Digital Banking Security Token User Guide Hard Tokens

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Available Balance	Start tracking your cre	dit score and full





Setting up Security Tokens

Physical/Hard Token

1. After logging in to the digital banking platform, go to the "Tools" widget then select "Settings" and navigate to the "Security" sub tab. Click on the pencil icon next to "Tokens" to begin registering your "New Hard Token."

Dashboard Accounts	Bill Pay Services & Transf	fers Cash	Management	Financial Wellness	Tools	
Settings Profile Security Contact	Company Info Accou	unts Appli-	Tools Settings Alerts Message Center	Check Services Locations		3 @
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Two-Factor Authentication	YOUI	Require Two	o-Factor Authentication F	or Each Login ®	OFF	ØN
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2. Click on "New Hard Token."

Two-Factor Authentication		Require Two-Factor Authentication For Each Login	OFF ON
	EMAIL CODE	1 email address on file	
	CODE VIA SMS	2 SMS-enabled phone numbers on file	DISABLED /
	CODE VIA VOICE CALL	2 phone numbers on file	ENABLED
		Tokens generate codes that can be used in place of a SMS or email. Registered Tokens	OFF ON one-time password delivered via w Soft Token ® New Hard Token
	TOKENS	No registered tokens. Please create and activate a token to use this authentication method.	
		Set As Preferred Authentication Method * Done	
	2FA APP	Authentication app not enabled	DISABLED

3. Select "Register a hard token" from the dropdown.

	Tokens generate codes that can be used in place of a one-time password delivered via SMS or email.				
	Registered Tokens	New Soft Token	🛛 New Hard Token		
			Request a new hard token		
TOKENS	N	No registered tokens.			
	Please create and activate a token to use this authentication method.				
	Set As Preferred Authentication Method 🔺				
	Done				

4. Enter a nickname for your new token and the serial number as seen on the back of your hard token.

Register Hard Token	×
Enter a nickname for your new token, as well as the serial number on the back of the hard token you've received from us.	
MEL TOKEN	
0200917386	
Register Toke	n

5. Token serial number is located on the back of the token.



6. Click token button to receive first token code. Wait 30 seconds and click token button again to receive second token code.

Register Hard Token	×
You will be entering two successive codes to complete the token registration process.	
To begin, please press and hold the button on your token until the first code appears. Press and hold the button again to recieve the second code	
23729507	
64983541	
	Sync

7. Green information message "The token was synchronized successfully" will pop up on the screen.

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8. Set token as preferred authentication method.

Two-Factor Authentication		Require Two-Factor Authentication For Each Login	OFF ON
	EMAIL CODE	1 email address on file	ENABLED
	CODE VIA SMS	2 SMS-enabled phone numbers on file	* ENABLED
	CODE VIA VOICE CALL	2 phone numbers on file	ENABLED
		Tokens generate codes that can be used in place of SMS or email. Registered Tokens	OFF ON f a one-time password delivered via
	TOKENS	@v MELTOKEN Serial #: 0200917386 • Never used	ACTIVE
		Set As Preferred Authentication Method * Done	
	2FA APP	Authentication app not enabled	DISABLED