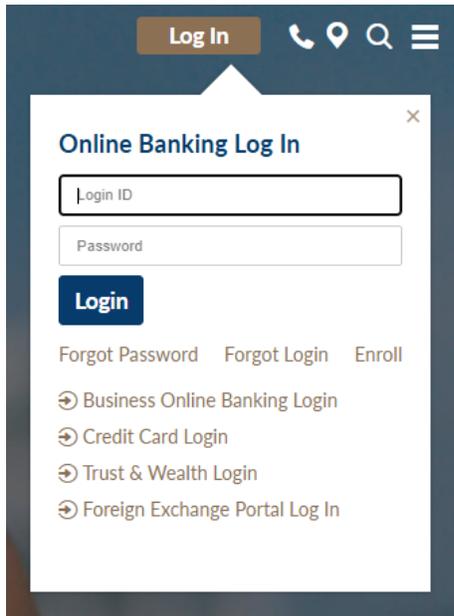


## First Time Enrollment- Token Users

1. Go to [www.trb.bank](http://www.trb.bank)
2. Click the bronze “Log In” Button at the top right corner of the screen.
3. Enter your current username and password and click the blue “Login” button.
4. This login screen is where you will access your online banking platform moving forward.

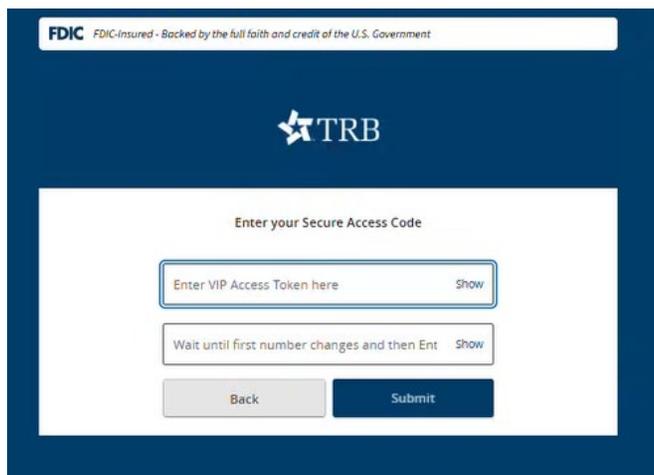


The screenshot shows a mobile application interface for online banking. At the top, there is a dark blue header with a "Log In" button and icons for phone, location, search, and a menu. Below the header is a white modal window titled "Online Banking Log In" with a close button (X) in the top right corner. Inside the modal, there are two input fields: "Login ID" and "Password". Below these fields is a blue "Login" button. Underneath the button are links for "Forgot Password", "Forgot Login", and "Enroll". At the bottom of the modal, there are four links with circular arrows: "Business Online Banking Login", "Credit Card Login", "Trust & Wealth Login", and "Foreign Exchange Portal Log In".

## New Token Activation

Your new security token is now required to access the new online platform. You are no longer required to add the 4-digit security PIN after the token passcode. To activate your new security token:

1. Enter the 6-digit passcode displayed on your new security token.
2. Wait for the 6-digit passcode to change.
3. Then, enter the next 6-digit passcode in the second field.
4. Click the submit button.



The screenshot shows a mobile application interface for new token activation. At the top, there is a white banner with the FDIC logo and the text "FDIC-Insured - Backed by the full faith and credit of the U.S. Government". Below the banner is a dark blue header with the TRB logo. The main content area is white and contains the text "Enter your Secure Access Code". There are two input fields: the first is labeled "Enter VIP Access Token here" and has a "Show" button; the second is labeled "Wait until first number changes and then Ent" and also has a "Show" button. At the bottom, there are two buttons: a grey "Back" button and a blue "Submit" button.

## Contact Information

1. Review your contact information and click “Submit.”
2. Contact information can be updated once logged into the system.

The image shows a web form for updating contact information, divided into two panels. The left panel is titled 'NAME' and 'ADDRESS', and the right panel is titled 'CONTACT INFORMATION'. The TRB logo is at the top left of the left panel.

**TRB**

Please contact us if any information displayed here is incorrect.

**NAME**

Prefix (optional)

First Name

Middle Name (optional)

Last Name

Suffix (optional)

**ADDRESS**

Address 1 (optional)

Address 2 (optional)

**CONTACT INFORMATION**

Country (optional)

City (optional)

State (optional)

ZIP (optional)

Phone Country (optional)

Home Phone (optional)

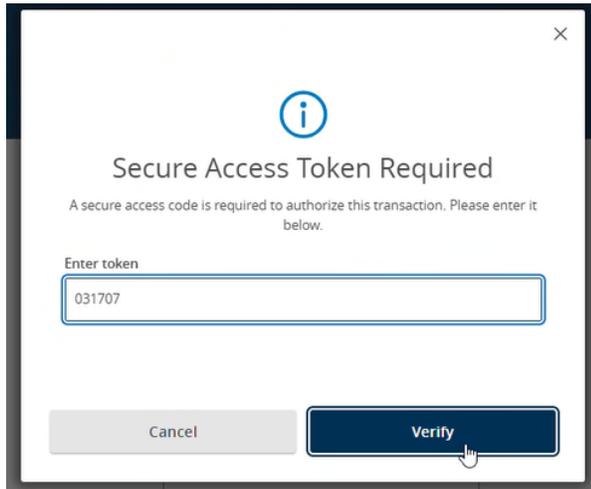
Work Phone (optional)

Email Address (optional)

[Back to Login](#) [Submit Profile](#)

## Final Token Request

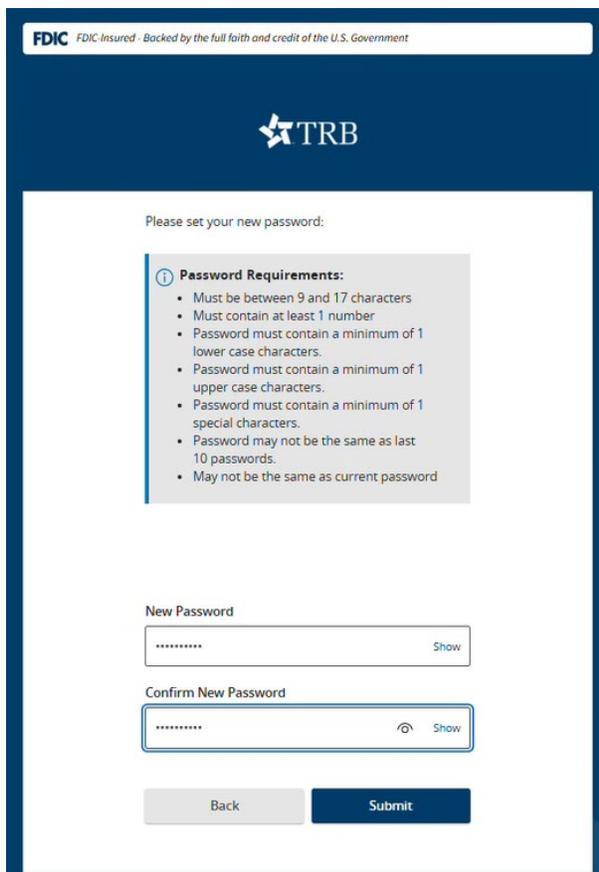
1. This is your final token request. Enter your new token 6-digit passcode.
2. Click the “Verify” button.



A dialog box titled "Secure Access Token Required" with an information icon. Below the title is the text: "A secure access code is required to authorize this transaction. Please enter it below." There is a text input field labeled "Enter token" containing the value "031707". At the bottom, there are two buttons: "Cancel" and "Verify". A mouse cursor is pointing at the "Verify" button.

## Final Step

1. And finally, you will be required to create a new password using the password requirements in the gray box.
2. Re-enter your new password.
3. Click the “Submit” button.



FDIC FDIC Insured - Backed by the full faith and credit of the U.S. Government

TRB

Please set your new password:

**Password Requirements:**

- Must be between 9 and 17 characters
- Must contain at least 1 number
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 upper case characters.
- Password must contain a minimum of 1 special characters.
- Password may not be the same as last 10 passwords.
- May not be the same as current password

New Password

\*\*\*\*\* Show

Confirm New Password

\*\*\*\*\* Show

Back Submit

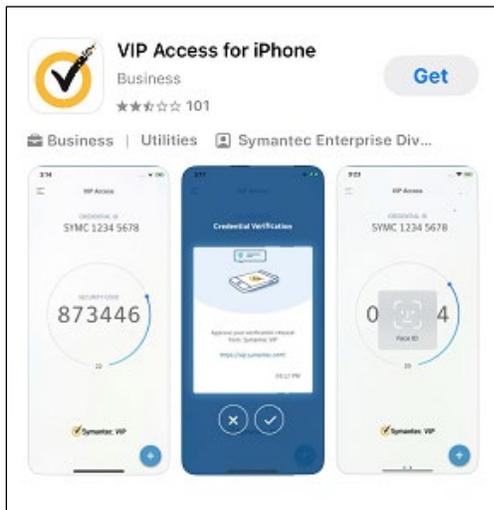
## **Additional Security Token Information**

**Only existing security token users require new security tokens on the new platform.**

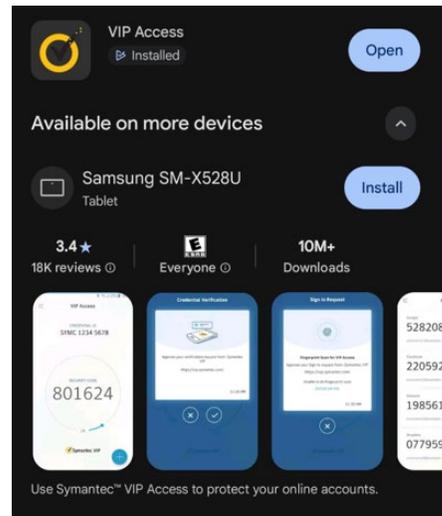
1. **Physical token users**- Physical tokens were delivered directly by your local banking team. If you have not received your new physical token, please reach out to your local account manager.
2. **Digital token users**- Using your cell phone, please search “VIP Access” on your App Library to locate your digital token.

## **Digital Token- Phone Apps**

### **iPhone**



### **Android**



3. **Desktop token users**- If you are a desktop token user, search “VIP Access” on your computer.
  - a. **Windows PC**- Search “VIP Access” using the “Search” bar at the bottom of your screen.
  - b. **Apple**- Tap “Go” from the top menu bar and select “Applications.” Search “VIP Access.”