Quick Start Guide – Online Banking My Profile Menu

UNIBANK

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MY PROFILE

My Profile allows you to change your Email, Address, Phone Number, User ID, update Security Information and view User Activity. The My Profile link is located on the home page User ID menu dropdown.

Click on the appropriate option to update Email, Address, Phone Number, User ID, Password, and Change Security Information as well as to view User Activity.

My Profile – Update Email Address

- Click on **Change Email Address** from the My Profile menu. Your current email address will display.
- Enter new email address and confirm new email address.
- If needed, you can add/change a secondary email address on your profile.
- Click **Update**.
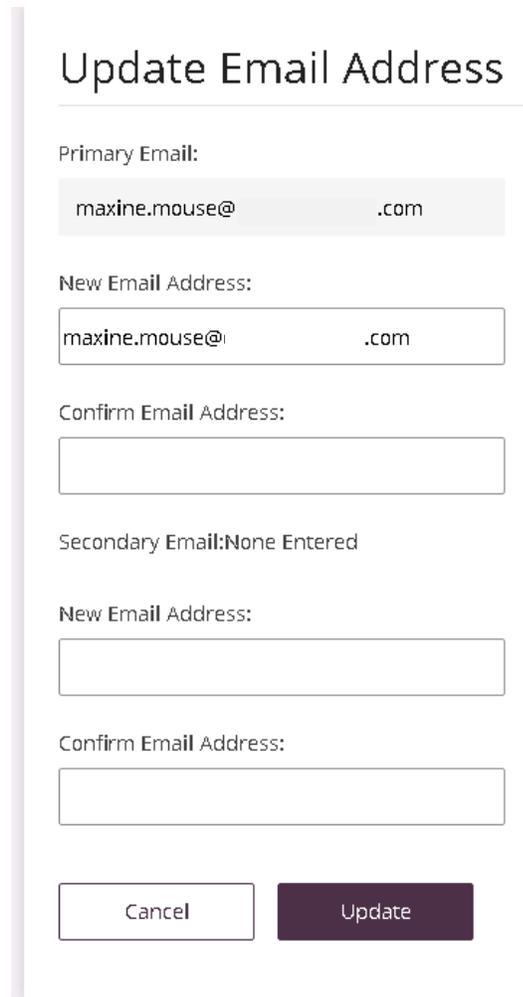
Update Email Address

Primary Email:

> maxine.mouse@   .com

New Email Address:

> maxine.mouse@   .com

Confirm Email Address:

Secondary Email:None Entered

New Email Address:

Confirm Email Address:

Cancel   Update

For security purposes, you will then receive the Identity Verification screen and choose to receive either a text or a call to verify your identity.

Identity Verification

As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe.

Please choose one of the following options.

Send me a text message

We will send you a text message with a confirmation code.

(xxx) xxx-2374 ⌄

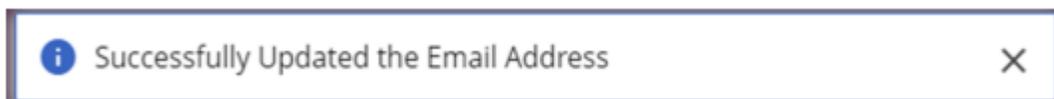Send me a text message

Call my phone

We will call you and ask you to enter a confirmation code into your phone.

(xxx) xxx-2374 ⌄

Call my phone

I can't be reached at any of these numbers | Cancel

Once you have verified your identity, you will receive a confirmation message that your email address has been updated.

ⓘ Successfully Updated the Email Address   ✕

My Profile – Update Address

- Click on **Change Address** from the My Profile menu. Your current address will display.
- Enter new mailing address, then click **Add Street Address** and enter new street address.
- Click **Update**.

Address Change Module

Mailing Address:

Address Line 1:

MAIN STREET

Address Line 2:

...

City:

WHITINSVILLE

Country:

United States ⌄

State:

Massachusetts ⌄

ZIP Code:

01588

Add Street Address

Cancel | Update

For security purposes, you will then receive the Identity Verification screen and choose to receive either a text or a call to verify your identity.

Member FDIC

Identity Verification

As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe.

Please choose one of the following options.

Send me a text message

We will send you a text message with a confirmation code.

| (xxx) xxx-2374 | ⌄ |

[Send me a text message]

Call my phone

We will call you and ask you to enter a confirmation code into your phone.

| (xxx) xxx-2374 | ⌄ |

[Call my phone]

[I can't be reached at any of these numbers]   [Cancel]

Once you have verified your identity, you will receive a confirmation message that your address has been updated.

ⓘ Your address has been updated successfully. Your updated address ✕
will appear upon your next login.
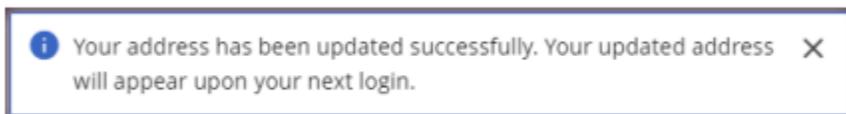
My Profile – Update Phone Number

- Click **Change Phone Number** from the My Profile menu. Your current phone number(s) will display.
- Enter new phone number(s).

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- Click **Update**.

Change Phone Number

Primary Phone Number

5082348112

Secondary Phone Number

Work Phone Number

Cancel   Update

For security purposes, you will then receive the Identity Verification screen and choose to receive either a text or a call to verify your identity.

Member FDIC

Identity Verification

As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe.

Please choose one of the following options.

Send me a text message

We will send you a text message with a confirmation code.

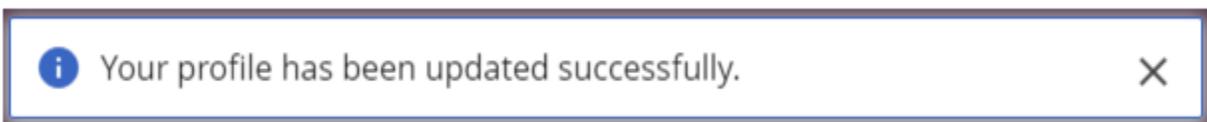| (xxx) xxx-2374	⌄

Send me a text message

Call my phone

We will call you and ask you to enter a confirmation code into your phone.

(xxx) xxx-2374	⌄

Call my phone

I can't be reached at any of these numbers	Cancel

Once you have verified your identity, you will receive a confirmation message that your phone number(s) has been updated.

ⓘ Your profile has been updated successfully. ✕

My Profile – Change User ID

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- Click **Change User ID** from the My Profile menu. Your current User ID will display.
- Enter New User ID and Confirm User ID
- Click **Update**.

Change User ID

Your user ID and password are used to log in to this site. This page allows you to change your user ID. Your user ID must be between 6 and 26 characters in length and may be made up of both letters and numerals. Special Characters cannot be used when creating a new User ID. Your user ID is not case sensitive.
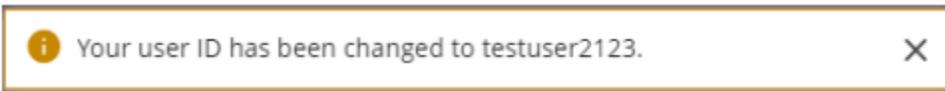
Existing User ID: testuser789

New User ID:

[|]

Confirm User ID:

[ ]

[Cancel] [Update]

You will receive a confirmation message that your User ID has been changed.

> (i) Your user ID has been changed to testuser2123.   ✕

My Profile – Change Password

- Click **Change Password** from the My Profile menu.

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- Enter your current password.
- Enter new password and confirm new password.
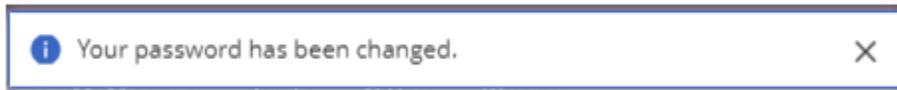- Click **Update**.

Change Password

Passwords must contain at least three of the following four items: lowercase letters (a-z), uppercase letters (A-Z), digits (0-9), symbols `~!@#$%^&*()_+-=\{\}|;'?,./) and must be between 8 and 22 characters. You cannot use prior (5) passwords and should make your password as random as possible.

Current Password:

New Password:

Confirm Password:

Cancel   Update

You will receive a confirmation message that your password has been updated.

ⓘ Your password has been changed.   ✕

My Profile – Change Security Information

- Click **Change Security Information** from the My Profile menu.
- Choose your security questions.

- Enter new answers. Remember your answer are case-sensitive.
- Click **Update**.

Security Questions

For your protection, you can establish new security questions and answers. Just like changing your password frequently, changing your security questions and answers helps to ensure the security of your accounts.

As a reminder, if we note unusual activity concerning your account, we will ask some of the questions below to verify your identify and maintain the security of your account. If you share this account with someone else, please make sure to share your updated questions and answers with them as well.

For your protection, from time to time we will ask you to establish new security questions and answers. Just like changing your password frequently, this quick process helps to ensure the security of your accounts.

What is the name of the first company you worked for? ⌄

[   ]

What is the first name of your oldest niece? ⌄

[   ]

What was the last name of your favorite teacher in fi... ⌄

[   ]

[Continue]   [Cancel]

After clicking the update button, you will be directed to the Review Questions and Secret Answers page.

Please review your Questions and Secret Answers

Your Questions and Secret Answers

1. What is your father's middle name?

2. What is the first name of the best man at your wedding?

3. In what city were you born? (Enter full name of city only)

Edit

Submit

If you need to make a change to your questions or answer, click **Edit**. If everything is correct, click **Submit**.

To protect your account, you will be asked to re-enter your password.

You will receive a confirmation message that your security questions have been changed.

ⓘ Your security questions have been successfully set up.   ✕
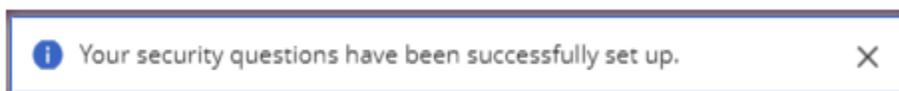
My Profile – User Activity

Click **User Activity** from the My Profile menu.

The User Activity report will allow you to keep track of any activity on your profile.

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User Activity

Date	Action
09/20/2022 11:52 AM	Logged in
09/16/2022 3:38 PM	Logged out
09/16/2022 3:37 PM	Logged in
09/16/2022 1:39 PM	Logged in
09/16/2022 1:12 PM	Logged out
09/16/2022 1:04 PM	Changed Login Name
09/16/2022 1:03 PM	Logged in
09/16/2022 1:03 PM	Logged out

Contact

For assistance, please contact your Relationship Manager or UniBank at 800.578.4270.

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