

# UNIBANK

## First Time Login Guide for New Online Banking Users

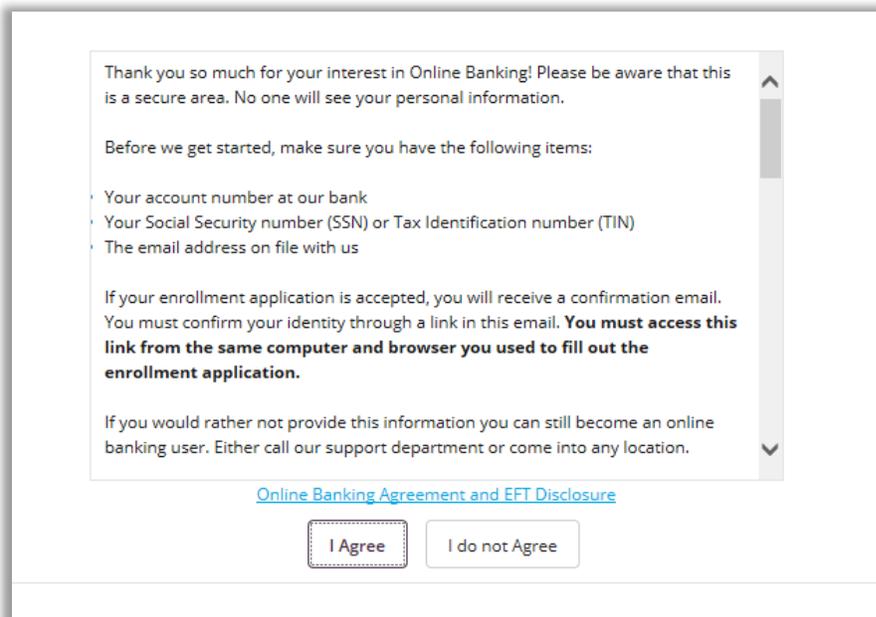
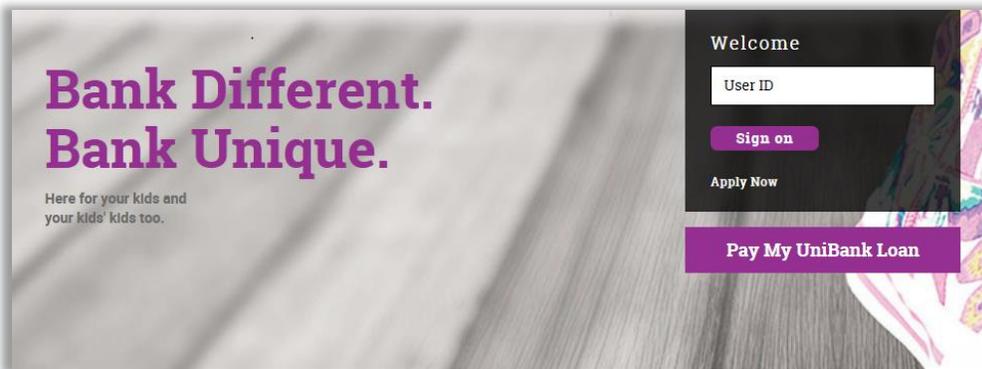
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As a new Online Banking user, you will be prompted to complete the following steps to establish your Online Banking access. Please review the following information to ensure a smooth activation.

*Our Online Banking system supports current and prior major releases of Internet Explorer and Firefox. Each time a new version is released, support will cease on the third-oldest major version. We support the current release of Safari (5.1.7) and the current release of Chrome. Utilizing older browsers may result in disabled functionality or limited access to services.*

Enter the login ID that we provided to you. On the next screen, enter the last 4 digits of your Social Security number as your password

Read UniBank's Online Agreement and select "I Agree."



## Establish Your Password

1. **Enter** the last 4 digits of your Social Security numbers as your current password.
2. **Enter** your new password; confirm by entering it again. (Please note the password requirements)
3. **Optional** Select a new ID
4. **Select** Continue

## Establish Your Security Settings

Once you have a successfully logged in, you will be prompted to enter your cell phone number and carrier, then establish the watermark you see at each login as part of your security settings.

1. **Toggle** between the Next/Previous buttons to select your Personal Identification image.
2. **Click** Submit.
3. **Each** time you login, you will need to verify this image prior to entering your password.
4. **The image** will also appear at the bottom of Online Banking throughout your experience.

Please verify your personal image! 

For security purposes, each time you login, verify the image on the left is the image you selected as your Personal Identification Image.

If you have not set up your Personal Identification Image, a random image will appear. When you log in, you will be prompted to select an image.

#### Personal Icon

Current Image

No Image Selected

Click to Select or Change your Image



<<< Prev

Next >>>

Cancel

Submit

Security Features

#### Security Feature!

In order to make your Online Banking experience as secure as possible, we utilize a security feature which monitors any uncharacteristic or unusual behavior involving your account. If anything out of the ordinary is detected we will verify your identity.

#### How Does It Work?

If we detect any unusual or uncharacteristic activity, we will ask you to answer your security questions to make sure that it's really you. This will most likely be a very rare occurrence.

#### What Are The Next Steps?

- Answer and verify three security questions.
- Choose answers that are easy to remember but hard to guess.

Continue



**Click** continue to define your verification questions. Follow prompts to answer three security questions. We will use these to verify your identity in Online Banking should we suspect unusual or uncharacteristic activity.

## Verification Questions (required):

From now on we will monitor the login activity and transactions performed in your account. If we suspect a high-risk transaction is about to be performed, we will ask you a few verification questions. Please take a moment to select one question from each of the three drop-down menus.

Question One:

Answer:

Question Two:

Answer:

Question Three:

Answer:

Submit



As an extra layer of security we have the ability to verify you by phone with an automated phone call. If you have a mobile phone, please enter your number and specify your wireless carrier. If not, enter your home phone number.

## Verification Phone Number(s):

Please enter at least one call-back verification phone number. Our monitoring system can contact you by phone if you choose to bypass answering the verification questions.

### Primary Call Back Settings (required):

Phone Type Area Code Phone Number

-  -  Ext. (optional)

### Secondary Call Back Settings (optional):

Phone Type Area Code Phone Number

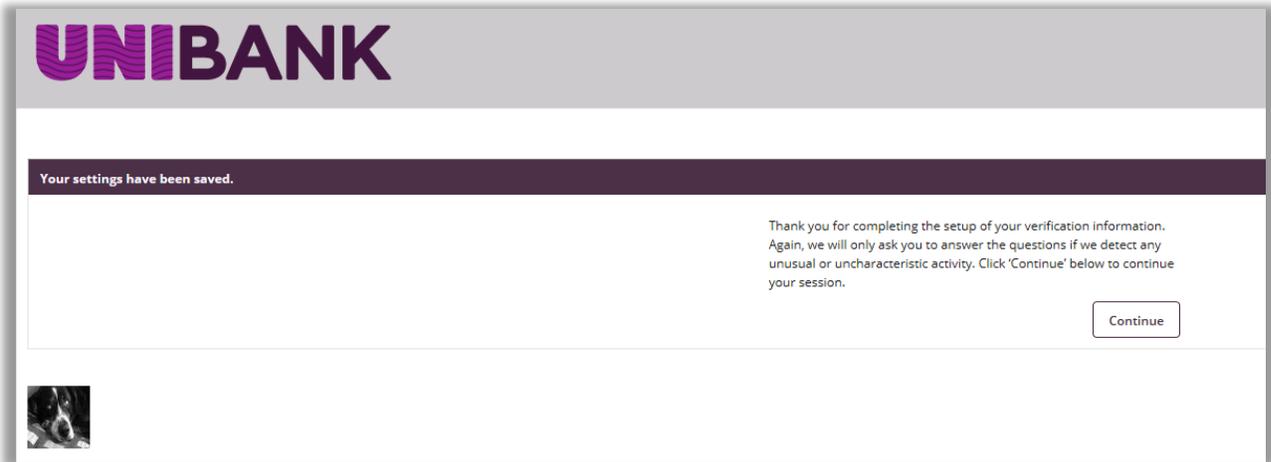
-  -  Ext. (optional)

-  -  Ext. (optional)

-  -  Ext. (optional)

Submit





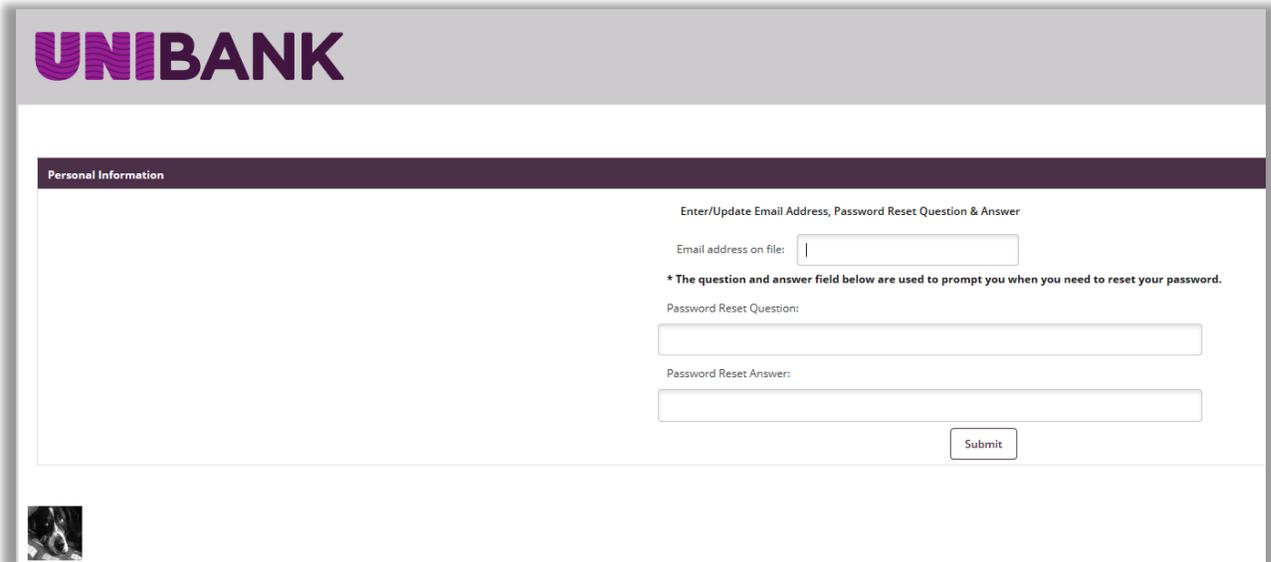
## Password Reset Information

Our Password Reset feature allows you to reset your password quickly and easily, should you forget your current password. You will need to provide an answer to the password reset question.

**Provide** your email address that we currently have on file.

**Enter** a password reset question and answer that will give you a hint to your password.

**Click** Submit.



## Additional Assistance

Contact our Customer Contact Center if you need additional assistance at 800.578.4270.