

IMPORTANT!

After successfully activating your new FI DIGIPASS soft token, delete the previous DIGIPASS app used before the Business Digital Banking upgrade.

Removing the old app helps prevent confusion during future logins and ensures you use the correct authentication token.

START HERE

Setting Up a Password

1 “Forgot Password”

Begin by selecting “Forgot Password”

2 Enter Required Fields

Complete all required fields and one optional field

3 Submit

The “Identity Verification” screen will appear

4 Verify Your Identity

Choose one of the available verification methods

[SEND ME A TEXT MESSAGE](#)

[CALL MY PHONE](#)

[SEND ME AN EMAIL MESSAGE](#)

Forgot Password

Required fields:

User ID, Email Address and one of the Optional fields.

User ID

Last Name (Optional)

Email Address

Home Phone (Optional)

Cancel

Submit

Identity Verification

We are calling the phone number you selected. Please enter the code that you hear in the automated message.

* Confirmation Code

Cancel

Submit

NEW PASSWORD REQUIREMENTS

All new passwords must meet the following criteria

12-32 characters long

An uppercase letter (A-Z)

A Number (0-9)

A lowercase letter (a-z)

A special character: ~!@#\$%^&*()[]{}<>_+~=/|.,;:'"?

5 Create Your Password

Following the “New Password Requirements”, create a new compliant password. Then, enter it again in the “Confirm Password” box.

Forgot Password

Congratulations. You have successfully validated your information. You can now reset your Internet Banking password.

Passwords must be 12 to 32 characters long and must contain all of the following: a lowercase letter (a-z), an uppercase letter (A-Z), a digit (0-9) and a special character ~!@#\$%^&*()[]{}<>_+~=/|.,;:'"?

After you have confirmed your password, click the **Set Password** button.

Password

Confirm Password

Cancel

Set Password

NEXT UP

Activate DIGIPASS

START HERE

Activating Your DIGIPASS

1 Log in with your username and password

“Activate Token” will appear

2 Scan the QR Code

Open your mobile device's camera and scan the appropriate QR Code

Apple App Store for iPhone users

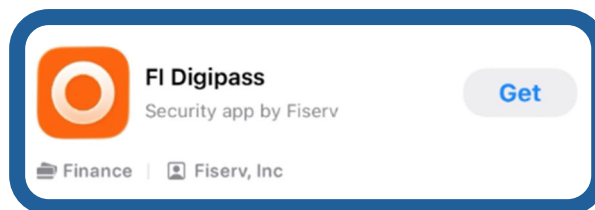
Google Play Store for Android users

3 Tap the QR Code Link

This will take you to the app store, where you can download and install the proper DIGIPASS app



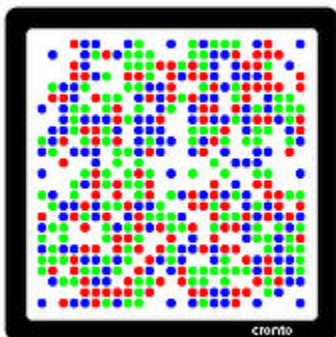
OPEN THE APP



4 ON YOUR DESKTOP Click “Continue”

A Cronto image (activation image similar to a QR Code) will appear

ON YOUR MOBILE DEVICE Select “Scan Code”



- Scan the Cronto Image with your mobile device
- Enter the 16 digit Registration Code on the DIGIPASS app into the “Registration Code” Field on your desktop
- Enter a Device Nickname in the “Device Nickname” field. (for example, My iPhone or Work Android.)

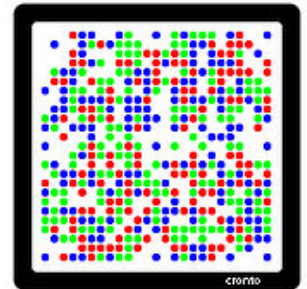
SELECT “REGISTER”

5 ON YOUR MOBILE DEVICE Select “Continue”

A second Cronto Image will appear on your *desktop*

6 Scan the second Cronto Image

An Activation Signature Number will appear on your mobile device



7 Enter the Activation Number

Enter the Activation Signature Number from your mobile device in the “Activation Signature” field on your desktop.

**SELECT “DONE” ON THE MOBILE APP
SELECT “ACTIVATE” ON THE DESKTOP**

A confirmation screen will appear. Select “Continue”

Activate Token

Make sure you complete the registration process in the DIGIPASS app.

Once you have completed the process in DIGIPASS, your device will be registered. On future logins to Online Banking, you will be prompted to use the DIGIPASS app to generate a verification code.

Cancel

Continue

Your DIGIPASS soft token is now activated and ready for use

START HERE

Logging in with the new Soft Token

1 Start on your Desktop

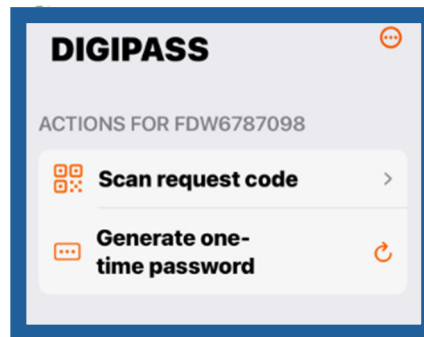
Log in to your account with your username and password

2 Verify Your Identity

The “Identify Verification” field will be displayed

3 Use Your DIGIPASS

On your mobile device, open the DIGIPASS app and select “Generate One-Time Password”



4 Enter the Code

On your desktop, enter the one-time password displayed in the DIGIPASS app and select “Submit”

