



Quick Online Banking Access Job Aid Personal Banking

FIRST-TIME LOGIN INSTRUCTIONS

1. Visit [Capital Bank Personal Online Banking](#) and log in directly.
OR
2. Go to capitalbankmd.com, click "Login" on the right side of the screen, and select "Personal Online Login" from the drop-down menu.
3. Enter your existing **West Town Bank** User ID.
4. Use the **temporary password** as instructed above.
5. If you currently use a static password, you will be prompted to **create and confirm a new password** that meets the following requirements:
 - a. **9 to 17 characters**
 - b. At least **one number, one uppercase letter, one lowercase letter, and one special character**
6. Once logged in, you will be prompted to **activate your soft token**.

MOBILE BANKING USERS

If you use **Mobile Banking**, please complete the above First Time-Login Instructions via a desktop browser **before** attempting to login with the mobile banking app. Once your password is activated, you can log in to the **new mobile banking app**.

To download the Capital Bank Mobile app please visit the appropriate app store using the links below:

Via App Store: [Capital Bank Mobile](#)

Via Google Play Store: [Capital Bank Mobile](#)

ADDITIONAL RESOURCES

For detailed guidance, please review our [Online Banking Guide](#) or visit the [Integration Resource Page](#).