

The Business Mobile login experience varies whether or not the user already logged into Business Banking web.

If a new user goes directly to Business Mobile (Figures 1, 2, and 3):

1. Enter the system-generated username and password sent via 2 emails.
2. Confirm identity via MFA with “Call me” (only option).
3. Change the initial password.

If a user logs into Business Banking web first (Figures 1 and 2):

1. Enter the username (user may have edited in Business Banking web – recommended since it’s not editable in the app).
2. Enter the password that was changed upon initial login to Business Banking web.
3. Confirm identity via MFA (email is not an option):
 1. “Call me” - always an option.
 2. “Text Me” - option if enabled in Business Banking web.

Figure 1



Figure 2

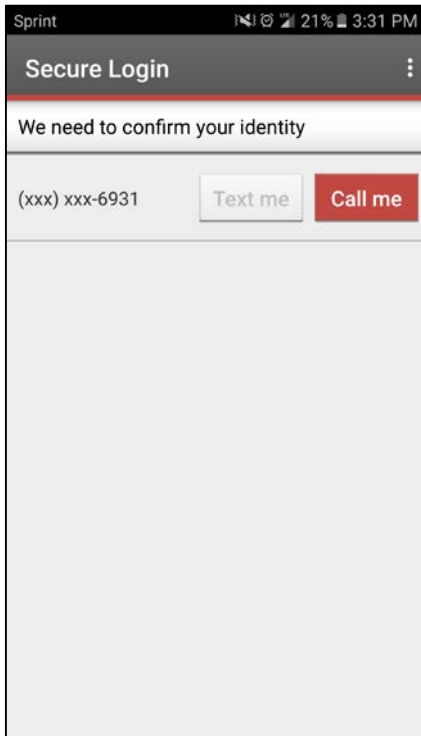
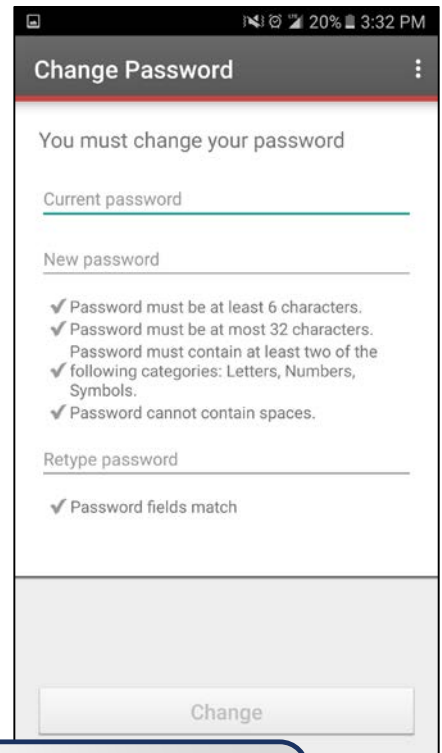


Figure 3

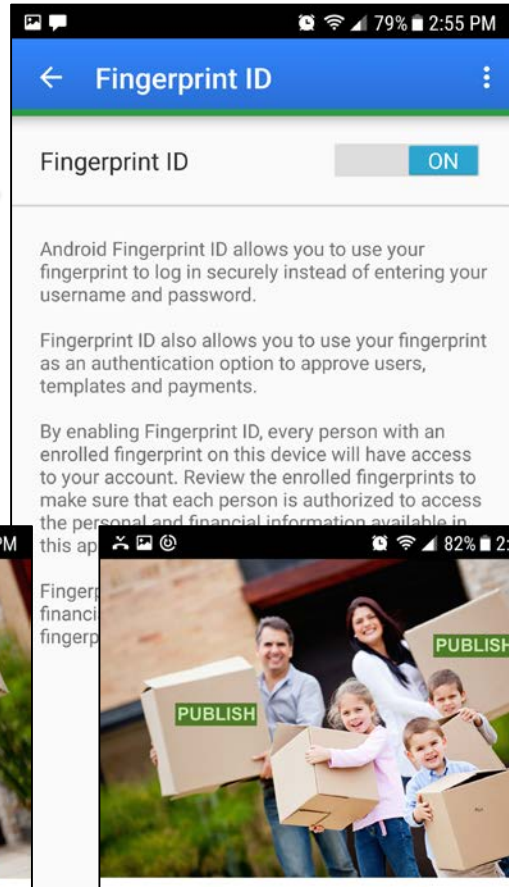
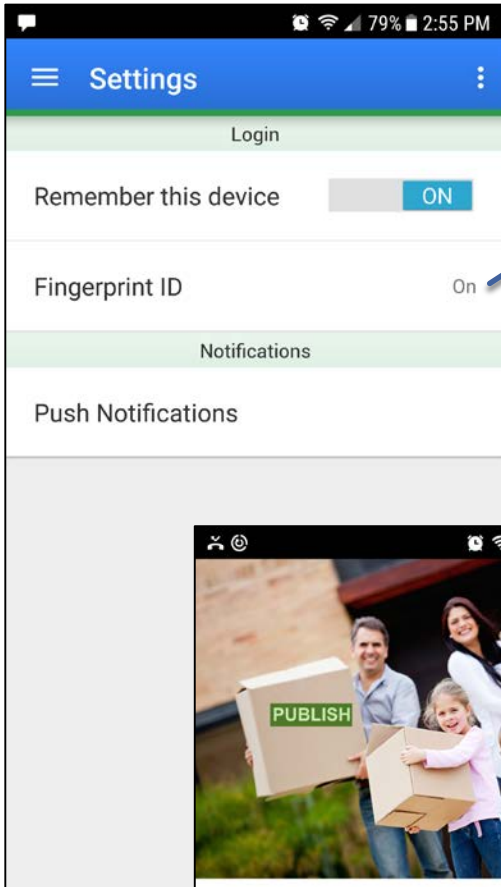


Important!

- Business Mobile is a separate app from the consumer mobile app.
- Business Banking is NOT compatible with Mobile Web Banking.

The Settings menu in the app controls future logins:

1. Toggle “Remember this device” to ON to bypass MFA (Figure 2, pg 1).
2. Use your fingerprint to login, if your device supports it (“TouchID” on iPhone and “Fingerprint ID” on Android).



Login with username/password



Login with fingerprint