

The Business Mobile login experience varies depending if the user goes directly to the mobile app, or if the user already logged into Business Banking web:

**If a new user goes directly to Business Mobile** (Figures 1, 2, and 3):

1. Enter the system-generated username and password sent via 2 emails.
2. Confirm identity via MFA with “Call me” (only option).
3. Change the temporary password.

**Note:** if your financial institution enables the Business Banking disclosure, user must log into Business Banking Web (the desktop solution) *before* their first login to the app (an error redirects the user to BB Web if they skip that step).

**If a user logs into Business Banking web first** (Figures 1 and 2):

1. Enter username and password (which were updated upon initial login to Business Banking web).
2. Confirm identity (email is not an option):
  - “Call me” - always an option.
  - “Text Me” - option if enabled in Business Banking web.

Figure 1



Figure 2

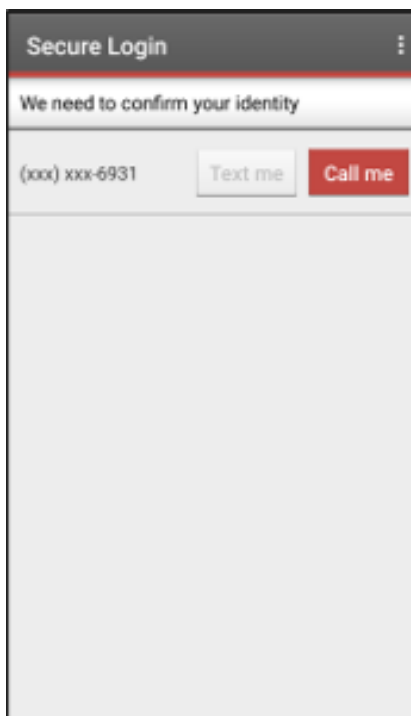
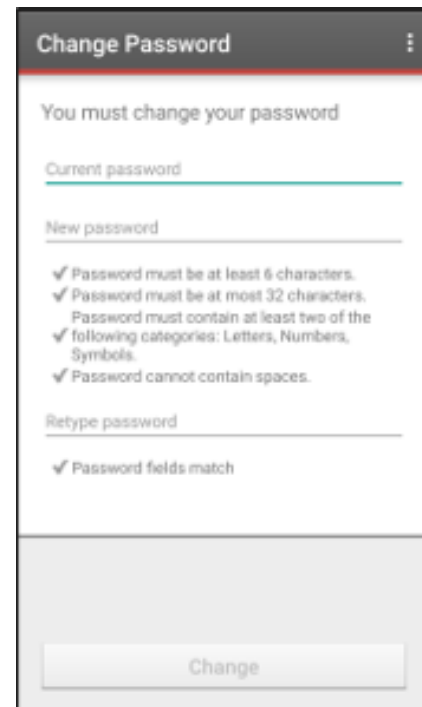
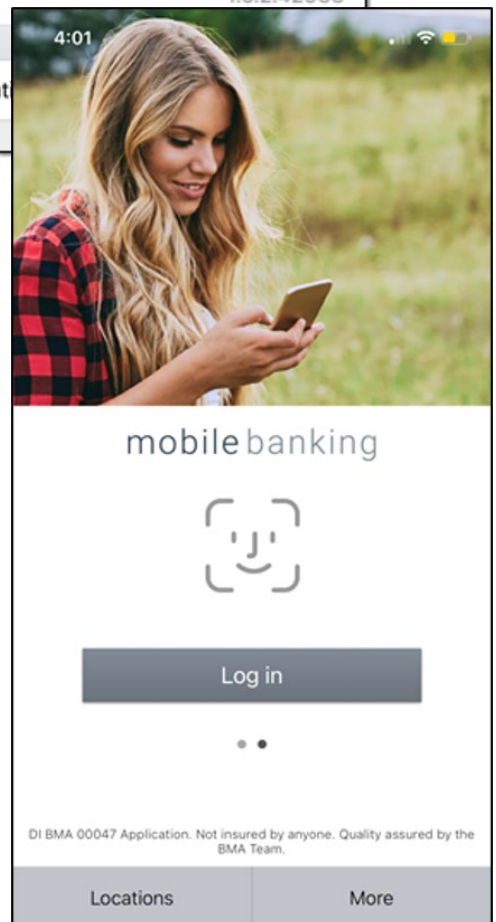
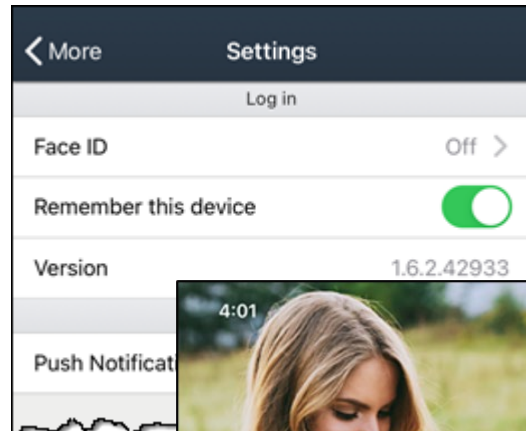
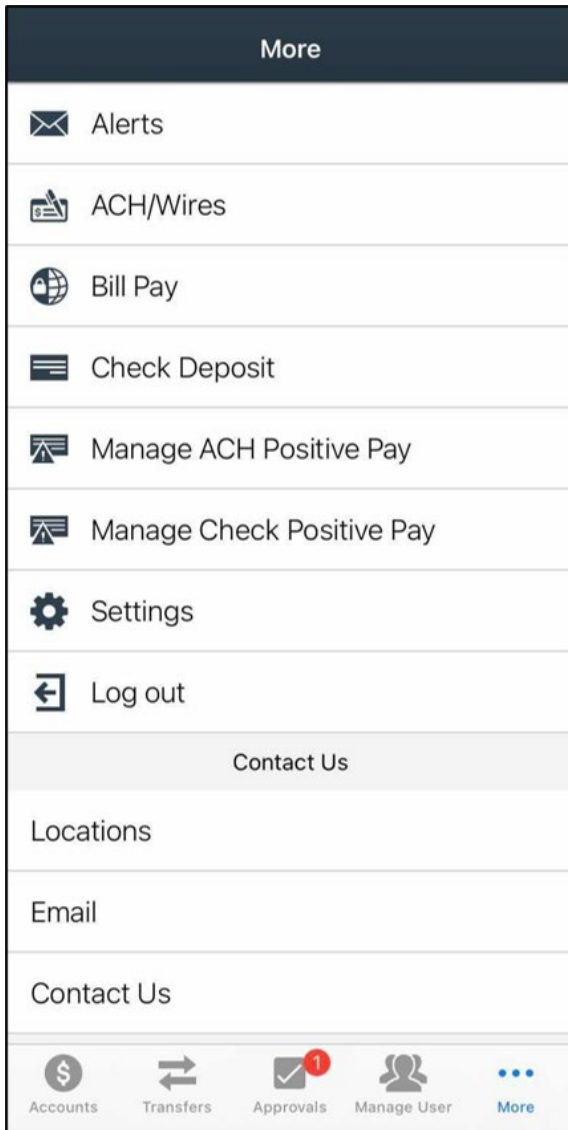


Figure 3



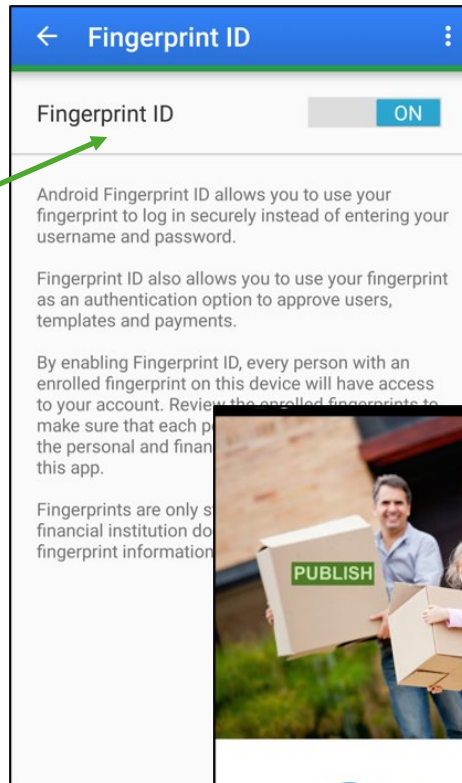
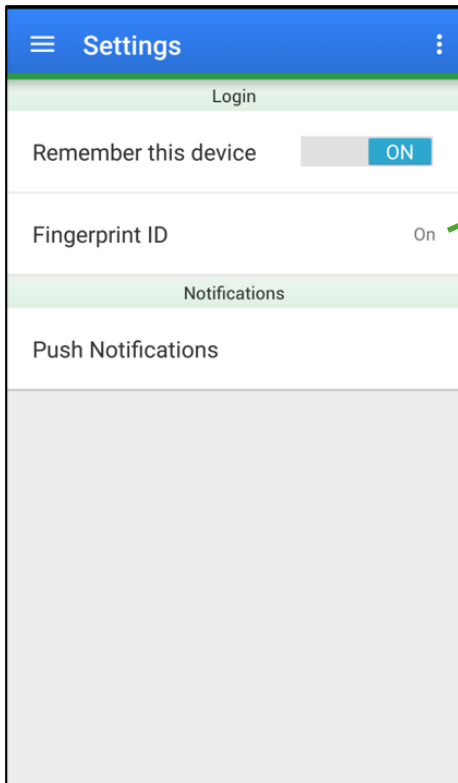
**Enable Face ID for future logins:**

1. Select the More menu.
2. Select Settings.
3. Toggle “Remember this device” to ON to bypass login MFA.
4. Toggle Face ID to ON to use Face ID instead of username/password.
5. On the login screen, slide left/right to switch between username/password (see Figure 1) and Face ID.



**Enable fingerprint for future logins:**

1. Select the More menu and select Settings (see previous page).
2. Toggle “Remember this device” to ON to bypass login MFA.
3. Toggle Fingerprint ID (on iPhone, called Touch ID) to ON to use fingerprint instead of username/password.
4. On the login screen, slide left/right to switch between username/password (see Figure 1) and fingerprint.



**Note:** Biometrics are marked invalid after a user's password is reset (whether the user changes it, or the financial institution resets their password).

The user must log in with their username and the newly updated password. After login, the user can reestablish biometrics for future logins.

