Activating a Soft Token-First Time Token Users

If you are not currently a token user and would like to enroll in soft token, you must contact your business banker so they may enable your access. You may always call the bank directly at (815) 338-2300.

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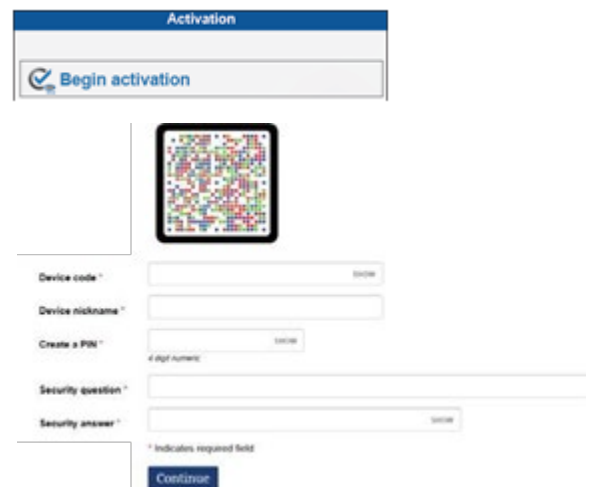
Using your mobile device enter "DIGIPASS for Business Banking" in the search field of your smartphone's app store. Download and open the app. Go back to your computer and click **Begin activation**

On your phone, tap **Begin Activation** in the app.
The app uses your smartphones camera to scan the secure, multi-colored **CRONTO** image displayed on your computers **Activate Token** screen. The app will decode the image and display your device code.
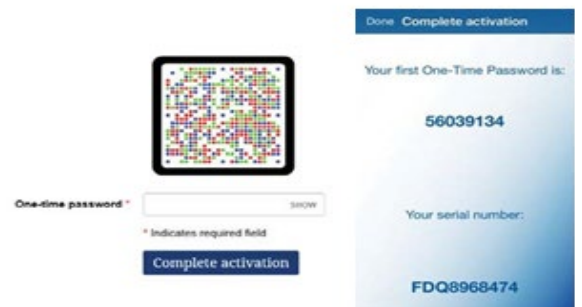
- Enter the **Device Code** as displayed in the app.
- **Important—make sure device does not go on "sleep mode" while completing steps below. If it does, Activation will have to be reinitiated and client may need to contact Treasury Management department.**
- Add a **nickname** for your device.
- Enter your **4-digit PIN** you will remember (This PIN will be used each time you log in)
- Create a security question and answer.
- Click **CONTINUE**

Another **CRONTO** image will appear on the computer screen. Using your phone and the soft token app simultaneously, tap the **Scan Image** button to decode the **CRONTO** image.

Enter the one-time password as displayed on the app.

Click **COMPLETE ACTIVATION**.

Activating a Soft Token-Current Hard Token Users

Using your computer, log into Business Online Banking with your current Username and Password. After logging in, click on the Profile page and then click Switch to app

ⓘ Tokens are now available as an app on your device. You can switch to using the app instead of your physical token.

Switch to app

You will be asked to verify your identity by reentering your Username and 4 digit PIN only.

Username * | HIDE

Password or PIN *

You will then be asked to answer your security question. Once answered, select "Complete Verification".

Security Question
FAVORITE BANK?
••••   SHOW

NOTE: This field is case sensitive.

Complete verification

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

< Search

DIGIPASS for Business Banking
Fiserv, Inc.app by Fiserv & Vasco

GET   •••

On your phone, tap **Begin Activation** in the app.
The app uses your smartphones camera to scan the secure, multi-colored **CRONTO** image displayed on your computers **Activate Token** screen. The app will decode the image and display your device code.

- Enter the **Device Code** as displayed in the app.
- <mark>Important—make sure device does not go on "sleep mode" while completing steps below. If it does, Activation will have to be reinitiated and client may need to contact Treasury Management department.</mark>
- Add a **nickname** for your device.
- Enter your **4-digit PIN** you will remember (This PIN will be used each time you log in).
- Create a security question and answer.
- Click **CONTINUE.**

Activation

✓ Begin activation

Device code *   SHOW
Device nickname *
Create a PIN *   SHOW
   4 digit numeric
Security question *
Security answer *   SHOW
* Indicates required field
Continue

Another **CRONTO** image will appear on the computer screen. Using your phone and the soft token app simultaneously, tap the **Scan Image** button to decode the **CRONTO** image.

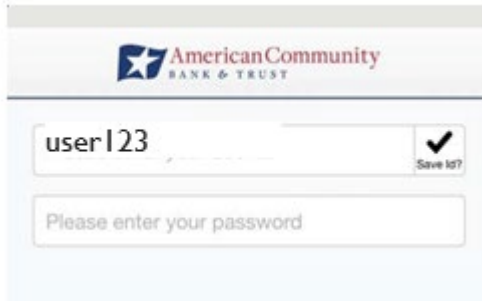Enter the one-time password as displayed on the app.

Click **COMPLETE ACTIVATION.**

Done   Complete activation
Your first One-Time Password is:
56039134
One-time password *   SHOW
* Indicates required field
Complete activation
Your serial number:
FDQ8968474

Using a Soft Token Logging in to Business Mobile Banking App

Once your soft token has been activated through Business Online Banking via a computer, it can be used to generate a one-time password when logging in to the Business Mobile Banking app.

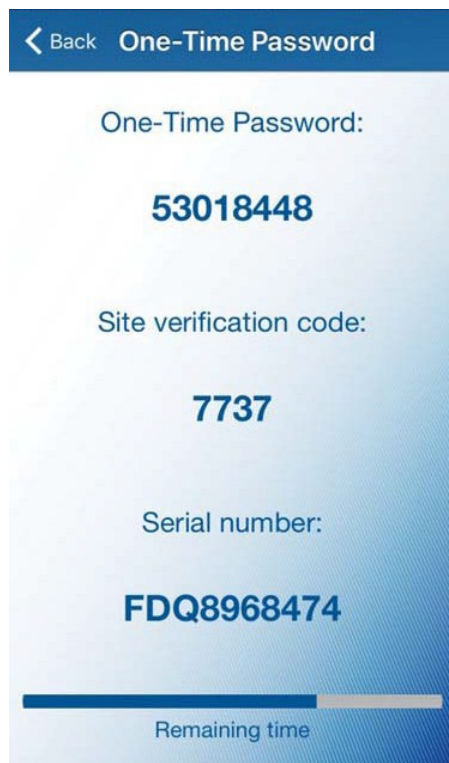Open the Business Mobile Banking app and enter your username.

Open the DIGIPASS for Business Banking app and tap the One-Time Password.
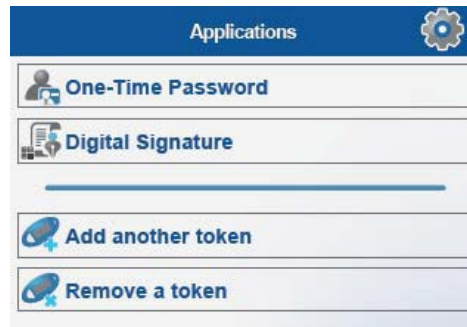
Copy the One-Time password displayed in the soft token app. Hold down on the password characters and your phone device will allow you to select "Copy".

The site verification code should match what is presented once you successfully enter the one-time password. If it does not, go back to main log in screen.

NOTE: This screen does have a time limit shown on the bottom of the screen.

Navigate back to the Business Mobile Banking app and paste the One-Time password followed by your 4-digit PIN. Hold down the password section and your phone device will allow you to paste.