

Initial Login – Customer View

How to log in for the first time following your eBanking conversion:

Begin by entering your previous Online Banking User ID in the Login Name field, and then click Login.

Welcome to Online Banking

IMPORTANT! If this is your first time logging into the new system, use your OLD Login id. The last 6 of your SSN will be your NEW TEMPORARY PASSWORD. You will then be prompted to create a new password. To view a demo of this process, [click here](#).

Login Name: Login

[Forgot password?](#)



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New Customer? To view a demo of Online Banking, [click here](#)



Your temporary password will be the last 6 of your SSN (TIN if business).

The new password must be between 6 – 15 characters and should contain 3 of the 4 following items:

- One or more capital letter
- One or more lower case letter
- One or more number
- One or more special character

Enter the new password and then confirm it. Click **Continue**.

NOTE: *If the passwords entered do not match or if they do not meet the criteria above, you will be prompted to enter and confirm the password again.*

Edit Preferences

Customer **2222 :: Edit Password**

Password change required.

Your new password is case sensitive and may be any combination of letters, numbers, and keyboard characters. Your password must also meet the following requirements:

- Passwords must contain a minimum of 6 to a maximum of 15 characters

Password:

Confirm:

The customer will be displayed with a **Change Password – Successful** screen and will click **OK** to continue.

Customer Preferences

- Customer
- Login Name
- Authenticator
- Email Address
- Email alert for new message
- Mobile Phone #
- Secondary Users

Member FDIC Equal Housing

Edit Preferences

Customer **3263 :: Edit Password**

Change Password - Successful

Next, enter your Contact Method information (SMS Text or Email), check it for accuracy, and click **Continue**.

Contact Method

New Contact Method

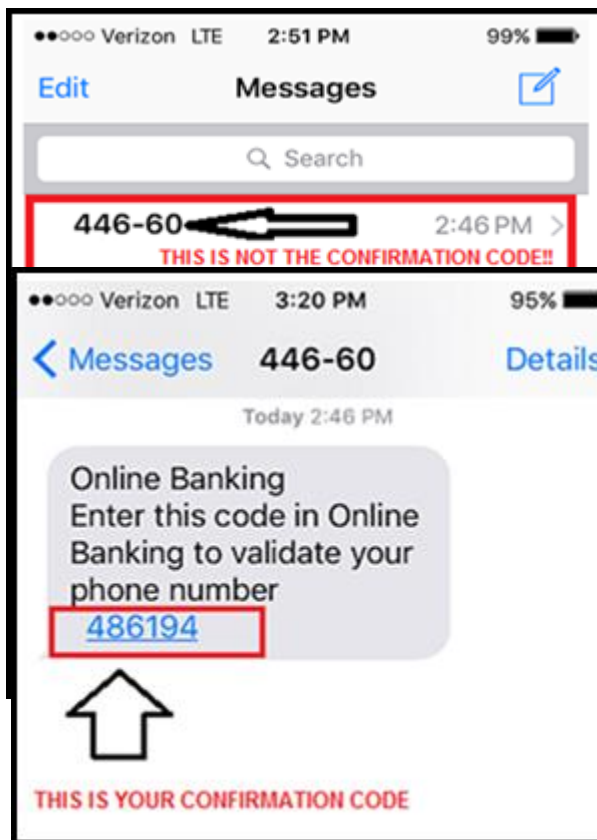
After entering in your contact information, a confirmation code will be sent to the email address or phone number provided.
You must enter this code on the 'Contact Method' page prior to use.

Name:

Type:

Phone Number:

Confirmation codes will be sent via the method(s) entered and must be validated prior to entering Online Banking during the initial login process.



IMPORTANT! Confirmation codes sent via SMS/Text will display with a 5-digit short code identifier in the message header that is unique to DCI eBanking Solutions. The short code identifier is **NOT** the confirmation code. The message must be opened to see the confirmation code.

Click  to view the Confirmation Code field.

Contact / Authorization Method


These are the contact methods you have previously entered. When signing into Online Banking, you may be asked to select a contact method to have your security code sent to.

[Contact Method](#)

New Contact Method

Contact Name	Contact Info
Charles B	6209604628



Click the  icon to enter the confirmation code sent to your phone or email.

Enter the confirmation code that you received as shown below and then click **Confirm**.

Contact / Authorization Method


These are the contact methods you have previously entered. When signing into Online Banking, you may be asked to select a contact method to have your security code sent to.

[Contact Method](#)

New Contact Method

Contact Name	Contact Info
Charles B	6209604628
Confirmation Code: <input type="text" value="486194"/> <input type="button" value="x"/>	<input type="button" value="Confirm"/> <input type="button" value="Resend"/>



Click the  icon to enter the confirmation code sent to your phone or email.

NOTE: Click **Resend** if you did not receive the confirmation code.

Upon validation of the contact method, the following screen will appear. You may click **Continue to Online Banking** or choose to add another new contact method by clicking the *New Contact Method* link and then following the steps seen above.

Contact / Authorization Method

These are the contact methods you have previously entered. When signing into Online Banking, you may be asked to select a contact method to have your security code sent to.

[Contact Method](#)

New Contact Method

Contact Name	Contact Info
Charles B	6209604628

If you do not wish to receive confirmation codes via SMS/Text, email can be used to receive confirmation codes. To do this, use the Contact Method window to enter your name, set the Type field to Email, and then enter your email address. Check the information you entered for accuracy and then click **Continue**.

Contact Method

New Contact Method

After entering in your contact information, a confirmation code will be sent to the email address provided. You must enter this code on the 'Contact Method' page prior to use.

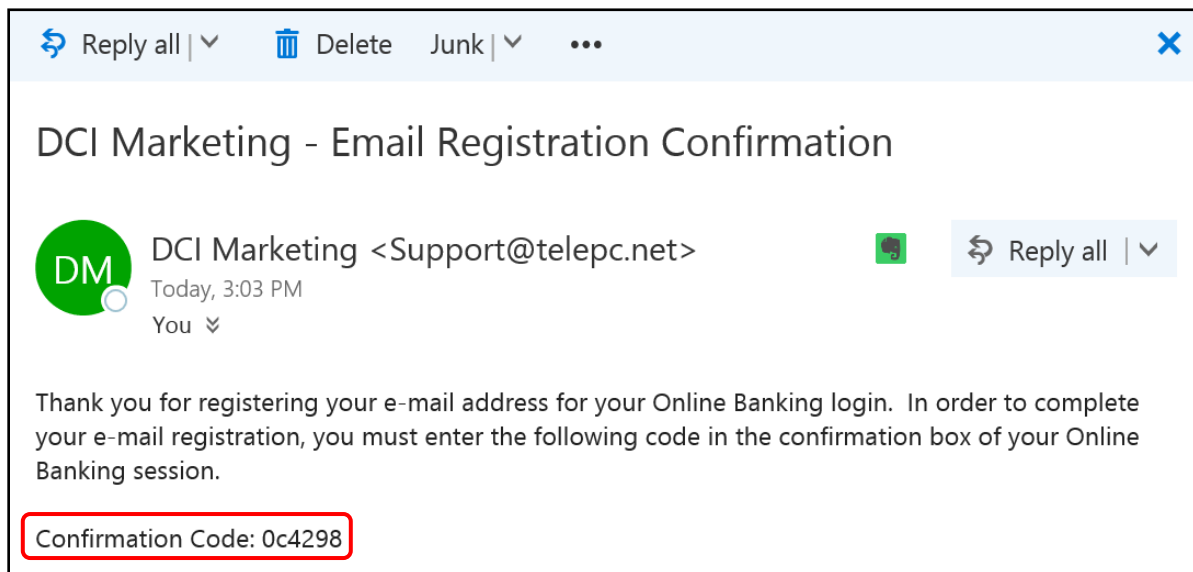
Name: Charles B


Type: Email

Email: charlesb5522@outlook.com

Cancel Continue

An email will be sent to the address entered. Log into your email to retrieve the confirmation code.






Click  next to the email address to view the Confirmation Code field.

Contact / Authorization Method

These are the contact methods you have previously entered. When signing into Online Banking, you may be asked to select a contact method to have your security code sent to.

[Contact Method](#)

New Contact Method

Contact Name	Contact Info	
Charles B	charlesb5522@outlook.com	 
Charles B	6209604628	





Enter the confirmation code as shown below and then click **Confirm**.

Contact / Authorization Method

These are the contact methods you have previously entered. When signing into Online Banking, you may be asked to select a contact method to have your security code sent to.

[Contact Method](#)

New Contact Method

Contact Name	Contact Info	
Charles B	charlesb5522@outlook.com	 
Confirmation Code:	<input type="text" value="0c4298"/> 	<input type="button" value="Confirm"/> <input type="button" value="Resend"/>
Charles B	6209604628	

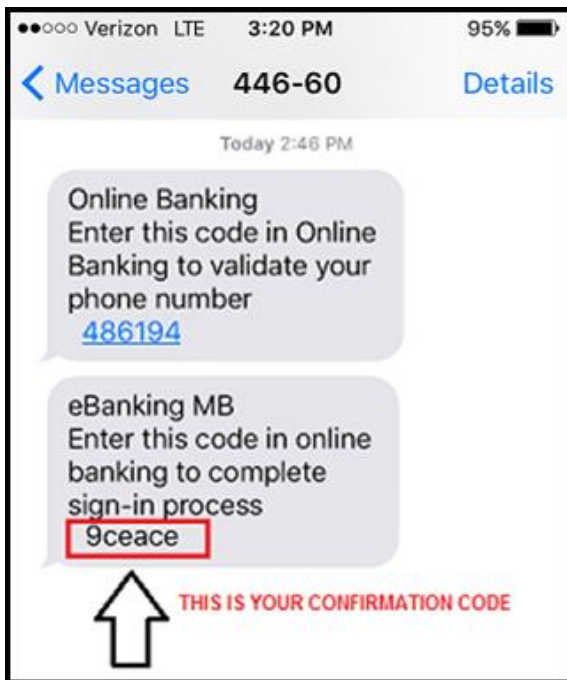
Multi-factor Authentication

The contact methods entered by customers will also be used after the initial login process as part of our Multi-factor Authentication (MFA). Customers will occasionally be prompted to generate a confirmation code that will be sent to them and must be entered prior to being able to view their Online Banking accounts.

Upon entering a valid Login ID and password, customers will see the screen below when MFA confirmation is required. Click the hyperlink for the Contact Name to which the code should be sent. Clicking the hyperlink will generate and send the code.

Select Contact Method

Contact Name	Contact Info
Charles B	charlesb5522@outlook.com
Charles B	6209604628



Retrieve the code via the method that was selected, either SMS/Text or email.

Enter the confirmation code as shown below and then click **Continue**. If the code is entered correctly, you will be redirected to the Account Summary page in Online Banking.

Verification

To verify your identity and protect your account, we are going to send you a verification code to type in.

Please enter the verification code sent to 6209604628.

[Didn't get the code?](#)

Continue

There are certain scenarios that will result in the customer having to request and enter a confirmation code for Multi-factor Authentication (MFA). MFA was implemented to increase the security for access to customer accounts, however, DCI understands that if you have customers who are being required to enter confirmation codes frequently it can be frustrating. Below are some of the common reasons certain customers are required to enter MFA confirmation codes more frequently when logging in.

- The browser is not set to accept cookies
- The customer is accessing Online Banking from multiple devices (ex. Laptop, tablet, phone)
- There are multiple Online Banking users accessing their accounts on a common, shared device
- The customer is accessing Online Banking from different IP addresses

NOTE:

- *For customers using a Hotmail email address as a contact method, it is common for these emails to go to the Junk E-mail folder. If a customer reports not receiving the email, ask the customer to check his or her Junk E-mail folder.*
- *If a customer reports not receiving an SMS/Text message, ask the customer to check with his or her carrier to confirm that Short Code Messaging is not being blocked.*

Customer Preferences

- Customer
- Login Name
- Authenticator
- Email Address
- Email alert for new message
- Mobile Phone #
- Secondary Users

Member FDIC  Equal Housing Lender

Edit Preferences

Customer ****3263 :: Edit Password

Change Password - Successful

OK

Help Center