

How to Activate your Soft Token for the first time:

IMPORTANT: You will need access to a computer and the phone/tablet/device you plan to use every time as your token before you begin this process. **YOU MUST REMOVE ANY SCREEN TIME OUT SETTINGS** on your phone prior to beginning this process. If you need help changing those settings, please call us before you begin. Your phone/device screen cannot time-out during the activation process or an error will occur.

While logged in to the new cash management site:

1. Press **Profile** (top right menu bar)



Home Accounts Payments & Transfers Checks & Deposits Administration

2. Press **Switch to App** button



Home Accounts Payments & Transfers Checks & Deposits Administration

Profile

PIN

Edit

Token

Deactivate

Tokens are now available as an app on your device. You can switch to using the app instead of your physical token.

Switch To App

3. Press **Add Device**

Add Device

Close

4. Enter **Username** & only the four digit **PIN** you use to login with your current token.

5. Press **Begin Verification**.

Home Accounts Payments & Transfers Checks & Deposits Administration

Verify Your Identity

To add a soft token device, complete the following.

Username *

Enter Username Here

HIDE

Password Or PIN *

••••|

* Indicates required field

Begin Verification

6. Answer security question.

Enter the answer to your security question (you would have given this information when you signed up for CM). **This information is case sensitive.** If you type in the correct answer and it gives you an error message "Incorrect Answer", please call us at 1-800-463-7782.

7. Press **Complete Verification** to move forward.

8. On your cell phone or device, you must download the soft token app before continuing. Go to app store and search for "**DigiPass for Business Banking**" and Download.

For Google Play Store Download. Click [Here](#).
For Apple Store Download. Click [Here](#).



DIGIPASS® App

9. Press **Begin Activation button**

Profile

PIN [Edit](#)

Token

Complete the following to add your token on an additional device, like a tablet or smart phone.

To activate your token, you will need the app on your device. Download and open the app, then click Begin activation below.

Detailed instructions on [downloading and starting the app](#) are available.

10. Open the DigiPass app on your device and follow these steps:

Important! Do NOT click the back button on your App or computer screen until you complete the following steps!

Step 3

On your phone, tap **Begin Activation** in the app.

The app uses your smartphone's camera to scan the secure, multi-colored **CRONTO image** displayed on your computer's **Profile** screen. The app will decode the image and display your device code.

Fill out the **Token** form on your computer screen:

1. Enter the **Device Code** as displayed in the app.
2. Add a **Nickname** for your device.
3. Click **CONTINUE**.


Profile

Activation

Password

Token

Use the app on your device to scan the image



Device code * 1234789022334455

Device nickname * Sarah's Phone

* Indicates required field

Activation

Here is the device code, Enter this code in the online application and press button below to continue.

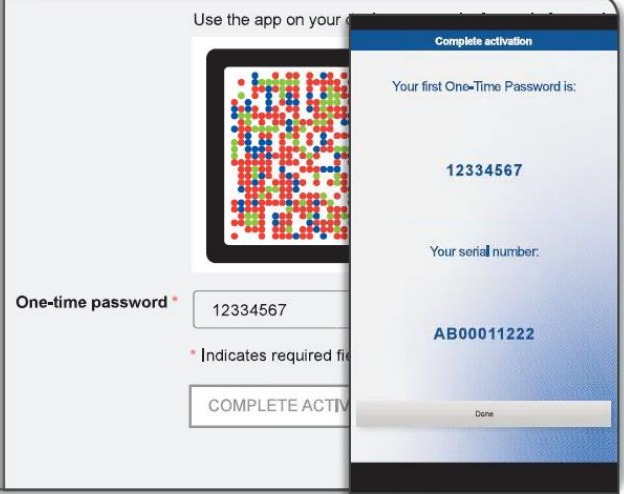
1234789022334455

Scan image

Step 4

1. Another CRONTO image will appear on the computer screen. Using your phone and the soft token app, tap the **Scan Image** button to decode the CRONTO image.
2. Enter the **One-time password** as displayed in the app.
3. Click **COMPLETE ACTIVATION**.

If you have a phone that allows biometric protection, choose YES to enable fingerprint security for opening the app. Select NO if you want to skip this step. (You'll be able to enable this later, if you choose.)



The Complete activation screen appears.

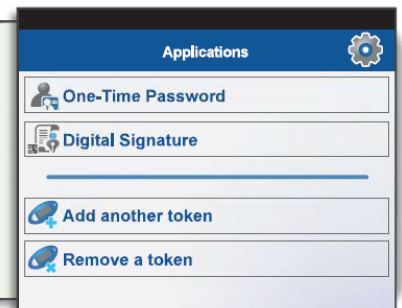
Note: If your device has a fingerprint protection feature, a dialog box to activate your biometric protection appears after you scan the second image. Click Yes if you want to activate fingerprint protection for the application, otherwise, click No. (You can always enable this later).

How to Log In to Business Online with a Soft Token:

Go to Business Online: https://web15.secureinternetbank.com/EBC_EBC1151/Login/101114303/310

Step 1

Open the DIGIPASS for Business Banking soft token app and tap **One-Time Password**.



Step 2

1. At the Business Online log in screen, enter your **Username**.
2. In the Password field, enter the **One-Time Password** generated with the soft token, followed by your **PIN**.

One-Time Password

275000089 1197

PIN

3. Click **LOG IN**.

Log in

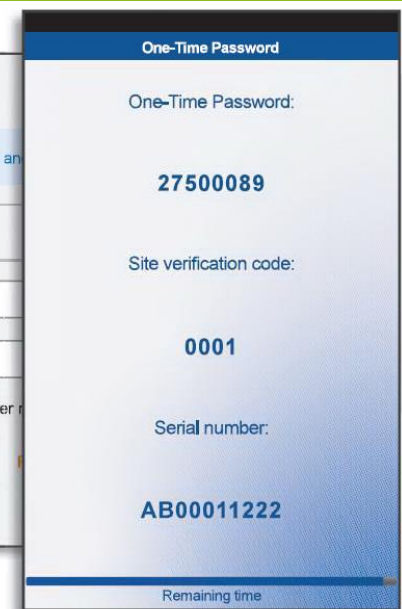
New ATM open on 1st and

Login

Username

Password

Remember me



Step 3

When a Site Verification screen opens, compare the number on the screen with the code on your app.

If they match, select **VERIFIED** and you'll be securely logged in to your account.

Site verification

Use your token to generate a verification code that protects your account by ensuring that you are the only person who can access it.

0001

If your verification code does not match, you will need to re-enter your code.

USER ID

Remember my username

[Forgot password](#)

One-Time Password

One-Time Password:

27500089

Site verification code:

0001

Serial number:

AB00011222

Remaining time

Questions? Call us at **800-463-7782** or email customercontact@firststateks.com