

Business Online Banking Security Token

User Guide

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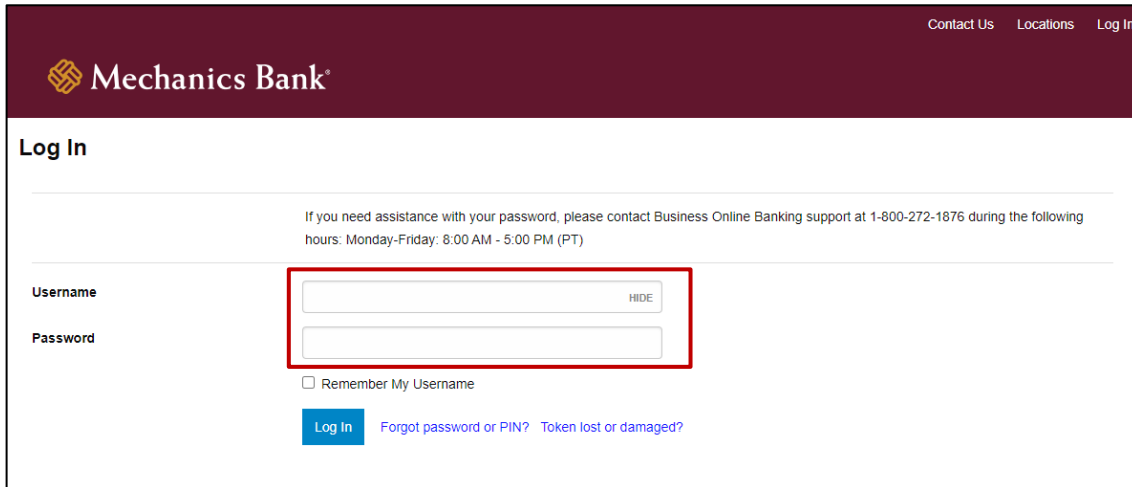
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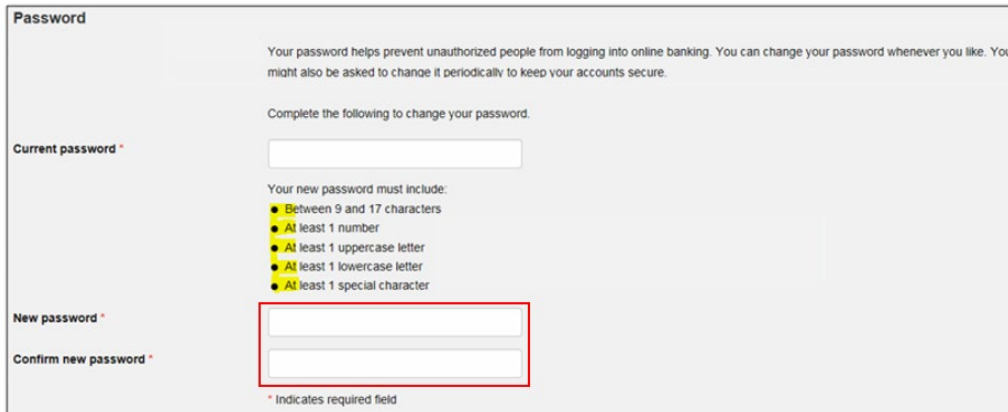
Security Token Activation

Hard Tokens

- To activate a hard token device, access our website www.mechanicsbank.com to log in to Business Online Banking
- Under the **Sign In** header, choose **Business Online Banking** from the drop down menu
- On the **Log In** page enter your **Username** and existing password or temporary password provided to you, in the **Password** box
- Click **Log In**



- You may be prompted to **Change Password**; if prompted enter a new password in the **New Password** and **Confirm New Password** boxes
- Click **Continue**



- You may be prompted to **Establish Profile**; if prompted, enter the requested information and then click **Continue**

Establish Profile

Your profile information is used to help authenticate your identity.

Mother's Maiden Name *

Email *

Confirm Email *

* Indicates required field

[Continue](#)

- You will be prompted to **Activate Token**; enter the token serial number from the back of the token into the **Token Serial Number** box (*do not include dashes or spaces*)
- Press the button on the token to generate a one-time password; enter the 8 digit number in the **Token-Generated Password** box
- Enter a 4-digit PIN number of your choice in the **Create A PIN** box
- Enter a question and answer in the **Security Question** and **Security Answer** boxes
- Click **Continue**
- Upon successfully activation, you will be logged in to Business Online Banking

Activate Token

Tokens help prevent unauthorized people from logging into online banking or conducting unauthorized transactions. By activating your token, it will generate a code that must be entered into online banking along with a personal identification number (PIN) that you define.

Token Serial Number * [SHOW](#)

Token-Generated Password * [SHOW](#)

Create A PIN * [SHOW](#)
4 digit numeric

Security Question *

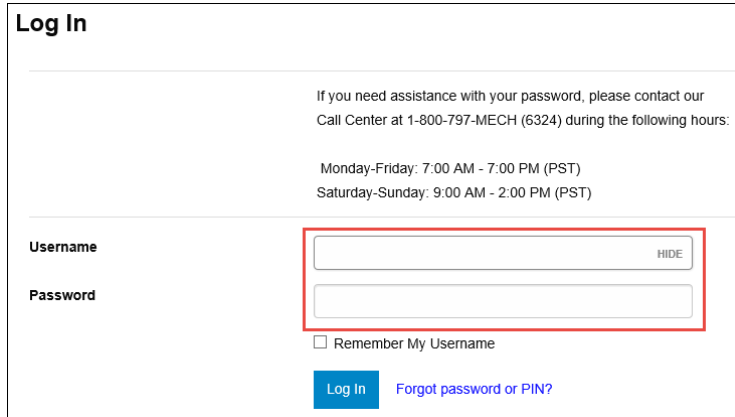
Security Answer * [SHOW](#)

* Indicates required field

[Continue](#)

Soft Tokens

- To activate a soft token, access our website www.mechanicsbank.com to log in to Business Online Banking
- Under the **Login to Online Banking** header, choose **Business Online Banking** from the drop down menu
- On the **Log In** page enter your **Username** and existing password or temporary password provided to you, in the **Password** box
- Click **Log In**



Log In

If you need assistance with your password, please contact our Call Center at 1-800-797-MECH (6324) during the following hours:


Monday-Friday: 7:00 AM - 7:00 PM (PST)
Saturday-Sunday: 9:00 AM - 2:00 PM (PST)

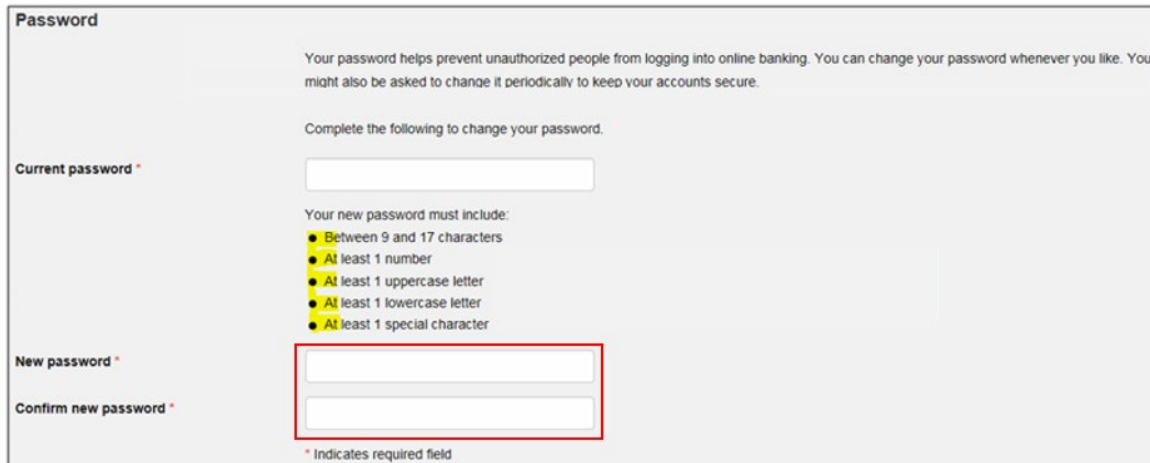
Username HIDE

Password

☐ Remember My Username

[Log In](#) [Forgot password or PIN?](#)

- You may be prompted to **Change Password**; if prompted enter a new password in the **New Password** and **Confirm New Password** boxes
-  **Note:** This password will not be used in the future once your token has been registered.
- Click **Continue**



Password

Your password helps prevent unauthorized people from logging into online banking. You can change your password whenever you like. You might also be asked to change it periodically to keep your accounts secure.

Complete the following to change your password.

Current password *

Your new password must include:

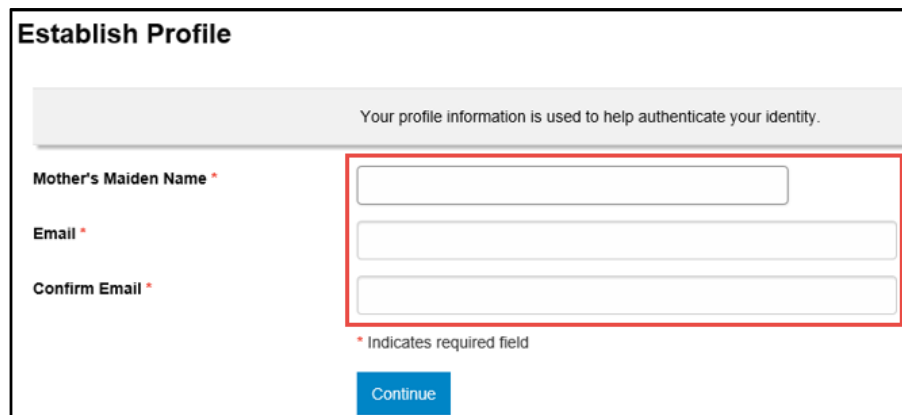
- Between 9 and 17 characters
- At least 1 number
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 special character

New password *

Confirm new password *

* Indicates required field

- You may be prompted to **Establish Profile**; if prompted, enter the requested information then click **Continue**



Establish Profile

Your profile information is used to help authenticate your identity.

Mother's Maiden Name *

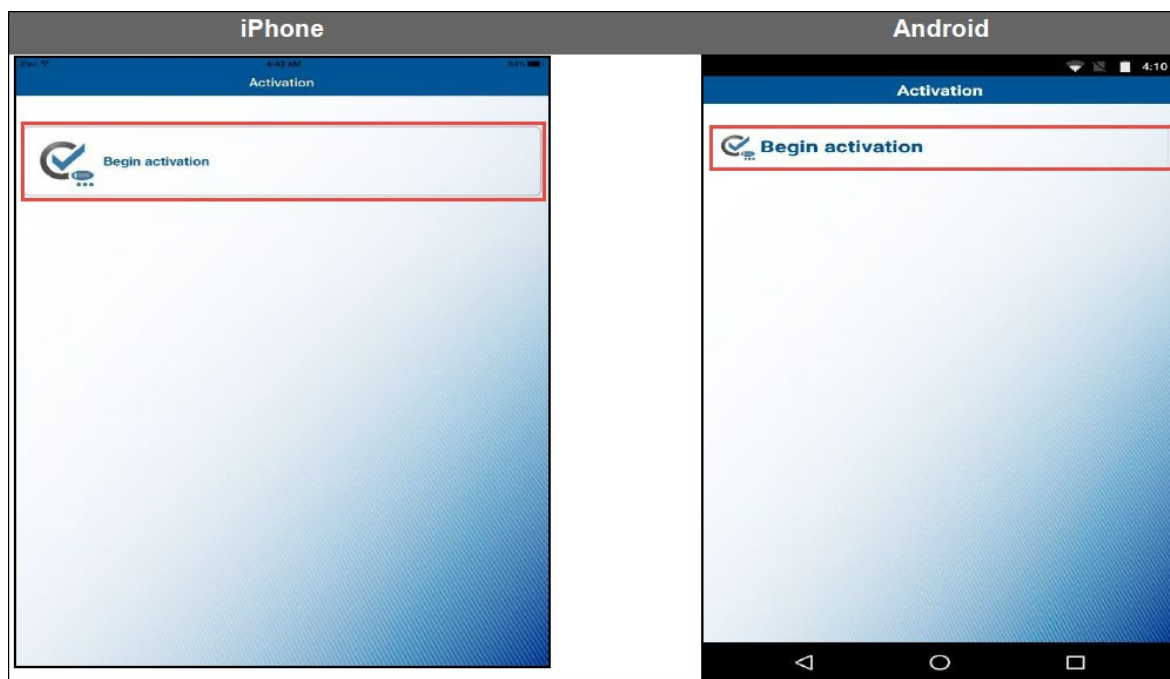
Email *

Confirm Email *

* Indicates required field

[Continue](#)

- You will be prompted to **Begin Activation**; in order to activate the token, you must download the DIGIPASS for Business Banking soft token app onto your mobile device
 - **To download the App:**
 - Android:
 - Go to **Playstore**
 - Search **DIGIPASS for Business Banking** in Google Play
 - Click **Install**
 - Apple iPhone:
 - Go to **App Store**
 - Search **DIGIPASS for Business Banking**
 - Click **Install**
- After the App is installed, open the App on your mobile device and click **Begin activation**



- Go back to Business Online Banking on your computer and click **Begin Activation**

Activate Token

Tokens help prevent unauthorized people from logging into online banking or conducting unauthorized transactions. By activating your token, it will generate a code that must be entered into online banking along with a personal identification number (PIN) that you define.

To activate your token, you will need the app on your device. Download and open the app, then click Begin activation below.

Detailed instructions on [downloading and starting the app](#) are available.

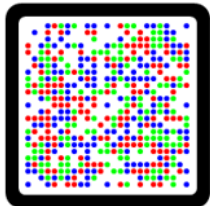
Begin Activation

- Using the App on your mobile device, scan the secure image displayed on your computer's **Activate Token** screen; the App will decode the image and display your **Device Code**
- Fill out the **Activate Token** fields on your computer screen:
 - Enter the **Device Code** as displayed in the App
 - Add a **Device Nickname** for your mobile device
 - Enter a 4-digit PIN number of your choice in the **Create a PIN** box
 - Enter a question and answer in the **Security Question** and **Security Answer** boxes
- Click **Continue**

Activate Token

Tokens help prevent unauthorized people from logging into online banking or conducting unauthorized transactions. By activating your token, it will generate a code that must be entered into online banking along with a personal identification number (PIN) that you define.

Use the app on your device to scan the image below and enter the device code displayed.



Device Code *

Device Nickname *

Create A PIN *

Security Question *

Security Answer *

SHOW

SHOW

4 digit numeric

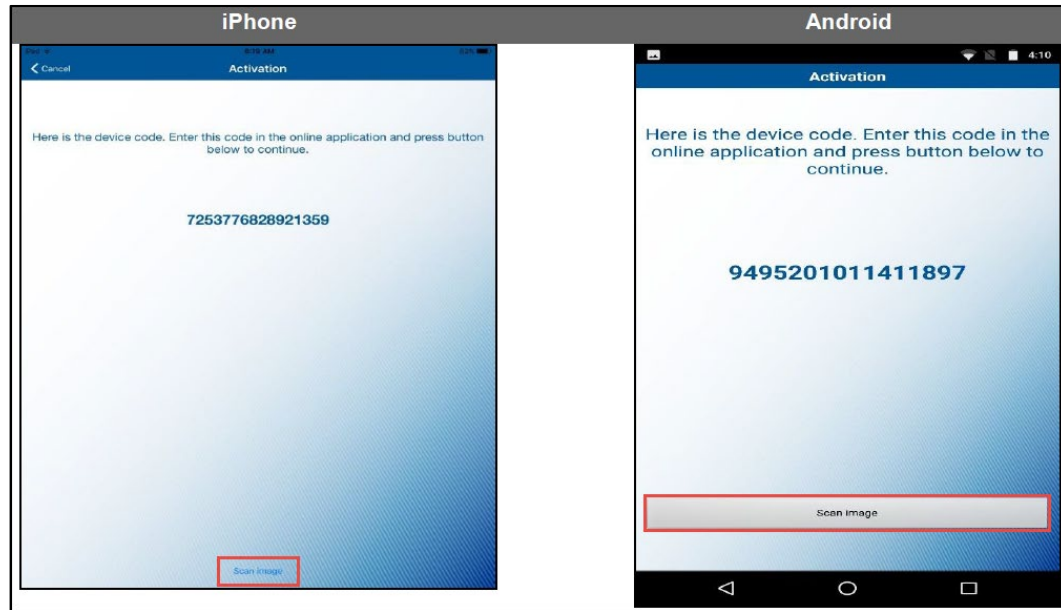
SHOW

* Indicates required field

Continue

- Another image will appear on the computer screen; using the App on your mobile device, tap the **Scan Image** button to decode the secure image

☞ **Note:** If your device has a fingerprint protection feature, a dialog box to activate your biometric protection appears after you scan the second image. Click **Yes** if you want to activate fingerprint protection for the application, otherwise, click **No** (you'll be able to enable this later, if you choose).

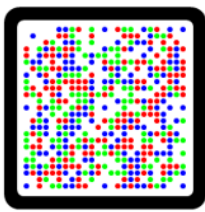


- The App will display a **One-Time Password**; enter it in the **One-time password** box on your computer screen
- Click **Complete Activation**
- Upon successfully activation, you will be logged in to Business Online Banking

Activate Token

Tokens help prevent unauthorized people from logging into online banking or conducting unauthorized transactions. By activating your token, it will generate a code that must be entered into online banking along with a personal identification number (PIN) that you define.

Use the app on your device to scan the image below and enter the one-time password (OTP) displayed.

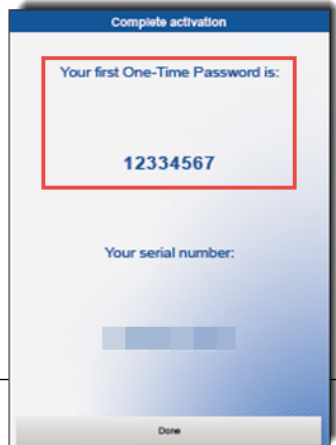


One-Time Password *

•••••••• SHOW

* Indicates required field

Complete Activation



Complete activation

Your first One-Time Password is:

12334567

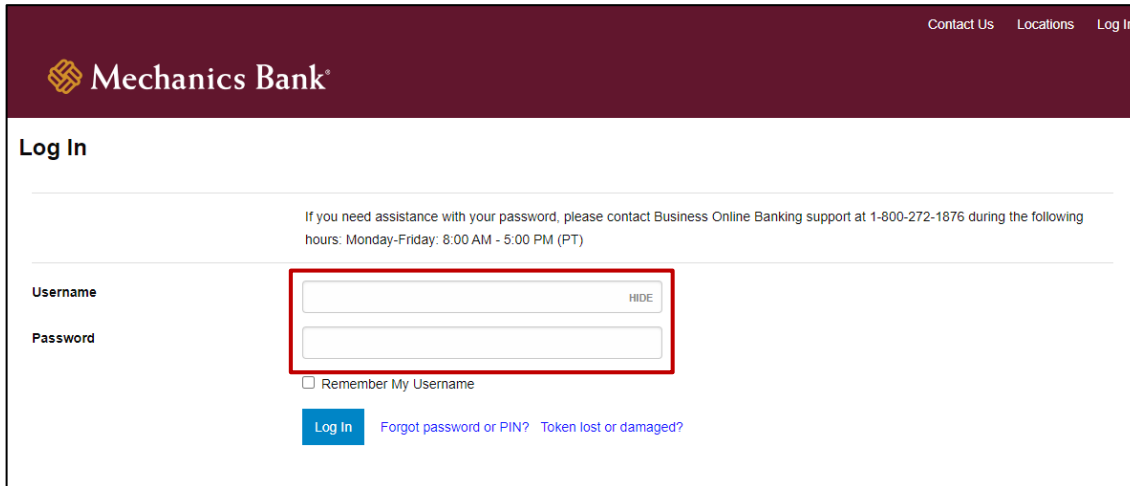
Your serial number:

Done

Security Token Log In

Hard Tokens

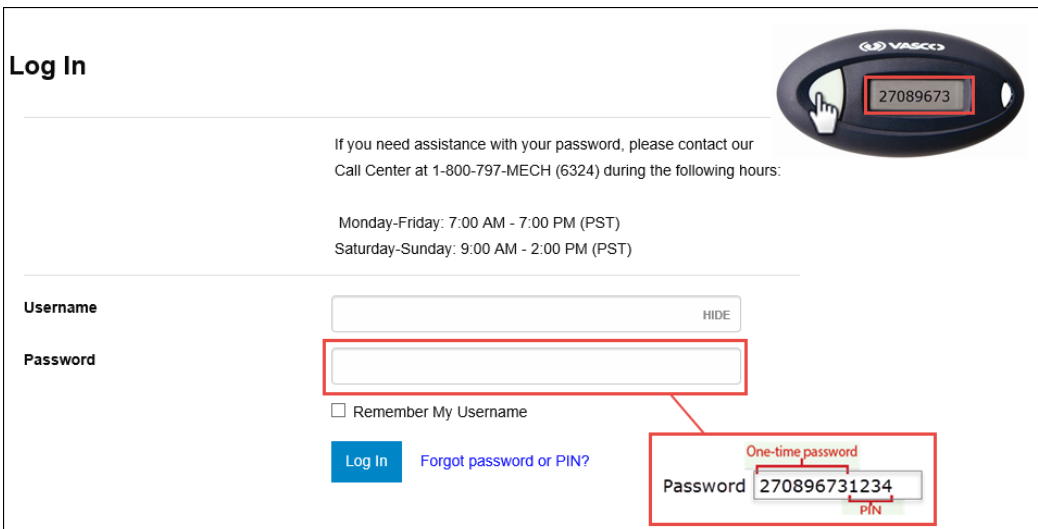
- To log in with a hard token device, access our website www.mechanicsbank.com to log in to Business Online Banking
- Under the **Sign In** header, choose **Business Online Banking** from the drop down menu
- On the **Log In** page enter your **Username**



- Press the button on your token device, to generate a one-time password

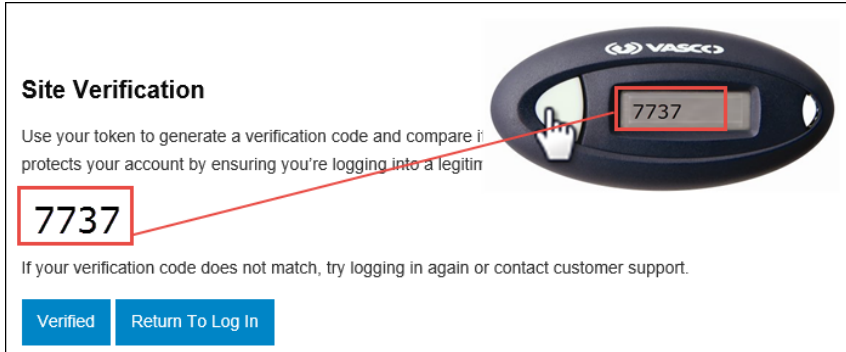


- Enter the one-time password, followed by your **4-digit PIN**, in the **Password** box on your computer screen
- Click **Log In**



- A **Site Verification** code will appear on your computer screen
- Press the button on your token device again, and compare the number on the screen with the **Site Verification code** displayed on the token device
- If they match, click **Verified** and you'll be securely logged in to Business Online Banking

 **Note:** If they don't match, click **Return To Log In**, to restart the log in process



Site Verification

Use your token to generate a verification code and compare it to the code displayed on the screen. This process protects your account by ensuring you're logging into a legitimate device.

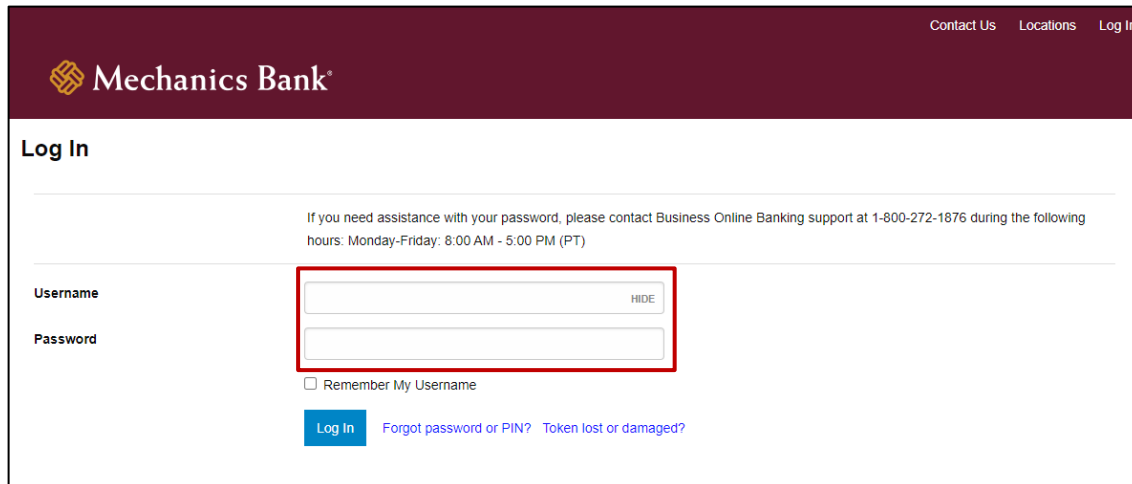
7737

If your verification code does not match, try logging in again or contact customer support.

[Verified](#) [Return To Log In](#)

Soft Tokens

- To log in with a soft token, access our website www.mechanicsbank.com to log in to Business Online Banking
- Under the **Sign In** header, choose **Business Online Banking** from the drop down menu
- On the **Log In** page enter your **Username**



[Contact Us](#) [Locations](#) [Log In](#)

Mechanics Bank®

Log In

If you need assistance with your password, please contact Business Online Banking support at 1-800-272-1876 during the following hours: Monday-Friday: 8:00 AM - 5:00 PM (PT)

Username [HIDE](#)

Password

☐ Remember My Username

[Log In](#) [Forgot password or PIN?](#) [Token lost or damaged?](#)

- Open **DIGIPASS for Business Banking App** on your mobile device and tap the **One-Time Password** button



- The App will display a **One-Time Password**; enter the one-time password, followed by your **4-digit PIN**, in the **Password** box on your computer screen
- Click **Log In**

Log In

If you need assistance with your password, please contact our Call Center at 1-800-797-MECH (6324) during the following hours:

Monday-Friday: 7:00 AM - 7:00 PM (PST)
Saturday-Sunday: 9:00 AM - 2:00 PM (PST)

Username HIDE

Password

☐ Remember My Username

[Log In](#) [Forgot password or PIN?](#)

One-time password
Password PIN

One-Time Password

One-Time Password: 27089673

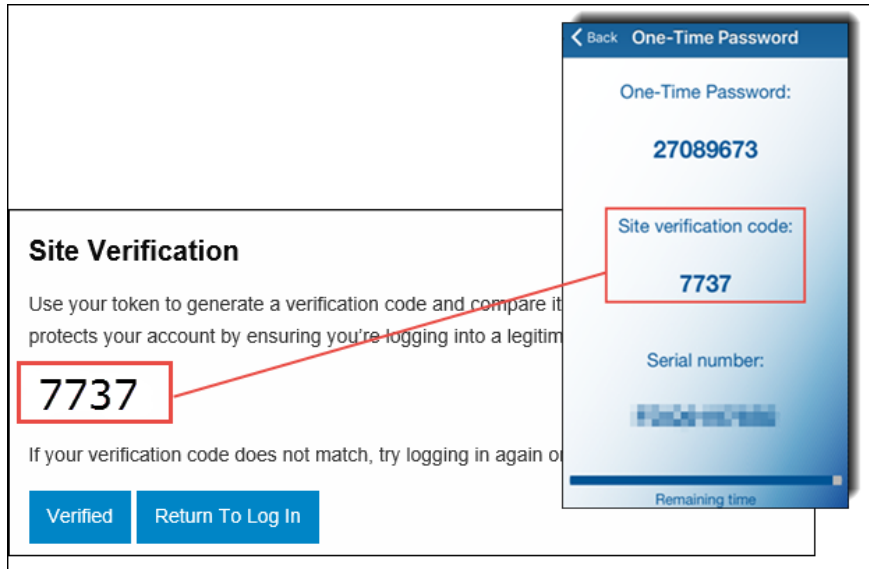
Site verification code: 7737

Serial number:

Remaining time:

- A **Site Verification** code will appear on your computer screen; compare the number on the screen with the **Site Verification code** displayed on the App
- If they match, click **Verified** and you'll be securely logged in to Business Online Banking

👉 **Note:** If they don't match, click **Return To Log In**, to restart the log in process

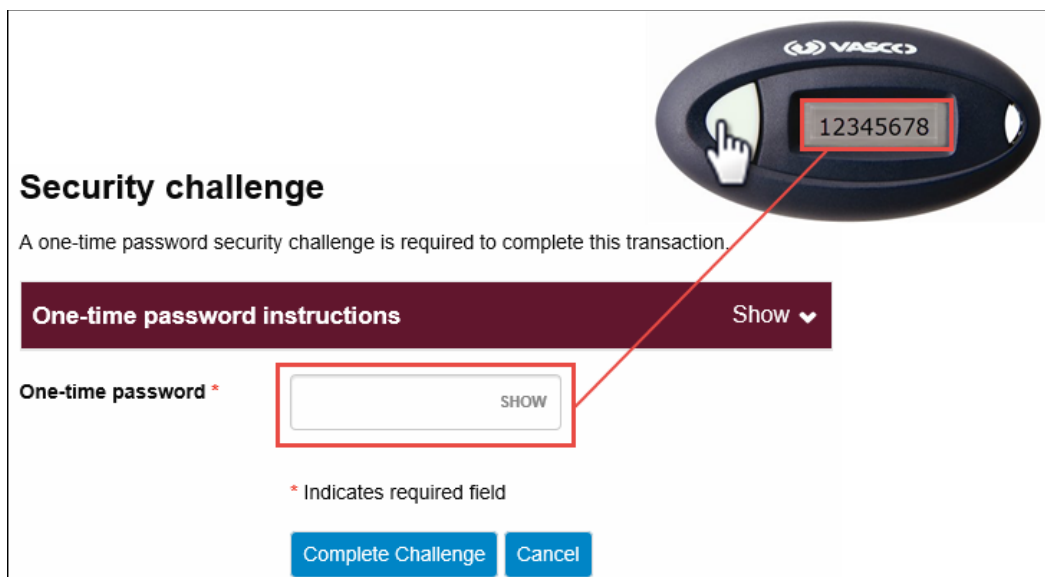


Security Challenge

If you are required to complete a Security Challenge to approve or initiate transactions such as ACH or Wire transfers, you will be asked to provide a Digital Signature or a One-time password to complete the challenge.

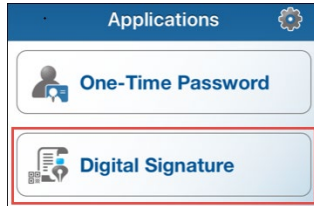
Hard Tokens


- When prompted for a **Security challenge**, press the button on your security token device
- An 8-digit one-time code displays on the token device; enter the code in the **One-time password** box on your computer screen
- Click **Complete Challenge**

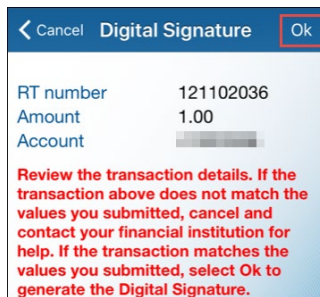


Soft Tokens

- When prompted for a **Security challenge**, open the DIGIPASS soft token app on your mobile device and choose **Digital Signature**



- Using your mobile device, scan the secure image displayed on the screen
 **Note:** If you have multiple devices assigned, you will need to select the device from the list before the image will be displayed
- The App will display a review page; if transaction details match the values you submitted, tap **OK**



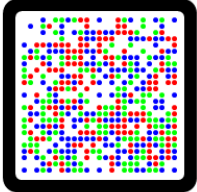
- The App will display a 10-digit code; enter the code in the **Digital signature** box on your computer screen
- Click **Complete Challenge**

Security challenge

A digital signature security challenge is required to complete this transaction.

Digital signature instructions Show ▼

Device nickname [redacted]



RT number 121102036
Amount 1.00
Account [redacted]

Digital signature * SHOW

* Indicates required field

Complete challenge Cancel

[Can't scan the image?](#)

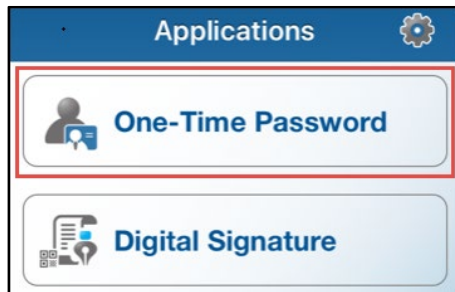
< Cancel Digital Signature

RT number 121102036
Amount 1.00
Account [redacted]

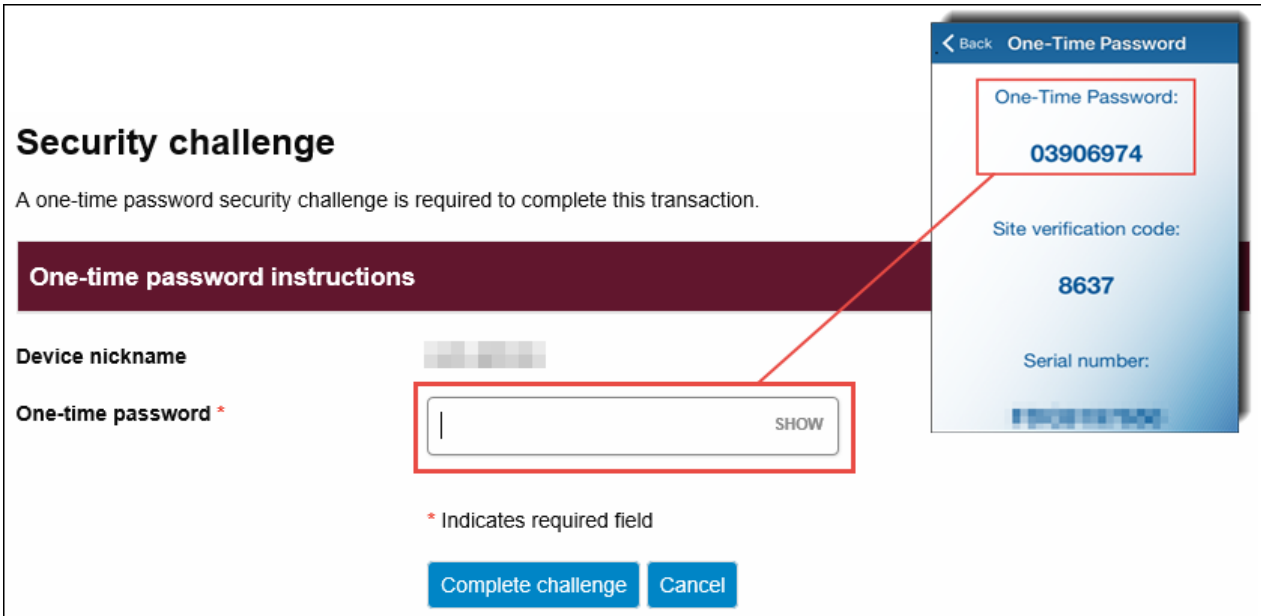
Review the transaction details. If the transaction above does not match the values you submitted, cancel and contact your financial institution for help. If the transaction matches the values you submitted, select Ok to generate the Digital Signature.

3248418089

- If you are unable to scan the image with your mobile device, you can select the **Can't scan the image?** link instead
- To use the **Can't scan image** option, open the DIGIPASS soft token app on your mobile device and choose **One-Time Password** instead of Digital Signature



- The App will display a 10-digit code; enter the code in the **One-time password** box on your computer screen
- Click **Complete Challenge**



Security challenge

A one-time password security challenge is required to complete this transaction.

One-time password instructions

Device nickname [blurred]

One-time password * SHOW

* Indicates required field

Complete challenge **Cancel**

One-Time Password

One-Time Password:
03906974

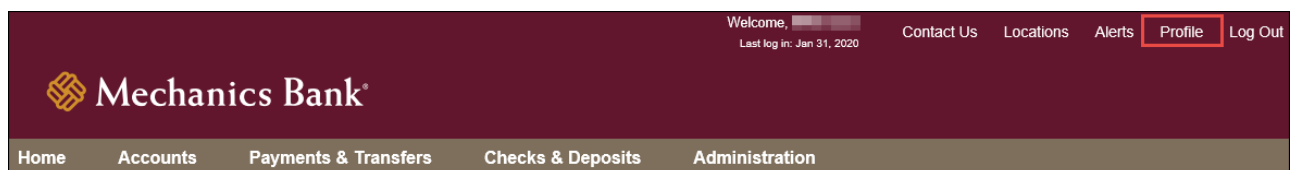
Site verification code:
8637

Serial number:

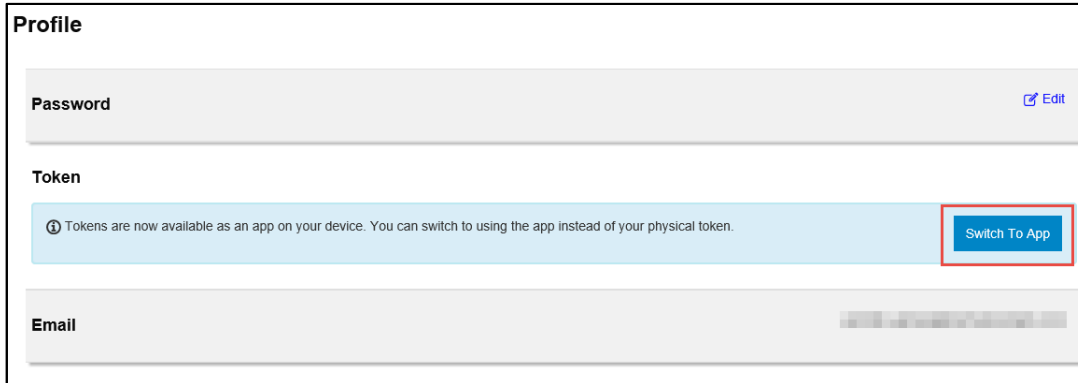
Switching to a Soft Token

Existing hard token users are able to switch to a soft token app. To switch to a soft token, you can contact the Bank or use the **Switch to App** option in Business Online Banking.

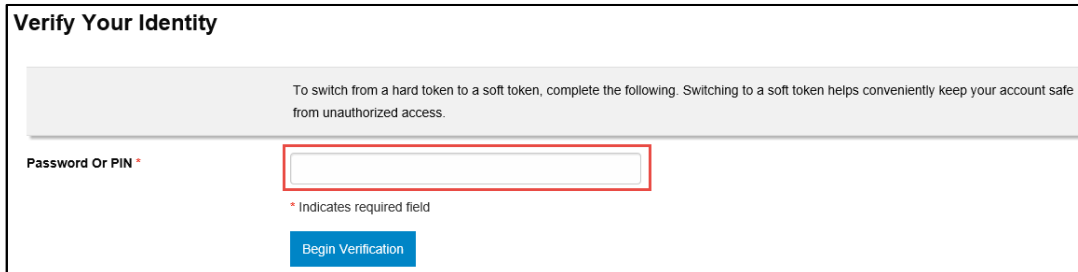
- To switch from a hard token to a soft token, log in to Business Online Banking and select **Profile**



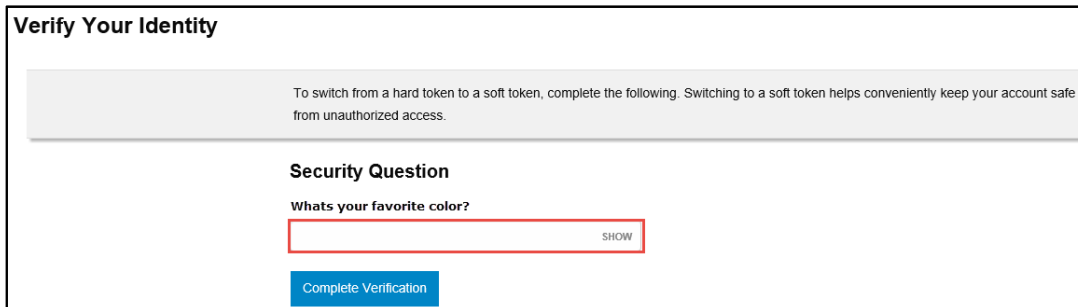
- In the Token section click the **Switch to App** button



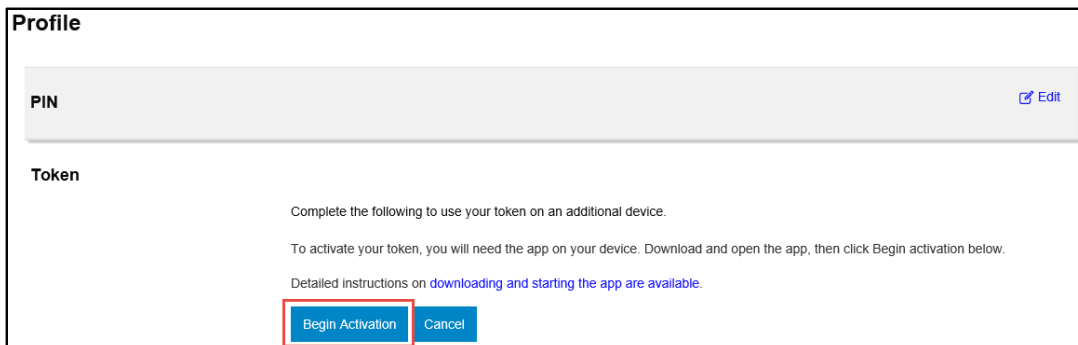
- You will be prompted to **Verify Your Identity**; enter your **Password or 4-digit PIN** and click **Begin Verification**



- Answer your **Security Question** and click **Complete Verification**



- You will then see the **Begin Activation** option; click **Begin Activation** and follow the instructions Soft Tokens activation section to complete the process



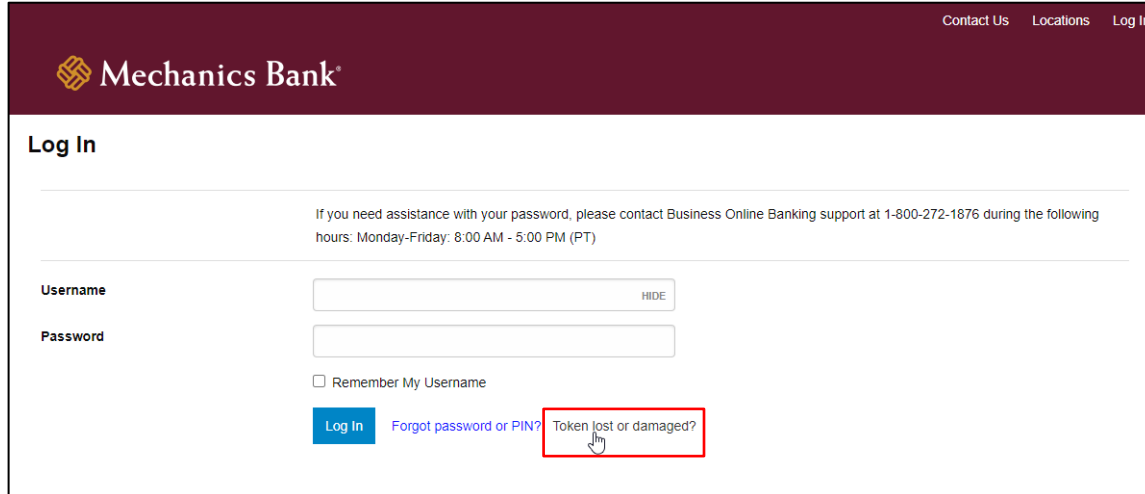
Deactivate Security Token

If your security token has been lost or damaged you should contact the Bank. You can also use the **Token lost or damaged** link to deactivate the token.

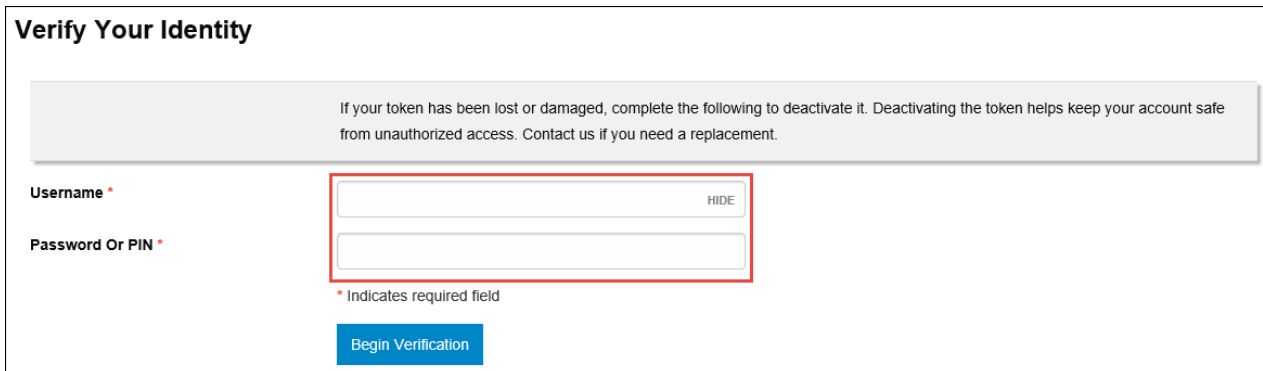
- From the Business Online Banking Log In page, click **Token lost or damaged?**



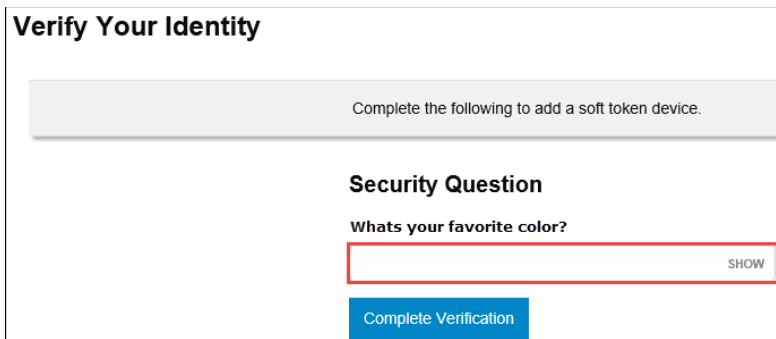
Note: You can also deactivate the token from the user Profile, within Business Online Banking



- You will be prompted to **Verify Your Identity**; enter your **Username** and **Password or 4-digit PIN** and click **Begin Verification**



- Answer your **Security Question** and click **Complete Verification**



- Select the **Reason for Deactivation** and click **Save**
- Contact the Bank to request a new token and for assistance with logging in

Deactivate Token

If your token has been lost or damaged, complete the following to deactivate it. Deactivating the token helps keep your account safe from unauthorized access. Contact us if you need a replacement.

Reason For Deactivation * ☒ Lost ☐ Damaged

* Indicates required field

DIGIPASS Soft Token App

If you are a soft token user see below instructions for managing the Soft Token App options on your mobile device.

Add Another Token


If you are associated with different Business Online Banking profiles, you can use the **Add another token** feature to add another soft token on your mobile device.

- Open the DIGIPASS soft token app on your mobile device and choose **Add another token**
- Follow the steps in the previous section Soft Tokens for activating a soft token.

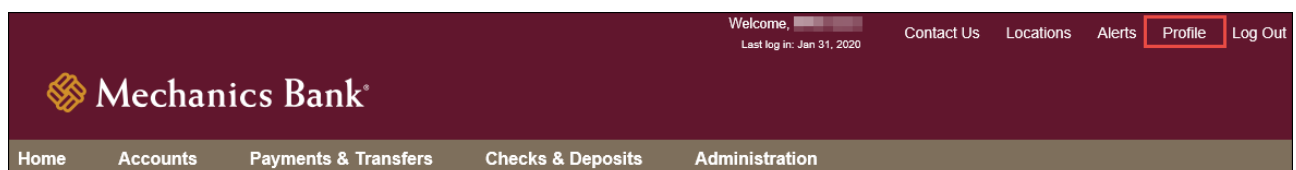


Add Device

If you want to use your soft token on multiple mobile devices, you can use the **Add Device** option.

 **Note:** You must download the DIGIPASS soft token app on your mobile device to complete this process (see page 6 for details on downloading the App).

- Log in to Business Online Banking and select **Profile**



Business Online Banking Security Token User Guide



- In the Token section click **View** to expand and view your token/device information
- Click the **Add Device** button

Token View

Device Nickname	Type	Activated	Last Used	
Jens iPhone	iOS	Jan 31, 2020	Jan 31, 2020	Edit Delete

Add Device Close

- You will be prompted to **Verify Your Identity**; enter your **Password or 4-digit PIN** and click **Begin Verification**

Verify Your Identity

Complete the following to add a soft token device.

Password Or PIN *

* Indicates required field

Begin Verification

- Answer your **Security Question** and click **Complete Verification**

Verify Your Identity

Complete the following to add a soft token device.

Security Question

Whats your favorite color?

SHOW

Complete Verification

- You will see the **Begin Activation** option; click **Begin Activation** and follow the instructions in the Soft Tokens section to complete the process

Profile

PIN

Edit

Token

Complete the following to use your token on an additional device.

To activate your token, you will need the app on your device. Download and open the app, then click Begin activation below.

Detailed instructions on [downloading and starting the app](#) are available.

Begin Activation

Cancel

Remove a Token

If a token is no longer needed, use the **Remove a token** feature to delete the soft token (to remove a token without logging in to Business Online Banking and scanning the secure image, see the Delete the Token section).




Important Note: If you complete this process you will be deleting the soft token and will NOT be able to log back in to Business Online Banking, with the associated User ID. Contact the Bank for assistance if needed.

- Log in to Business Online Banking and select **Profile**

Welcome, [User Name]
Last log in: Jan 31, 2020

Contact Us Locations Alerts **Profile** Log Out

 **Mechanics Bank®**

Home Accounts Payments & Transfers Checks & Deposits Administration

- In the Token section click **View** to expand and view your token/device information
- Next to the token/device, click the **Delete** button

Token

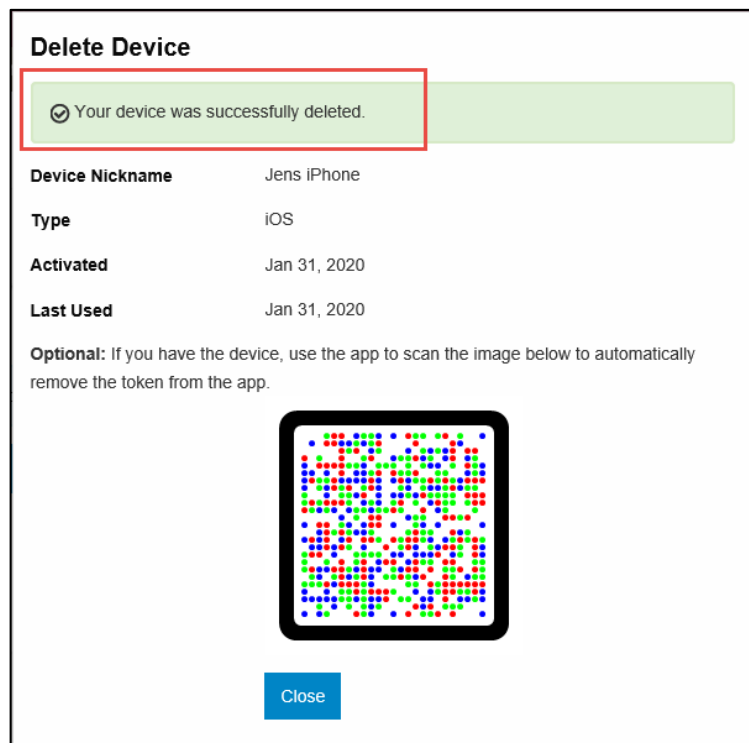
View

Device Nickname	Type	Activated	Last Used	
Jens iPhone	iOS	Jan 31, 2020	Jan 31, 2020	<div>EditDelete</div>

Add Device

Close

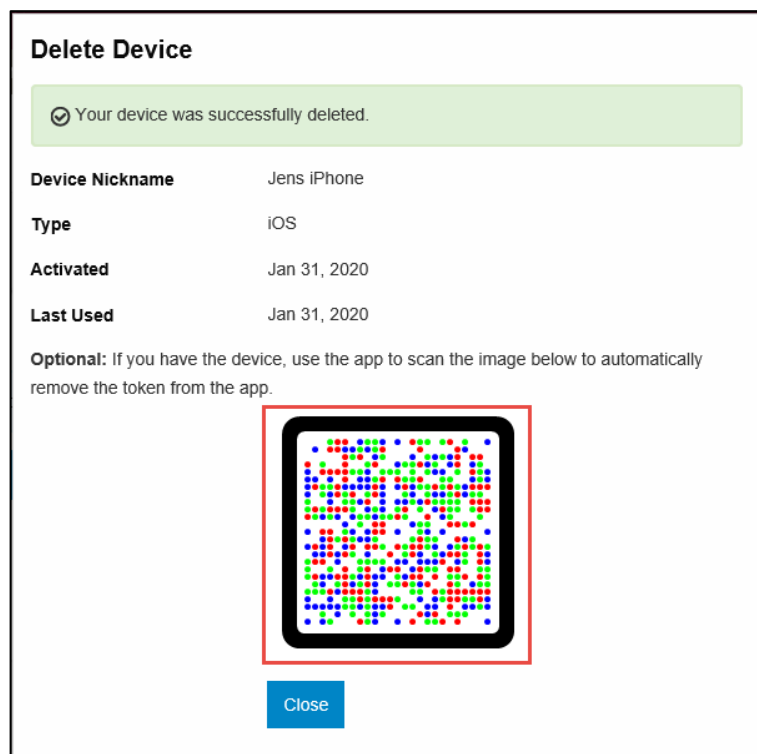
- A confirmation message appears showing your device was deleted and a secure image displays (secure image is used for removing the token from the soft token app on your mobile device)



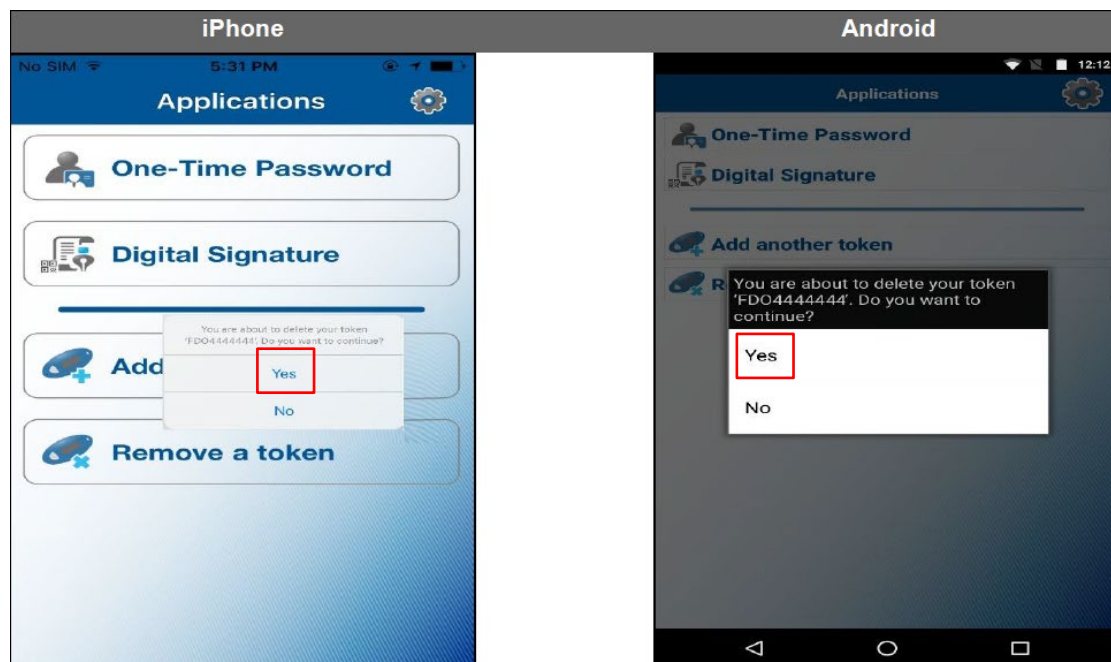
- If you want to also remove the soft token from your mobile device, open the DIGIPASS soft token app on your mobile device and choose the **Remove a token** option



- Using your mobile device, scan the secure image displayed on the screen





- A confirmation message to remove the token appears; click **Yes** to continue

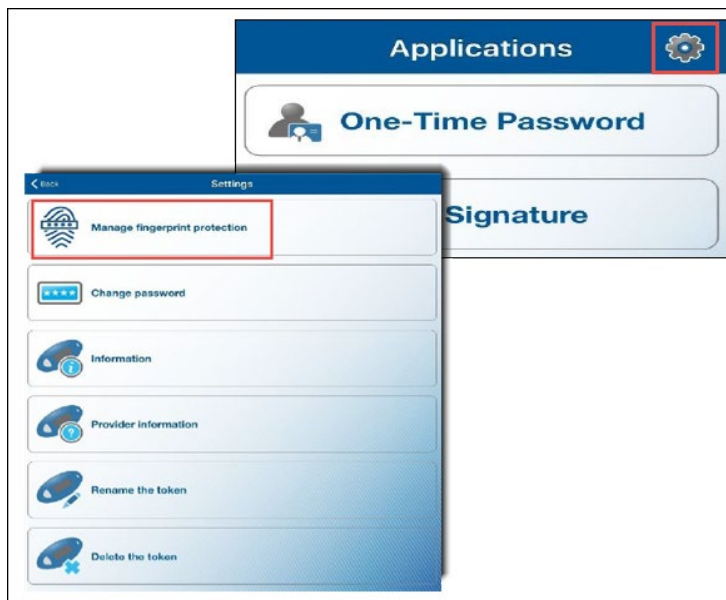


Manage Fingerprint Protection

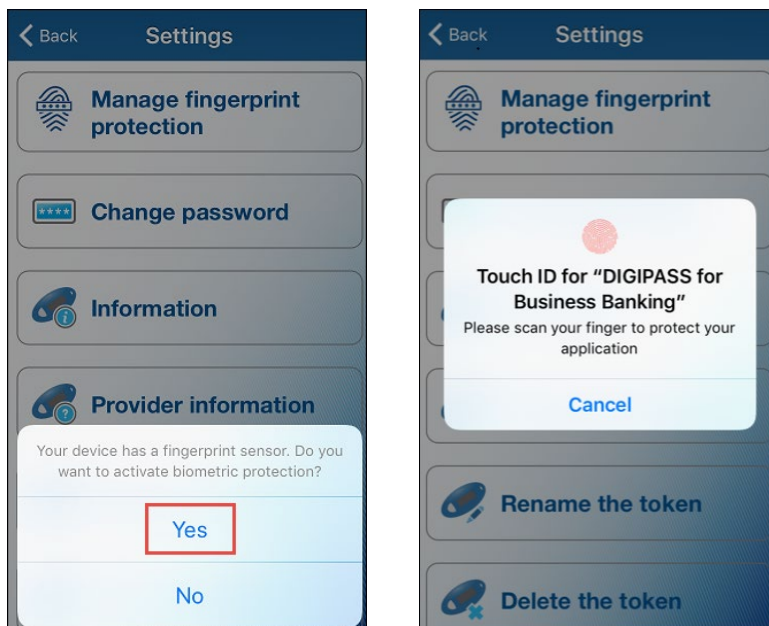
The **Manage fingerprint protection** option allow you to enable or disable biometric protection for the DIGIPASS soft token app. The option provides you with an extra level of security at the time of activation of the soft token, logon, or performing transactions.

 **Note:** This option only displays on a device that supports the biometric protection feature and the feature is enabled. If a local password was set up on the soft token app, you will need enter it to activate/deactivate the Manage fingerprint protection option.

- Open the DIGIPASS soft token app on your mobile device, select the Settings icon  and then choose **Manage fingerprint protection**




- Select **Yes** to continue and scan you finger



Change Password

The **Change password** option allows you to add or change the local password of the soft token app.

👉 **Note:** This option does not display if the Manager fingerprint protection option is already enabled. Once the password is set, it can be changed but cannot be removed.

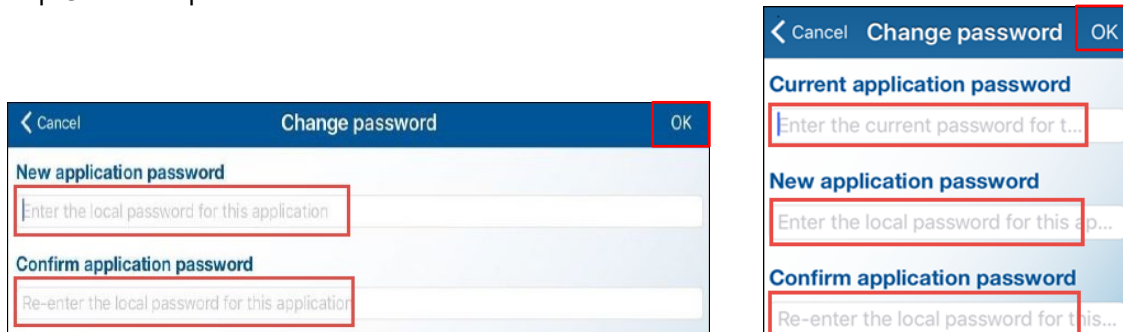
- To set or change the local password, open the DIGIPASS soft token app on your mobile device, select the Settings icon  and then choose **Change Password**



- To set up a new application password, enter the new password and then confirm; or to change an existing application password, enter the current application password, then the new password and then confirm


👉 **Note:** Password must be a minimum of 6 characters.

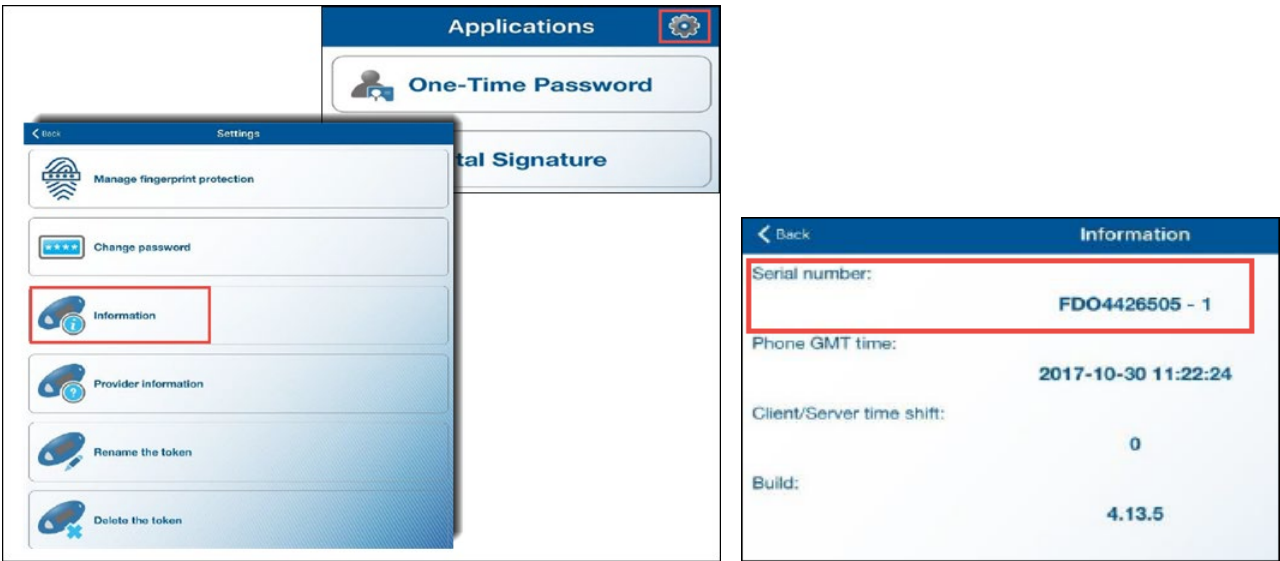
- Tap **OK** to complete



Information


The **Information** option displays the soft token serial number.

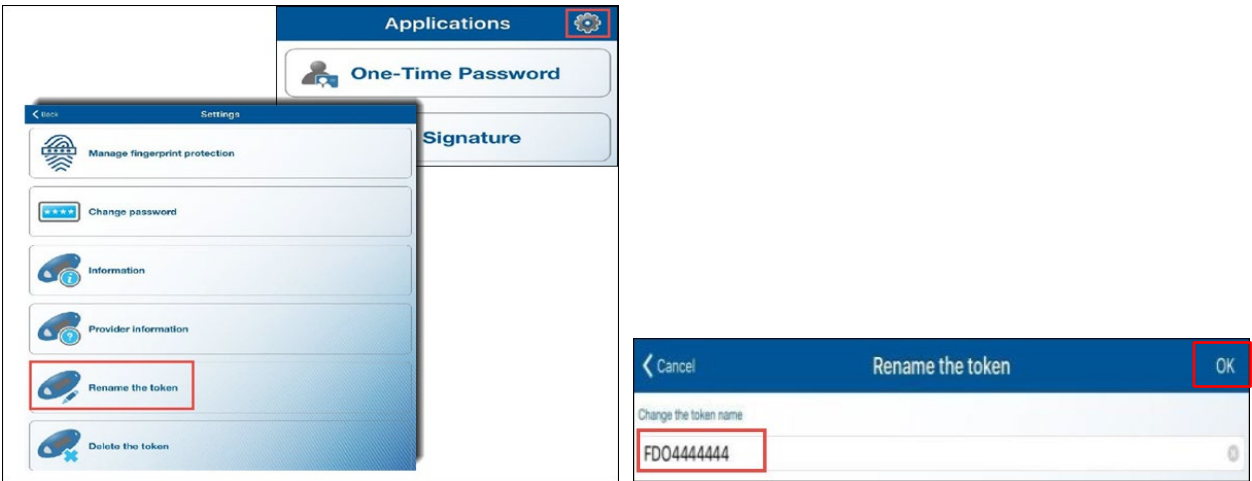
- To view the soft token information, open the DIGIPASS soft token app on your mobile device, select the Settings icon  and then choose **Information**



Rename the Token


The **Rename the token** option allows you to rename the available soft tokens.


- To rename the token, open the DIGIPASS soft token app on your mobile device, select the Settings icon  and then choose **Rename the token**
- Tap **OK** when finished



Delete the Token

The **Delete the token** option allows you to delete the soft tokens without logging in to Business Online Banking and scanning the secure image.

 **Important Note:** If you complete this process, you are deleting the soft token and will NOT be able to log back in to Business Online Banking with the associated User ID; unless soft token was added to multiple devices.

- To delete a token, open the DIGIPASS soft token app on your mobile device, select the Settings icon  and then choose **Delete the token**
- Tap **Delete Token** to complete

