

# 5 STEPS TO REGISTER & SET-UP ACCOUNT VERIFICATION

## STEP 1

### For your Initial sign-on:

- » Add “0000” before the last four of your SSN or TIN in your password when logging in to Online Banking or the Mobile App for the first time.

#### Example:

My member number is 1234567.

My SSN is 123-45-6789.

When I log into Online Banking or the Pen Air Mobile App as **a first time user**, this is how I will sign in:

Username: 1234567

Password: 00006789

- » I will then be prompted to create a new username and password.

## STEP 2

Review and agree to Terms and Conditions when prompted.

## STEP 3

Create a new username and password (you will no longer use your member number to log in)

### Username requirements:

- » Must be at least six characters long
- » Must contain one letter
- » Can contain letters, numbers, and the following special characters: @ \$ \* \_ - = ! . ~

### Password requirements:

- » Must be a minimum of 8 characters
- » Must contain characters from at least two of the following three categories: Letters, Numbers, Special Characters

## STEP 4

Enter your contact information, which can be your phone number or email, so your access can be verified through a one-time verification passcode. The passcode can be sent via text message, phone call, or email.

## STEP 5

After entering your one-time verification passcode, you will have the option to register your computer or device, allowing you to skip the one-time verification on that device.

Please note: You will be required to repeat the verification process for each device used to access your Online Banking and Bill Pay account.

## STEP 6

### Enroll in Online Statements (optional):

- » After you log in to your online banking account navigate to the My Accounts Tab.
- » Click on Online Statements.
- » A pop up window will appear for you to enter your email address.
- » Click on Register button.

