

## First Login After Conversion

### Update Username & Password

We're enhancing our services!

We've made improvements to our system that require you to create a new username and password.

#### Create your username

New Username

- Minimum of six characters
- Cannot be all numbers

#### Update your password

New Password

- Minimum of eight characters
- Use a mix of letters, numbers, and symbols

Retype Password

- Passwords must match

Upon initial login, users will be prompted to update their username and password.

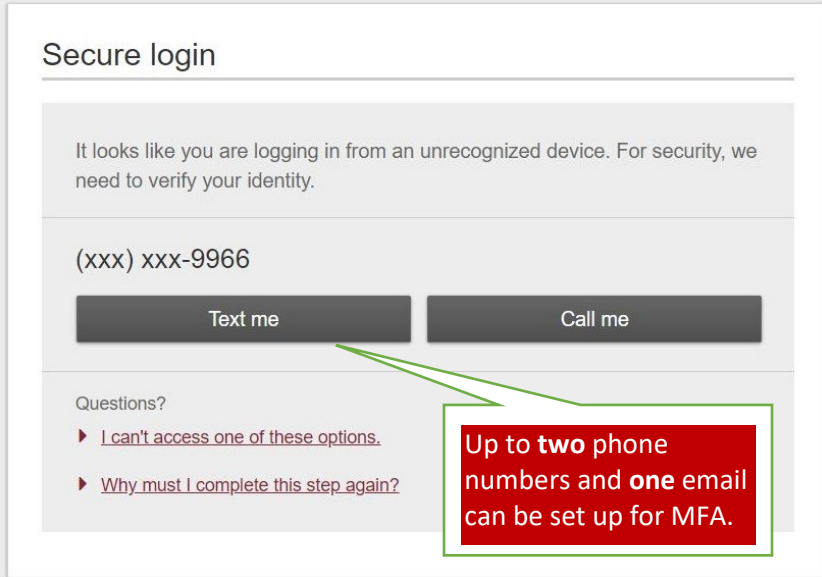
#### Username

- Must be at least six characters long
- Must contain one letter
- Can contain letters, numbers and any of the following special characters: @\$\*\_-=.!~

#### Password

- Must be between 8 and 32 characters
- Must contain at least two letters, one number, and one special character: @\$\*\_-=.!~
- Cannot contain any spaces
- Cannot contain the username
- Passwords are case sensitive
- Passwords do not expire

### Multifactor Authentication (MFA)



Secure login

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

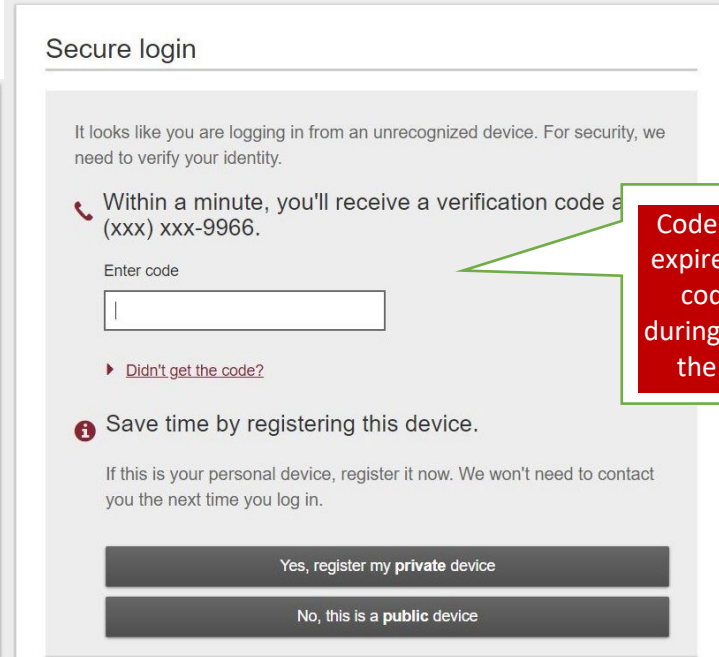
(xxx) xxx-9966

Text me Call me

Questions?

- ▶ [I can't access one of these options.](#)
- ▶ [Why must I complete this step again?](#)

Up to two phone numbers and one email can be set up for MFA.



Secure login

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

Within a minute, you'll receive a verification code at (xxx) xxx-9966.

Enter code

▶ [Didn't get the code?](#)

Save time by registering this device.

If this is your personal device, register it now. We won't need to contact you the next time you log in.

Yes, register my private device

No, this is a public device

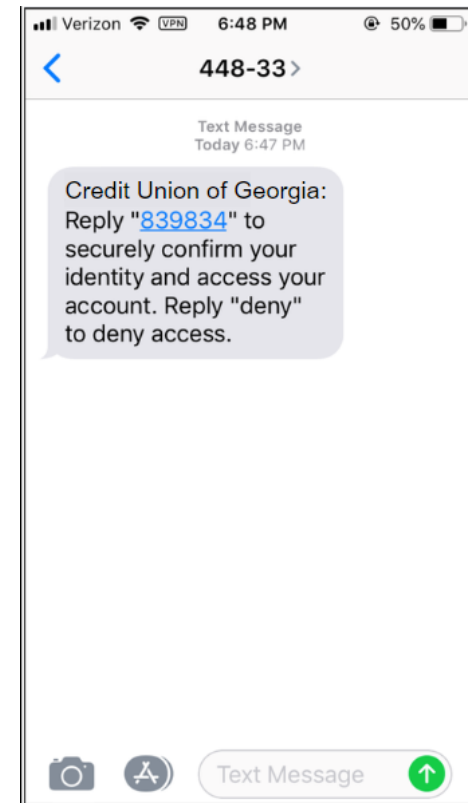
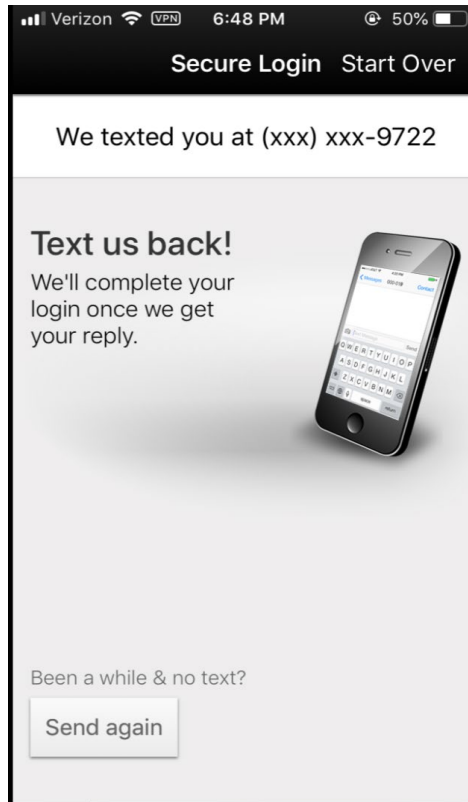
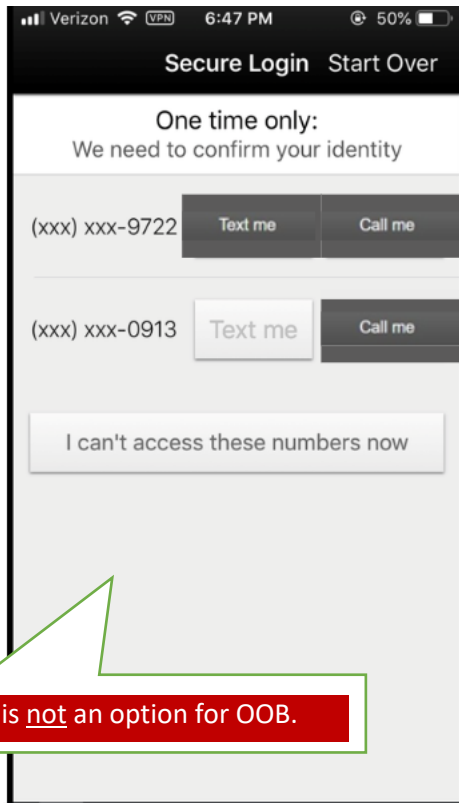
Code is 6 random digits and expires after 10 minutes. If a code is requested again during that 10-minute period, the same code is resent.

**IMPORTANT:** Only during first-time login will users have the text option. Users will not have the ability to add or edit their MFA channels. Upon subsequent logins, text will only be available if 1) text was used for that phone upon initial login or 2) the user enabled the phone for text via their My Settings screen.

If users register the device, a device identifier is left in several places within the user's browser and the user will not be prompted for a verification code upon future logins.

Either button takes the user in to Online Banking.

## Out of Band Authentication (OOB)



**"Call me"** - Upon answering the call, the user will be prompted to press a number on their phone keypad.