verify it's you:'. There are three options, each with an icon and a 'Select' button: 'Email' (envelope icon), 'Okta push notification Okta Verify' (Okta logo icon), and 'Phone' (phone icon). At the bottom left, there is a link 'Back to login'.

- Select one of the security verification methods.
- Answer the **Security question** after verification.
- The **Reset password** screen will appear after the security question has been successfully answered.
- Create your new password.

Reset password




Borrower@gmail.com


Password requirements:

- At least 10 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password



Re-enter password



Sign me out of all other devices

Reset Password

[Back to login](#)

- Click **Reset password**.
- You'll soon receive a confirmation email letting you know that you've successfully reset your password.

How do I unlock my account?

Your account will be locked after 10 unsuccessful login attempts. Follow these steps to unlock your account if you're not redirected after the 10th attempt.

- Visit your Association website and click **Digital Banking**, which is located at the top right-hand corner of your screen.
- Click **Unlock account** on the **Log in** page.

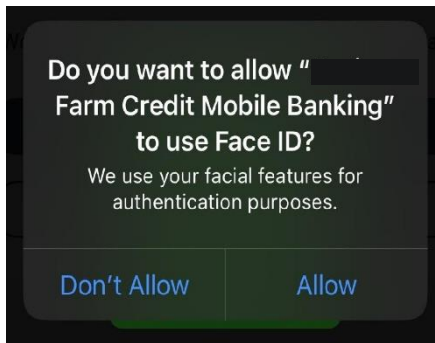
- Enter your email address.
- Select a security verification method.

Once security validation is complete, enter your password. You'll soon receive a confirmation email letting you know that you've successfully unlocked your account.

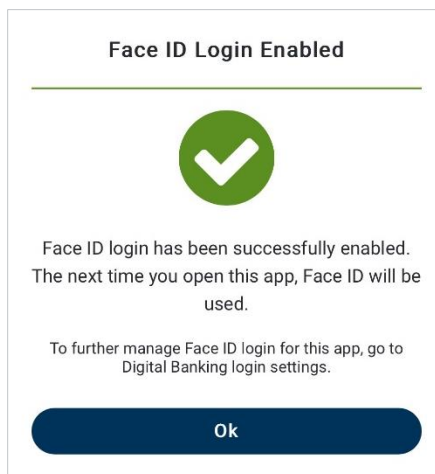
How do I enable biometrics?

- Open your Association's mobile app.

- Using the toggle, select **Enable Face ID for login**.



- Sign in normally using your email address and password.
- Select **Allow** to enable biometric authentication.



- You'll then see this confirmation notification.
- Click **OK**.
- You'll now be automatically logged in to your account using facial recognition.

The same steps are used for Androids using fingerprint recognition.



- To disable biometrics, log in to the Digital Banking app, go to your account settings and select **Disable Face ID Login**.