

New User First-Time Login Steps

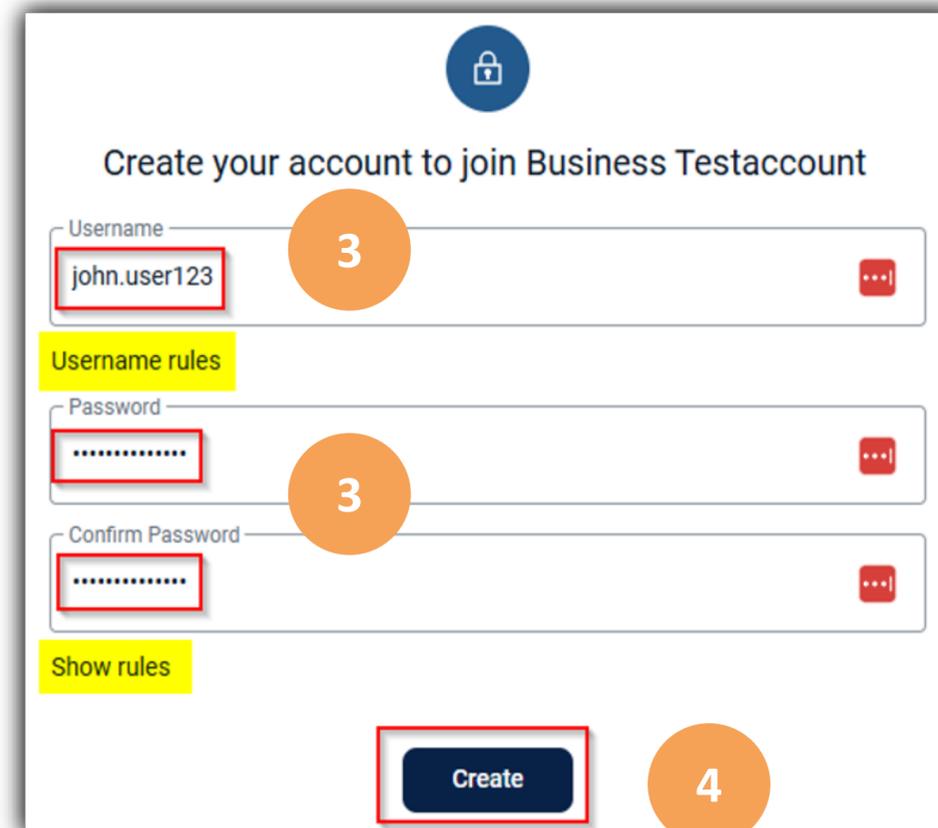
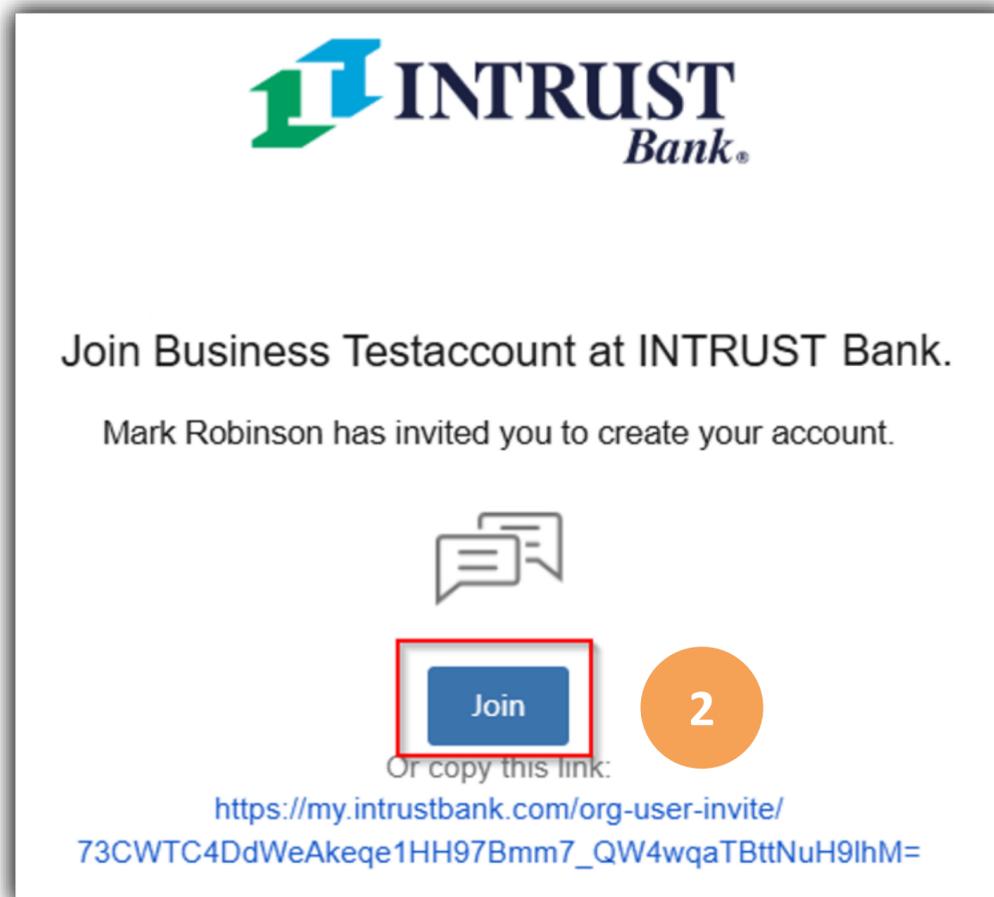
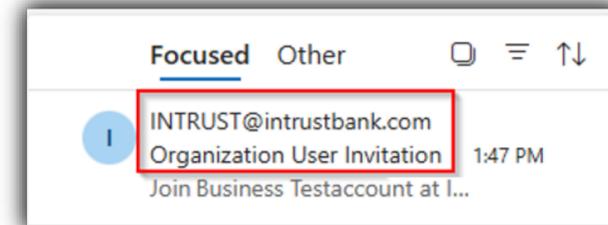
Quick Reference Guide

Online and Mobile Banking – New User First-Time Login Steps

Create Your New Account Login Credentials

- 1) Open your **Organization User Invitation** email from *INTRUST@intrustbank.com*.
- 2) Click **Join** in the body of the email.
- 3) On the following **my.intrustbank.com** web page, create your new **Username** and **Password**.
 - a) **NOTE:** You can click the **Username rules** and **Show rules** links to display the username and password rules.
- 4) Click **Create**.

1

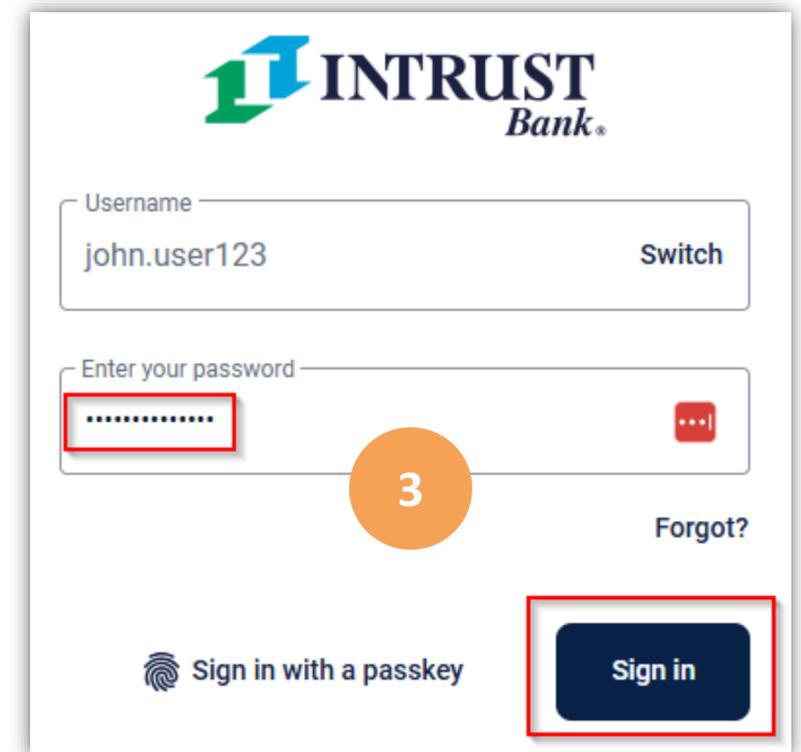
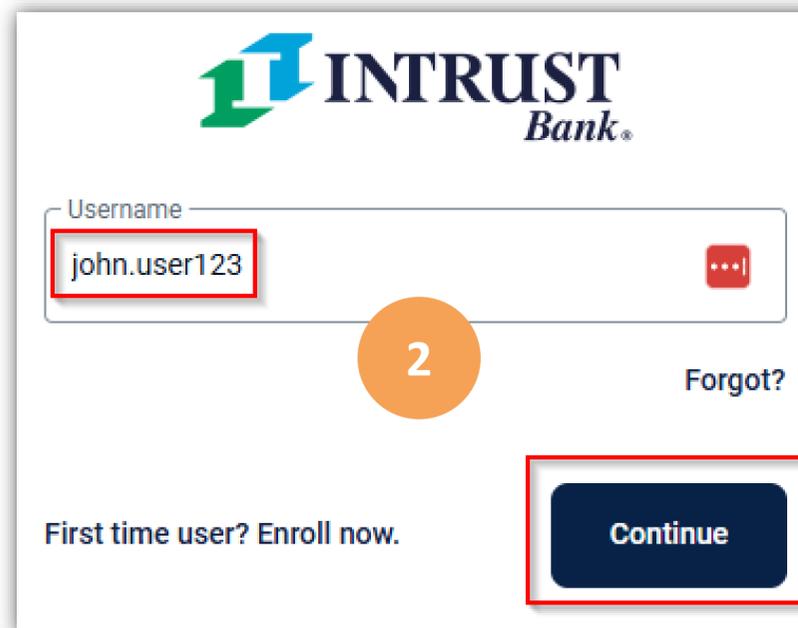
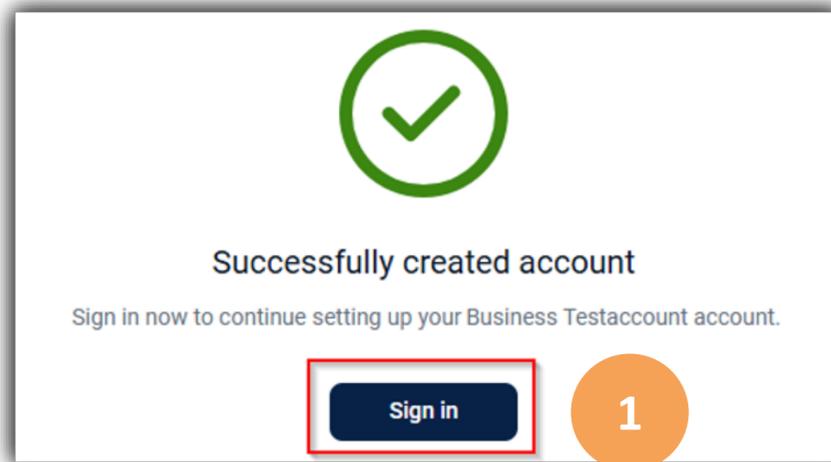


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Sign into Your New Account

Once you create your new account, you will see a **Successfully created account** confirmation message on your screen.

- 1) Click **Sign in**.
- 2) Enter your **username** and click **Continue**.
- 3) Enter your **password** and click **Sign in**.



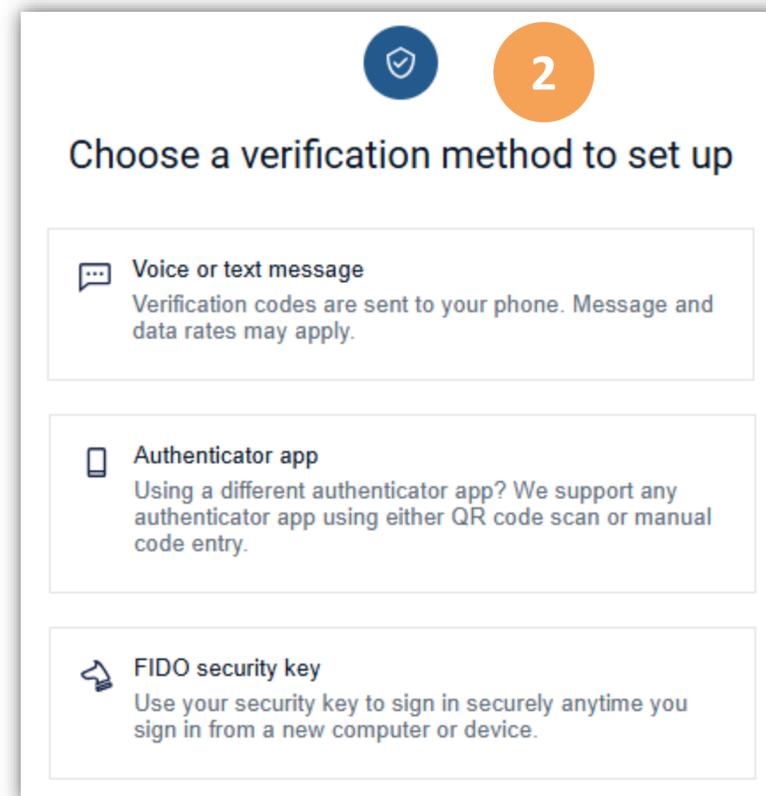
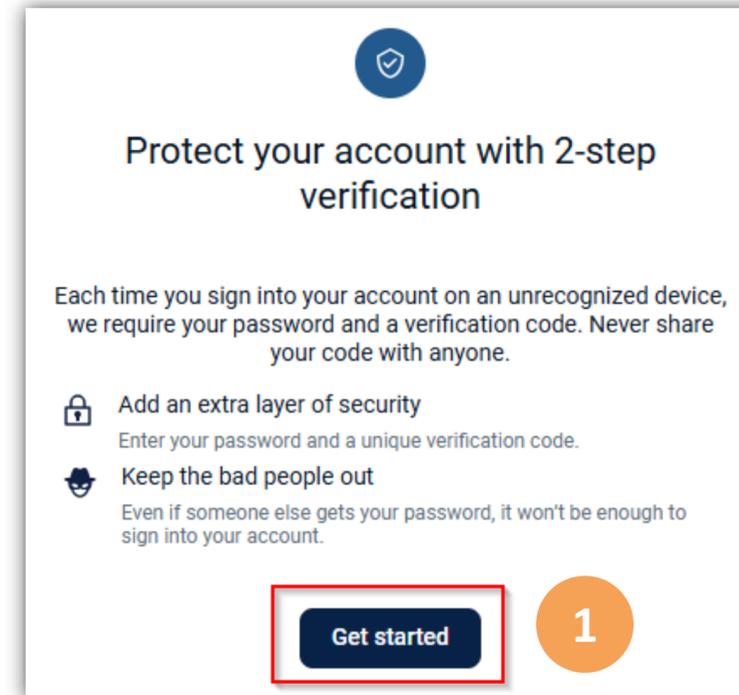
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Set Up Multifactor Authentication (MFA)

Next, you will select a **Multifactor Authentication (MFA)** method that you will use each time you sign into your organization's Banno Business profile from an unrecognized device.

- 1) Click **Get started**.
- 2) Choose which type of verification method that you want to use:
 - a) **Voice or Text Message:** Verification codes are sent to your phone.
 - b) **Authenticator App:** Use an authenticator app on your mobile device.
 - c) **FIDO Security Key:** Use your security key to sign in securely anytime you sign in from a new computer or device.

The additional steps for the **authenticator app** and **text message** verification methods are outlined next in this guide.



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Multifactor Authentication (MFA) – Text Message

- 1) On the screen that prompts you to choose your verification method, click **Voice or text message**.
- 2) Enter your **phone number** and click **Next**.
- 3) Select **Text message/SMS** and click **Send code**.

Choose a verification method to set up

Voice or text message
Verification codes are sent to your phone. Message and data rates may apply.

1

Authenticator app
Using a different authenticator app? We support any authenticator app for QR code scan or manual code entry.

FIDO security key
Use your security key to sign in securely anytime you sign in from a new computer or device.

Let's set up your phone

Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.

Country: +1 (US/Canada) | Phone: (316) 383-1234

Next

2

How do you want to get your codes?

We will send a one-time code to the phone number you provided. It will be valid for 5 minutes.

Text message/SMS (2FA program)
Message and data rates may apply. Reply HELP for help and STOP to opt out. [SMS terms](#) [Privacy policy](#)

Phone call
(316) 383-1234

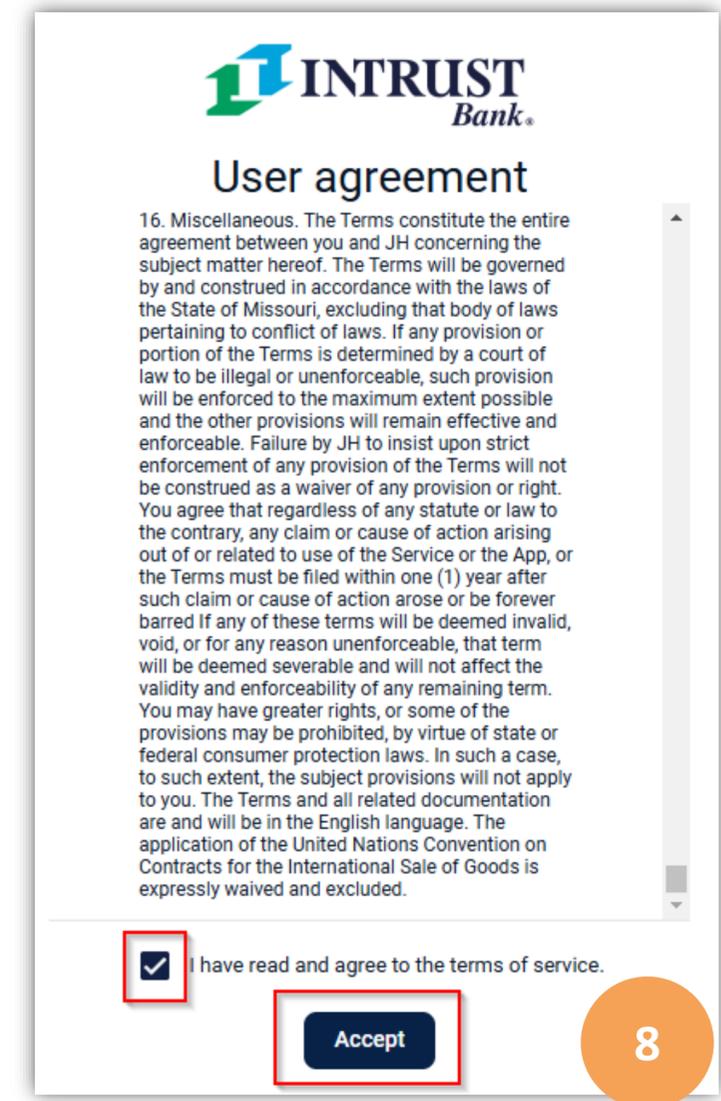
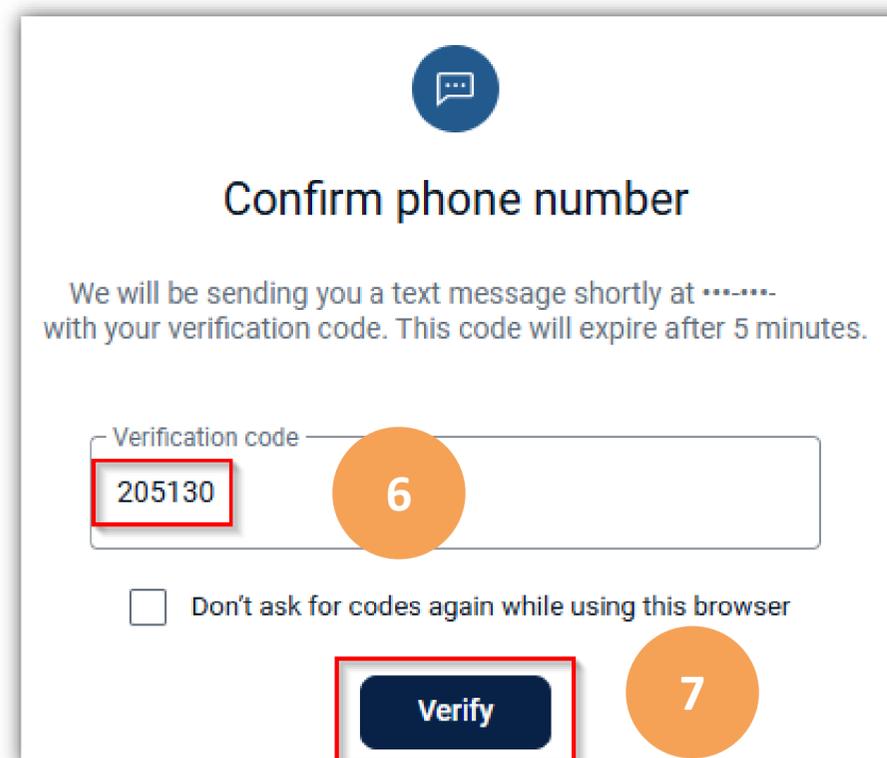
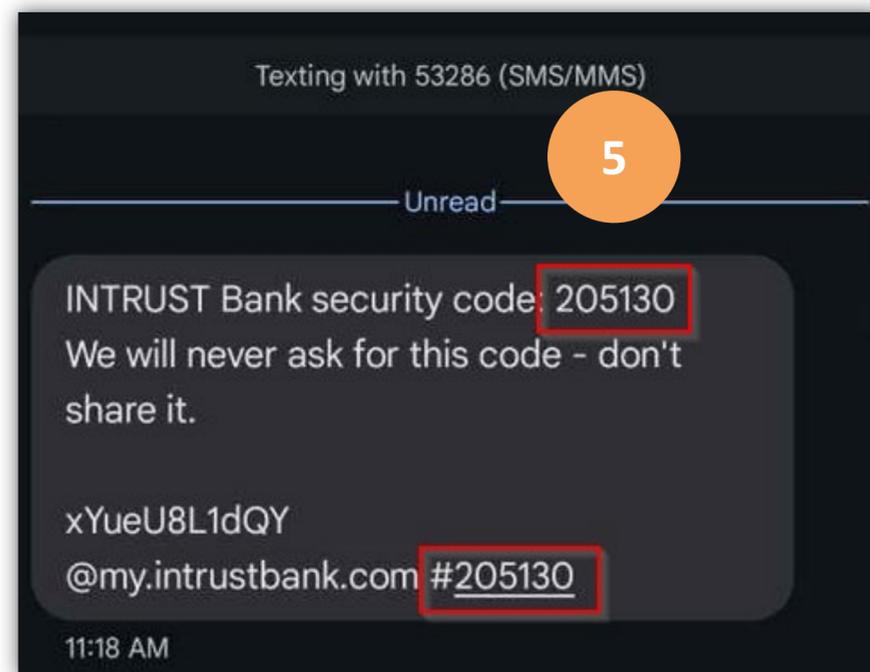
Send code

3

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Multifactor Authentication (MFA) – Text Message

- 5) Open the text message that contains your **INTRUST Bank security code** and make a note of the code.
- 6) Return to the **my.intrustbank.com/login** web page and enter the code on the **Confirm phone number** screen.
- 7) Click **Verify**. Then, click **Done** on the **You're all set!** screen.
- 8) Read the **User agreement** and select the **I have read and agree to the terms of service** checkbox. Then, click **Accept**.



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Multifactor Authentication (MFA) – Text Message

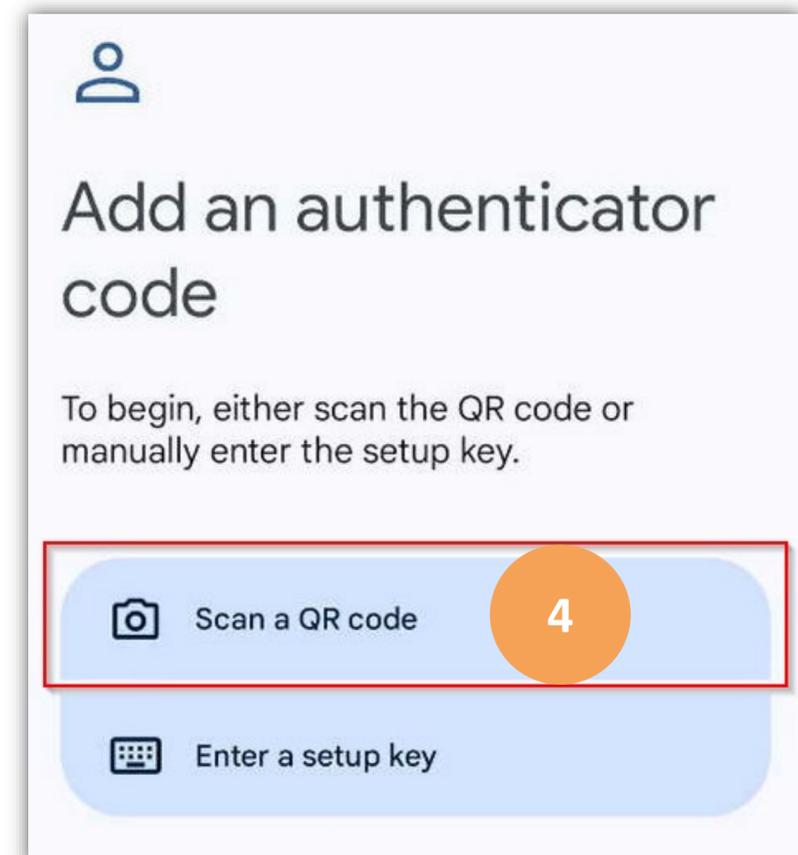
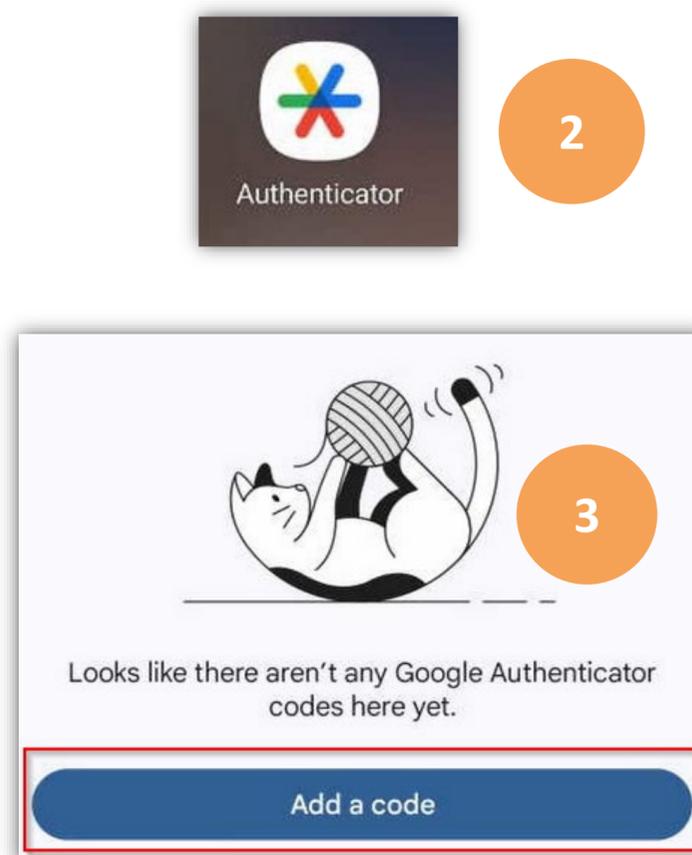
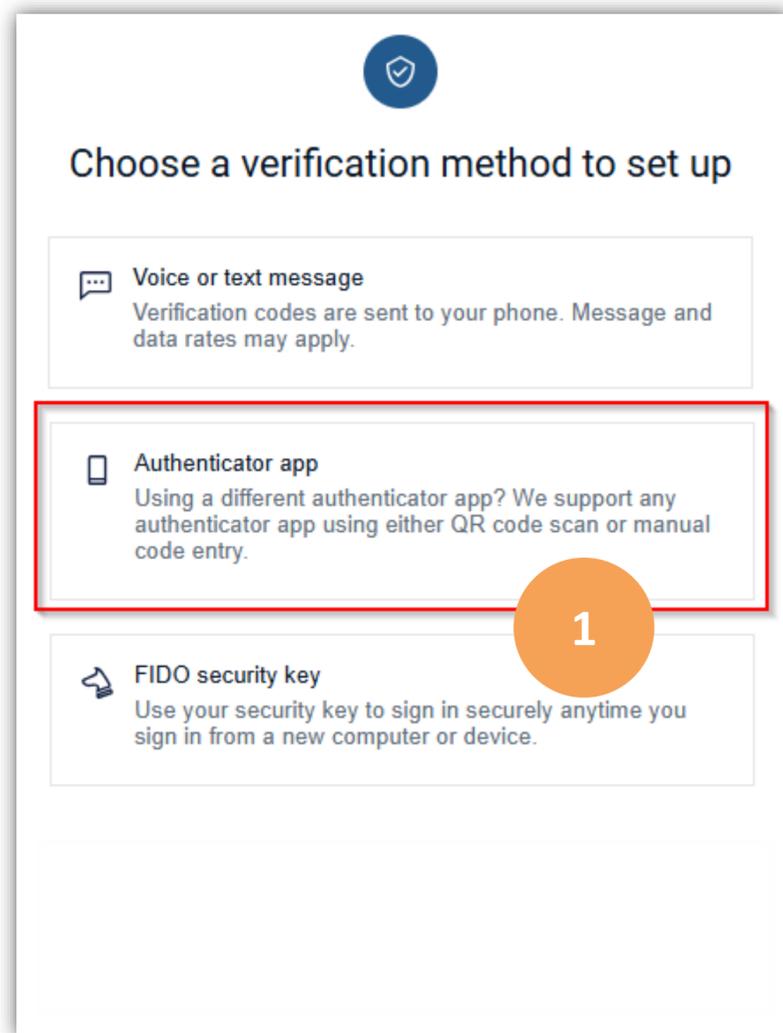
You are now successfully logged into your organization’s online banking profile. By default, you will arrive at your organization’s **Dashboard**.

The screenshot displays the INTRUST Bank online banking dashboard for a Business Testaccount. The interface is dark-themed with a white sidebar on the left containing navigation options: Dashboard, Messages, Accounts, Transfers, Remote deposits, Bill pay, and Support. The main content area features a greeting 'Hi there!' and the account name 'Business Testaccount'. Below this, there is an 'Accounts' section showing two checking accounts: 'Fr B Chk 0001 x2911' with a balance of '\$4.00 Available' and 'Fr B Chk 0002 x5657' with a balance of '\$4.00 Available'. A row of five action buttons is visible: Transfer, Pay a bill, Pay a person, Message, and Documents. The bottom section is divided into two panels. The 'Bill pay' panel offers options for 'Pay a bill', 'Pay a person', and 'Manage payments', with a note that there are 'No recent payments'. The 'Messages' panel shows the INTRUST Bank logo and three support team members: Kyle, Kylie, and Ryan. It includes a message stating, 'We're here to help! We typically respond within 2-4 hours during regular support hours (Mon - Fri, 8am-5pm CT.)' and a 'Start a conversation' button.

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Multifactor Authentication (MFA) – Authenticator App (ex: *Google Authenticator*)

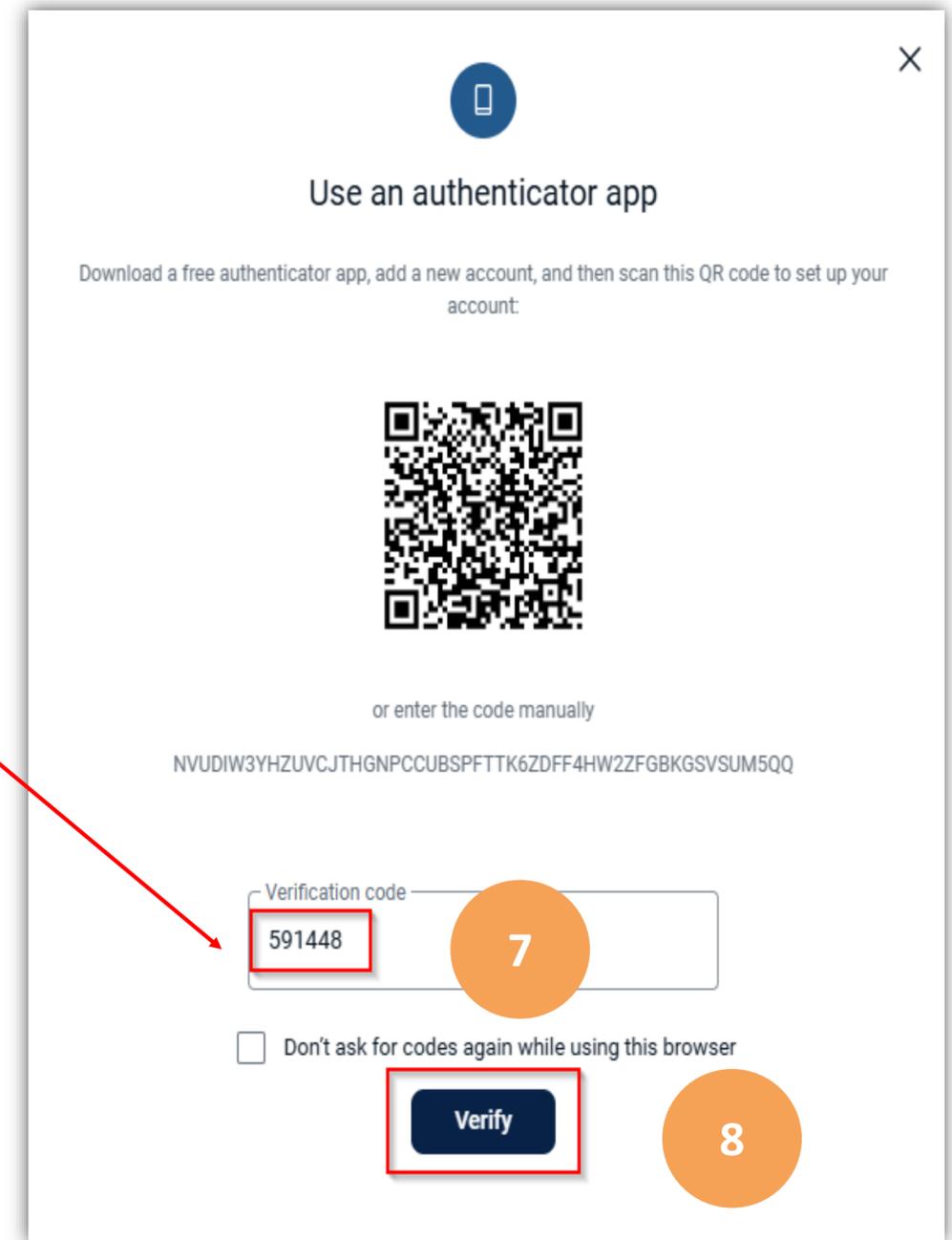
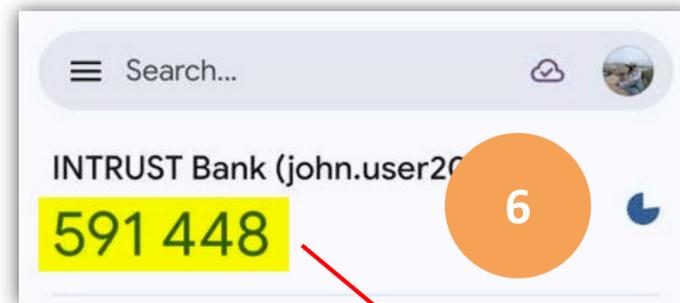
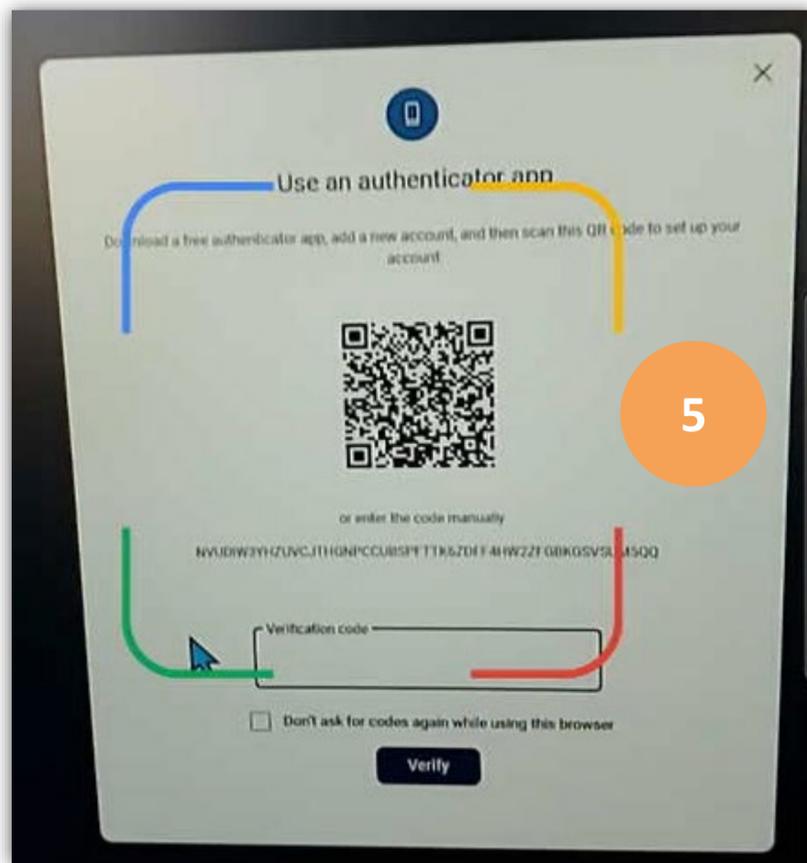
- 1) On the screen that prompts you to choose your verification method, select **Authenticator app**.
- 2) Open your preferred authenticator app on your mobile device (ex: *Google Authenticator*).
- 3) Tap the applicable **Add a code** option in your authenticator app.
- 4) Tap the applicable **Scan a QR Code** option in your authenticator app.



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Multifactor Authentication (MFA) – Authenticator App (ex: *Google Authenticator*)

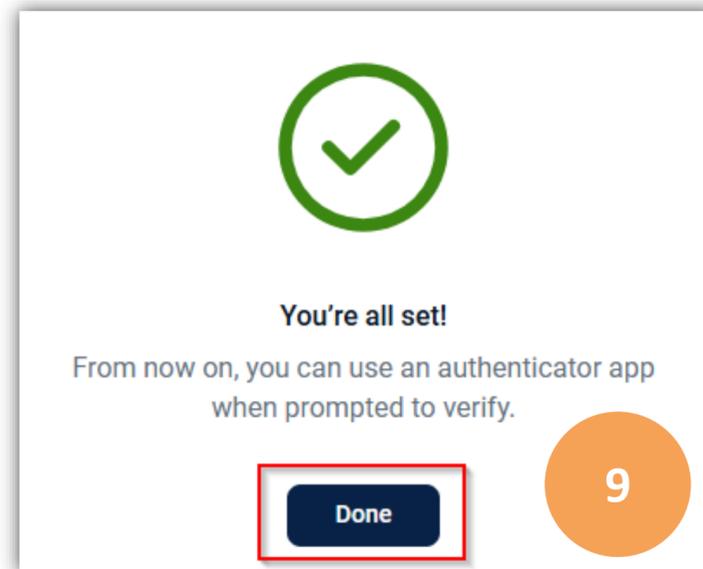
- 5) Use your mobile device's camera to scan the QR code on the **Use an authenticator app** screen on your computer.
- 6) Your authenticator app will display a new **INTRUST Bank code**.
- 7) Enter that code in the **Verification code** field on your computer screen.
- 8) Click **Verify**.



Online and Mobile Banking – New User First-Time Login Steps

Multifactor Authentication (MFA) – Authenticator App (ex: Google Authenticator)

- 9) On the following **You're all set!** screen, click **Done**.
- 10) Read the User agreement. Select the **I have read and agree to the terms of service** checkbox, and click **Accept**.



You are now successfully logged into your organization's online banking profile. By default, you will arrive at your organization's **Dashboard**.

