

Activating your DIGIPASS soft token:

Step 1

Using your computer, log in to Business Online Banking with your current Username and Password. After logging in, you will be prompted to activate your soft token.

Login

Username HIDE

Password ↑

Remember my username

Step 2

Using your mobile device enter "DIGIPASS for Business Banking" in the search field of your smartphone's app store. **Download and open the app.** Go back to your computer and click **Begin Activation**.

Activate soft token

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

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

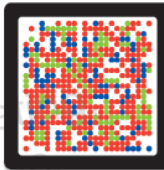
Step 3

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 **Activate token** screen. The app will decode the image and display your device code.

Fill out the **Activate token** form on your computer screen:

1. Enter the **Device Code** as displayed in the app.
2. Add a **Nickname** for your device.
3. Enter a **4-digit PIN** that you will remember. (You'll use this PIN each time you log in.)
4. Create a **Security Question** and add the **Answer**.
5. Click **CONTINUE**.

Activation



Device code *

Device nickname *

Create a PIN * HIDE
4 digit numeric

Security question *

Security answer *

* 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

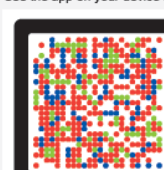
Step 4

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.)

Activate soft token

Use the app on your device to scan the CRONTO image.



One-time password *

* Indicates required field

Complete activation

Your first One-Time Password is:

12334567

Your serial number:

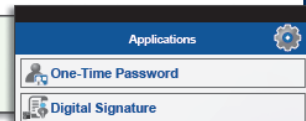
AB00011222

Done

Logging in to Business Online using your DIGIPASS soft token:

Step 1

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



Step 2

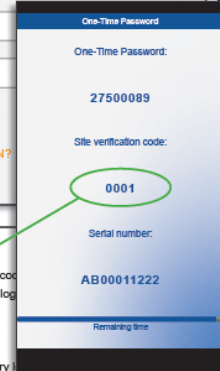
1. At the Business Online log in screen, enter your **Username**.
2. In the Password field, enter the **one-time password** generated with the soft token, followed by your **PIN**.
3. Click **LOG IN**.

Password

One-time password
PIN

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.



Soft Token FAQ

What is a soft token?

A soft token is a software app that is downloaded and installed on your Apple or Android smartphone. The app adds an extra layer of protection to your Business Online Banking account by generating a one-time password each time you log in. This random string of numbers is used when logging into your account or completing certain transactions such as ACH or wires.

How does it work?

The soft token app protects access to your Business Online Banking account by generating random, one-time passwords that you and approved employees will use each time you log in to your account. It can also be used to complete high-value transactions such as ACH or wires. The one-time string of numbers, combined with the PIN you set up in Business Online Banking, makes it nearly impossible to hack your account.

When if I enter the wrong number when logging in?

If you enter the wrong one-time password/PIN combination, just re-enter the correct numbers generated by the app and your PIN.