

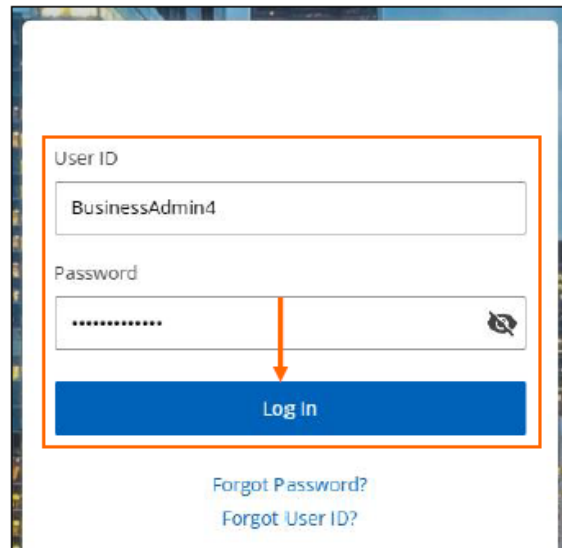
Hard Token Activation Instructions

User Token Activation

To activate, the user must have access to their desktop computer, their mobile device, and the hard token at the same time.

1. **Desktop:** The user logs on to business banking in Create or Configure Digital, using their *User ID* and *Password*.

Then, the user selects the *Login* button.



User ID
BusinessAdmin4

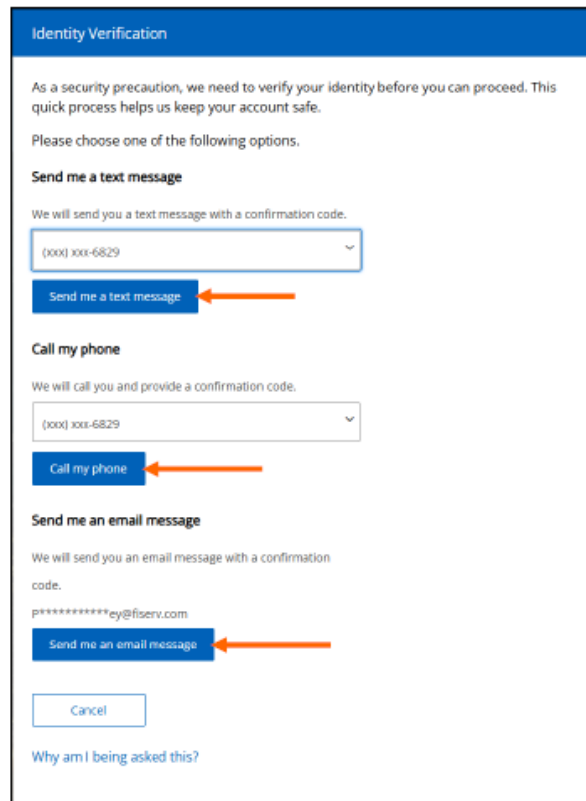
Password
.....

Log In

[Forgot Password?](#)
[Forgot User ID?](#)

2. The SecureNow *Identity Verification* screen displays.

The user selects one option to receive the *One Time PIN (OTP)* by text, voice call, or email.



Identity Verification

As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe.

Please choose one of the following options.

Send me a text message

We will send you a text message with a confirmation code.

(xxx) xxx-6829

Send me a text message

Call my phone

We will call you and provide a confirmation code.

(xxx) xxx-6829

Call my phone

Send me an email message

We will send you an email message with a confirmation code.

p*****ey@fiserv.com

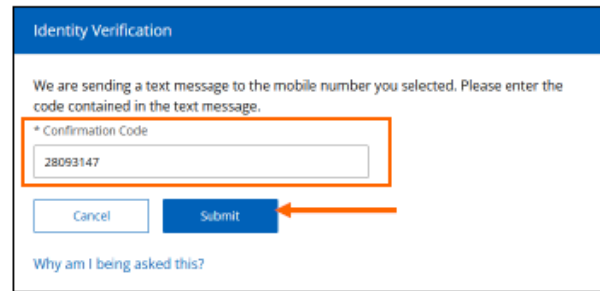
Send me an email message

Cancel

[Why am I being asked this?](#)

3. The user retrieves the code from their phone or email and enters it in the *Confirmation Code* field.

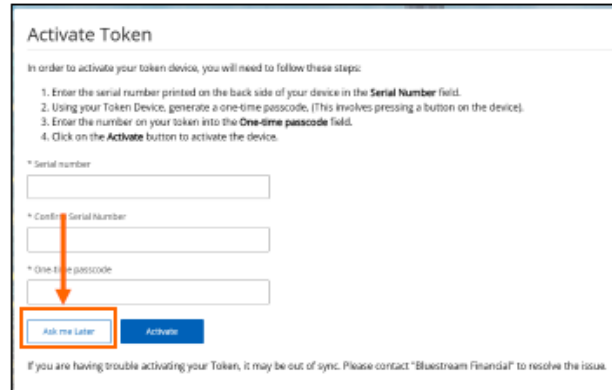
Then, the user selects *Submit*.



The Identity Verification screen has a blue header. Below it, text says: "We are sending a text message to the mobile number you selected. Please enter the code contained in the text message." There is a text input field labeled "* Confirmation Code" containing the number "28093147". Below the field are two buttons: "Cancel" and "Submit". An orange arrow points to the "Submit" button. At the bottom, there is a link: "Why am I being asked this?"

(Skip this step only if you have not received your hard token)

4. The *Activate Token* screen displays. The user can select the *Ask Me Later* button to access the platform until the *Activate by Date* button has arrived. After this date, the user must activate their hard token.



The Activate Token screen has a white header. Below it, text says: "In order to activate your token device, you will need to follow these steps:" followed by a numbered list: 1. Enter the serial number printed on the back side of your device in the **Serial Number** field. 2. Using your Token Device, generate a one-time passcode. (This involves pressing a button on the device). 3. Enter the number on your token into the **One-time passcode** field. 4. Click on the **Activate** button to activate the device. There are three input fields: "* Serial number", "* Confirm Serial Number", and "* One-time passcode". Below the fields are two buttons: "Ask me Later" and "Activate". An orange arrow points to the "Ask me Later" button. At the bottom, there is a note: "If you are having trouble activating your Token, it may be out of sync. Please contact 'Bluestream Financial' to resolve the issue."

User Activation Instructions: DPGO3 (GO3)

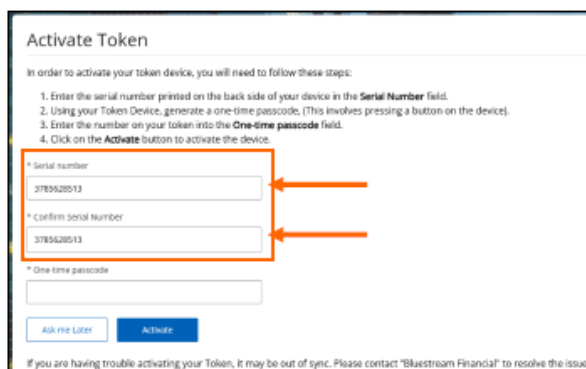
To activate the GO3, the user should follow these instructions:

GO3: The user finds the 10-digit serial number on the back of the hard token. It may contain dashes.



Desktop: The user enters the serial number in the *Token Serial Number* field, without any dashes.

Then, they enter the serial number again in the *Confirm Token Serial Number* field, omitting any dashes.



The Activate Token screen is shown with the serial number "3785628513" entered in the "* Serial number" field and the same number entered in the "* Confirm Serial Number" field. Orange arrows point to both input fields. The "* One-time passcode" field is empty. The "Ask me Later" and "Activate" buttons are at the bottom. The same numbered list and bottom note from the previous screen are visible.

GO3: The user presses the button on the front of the device to generate an 8-digit passcode.



Desktop: The user enters the 8-digit passcode in the *One-time passcode* field.

If the code expires before entry, the user should press the button again to generate a new code. .

Activate Token

In order to activate your token device, you will need to follow these steps:

1. Enter the serial number printed on the back side of your device in the **Serial Number** field.
2. Using your Token Device, generate a one-time passcode. (This involves pressing a button on the device).
3. Enter the number on your token into the **One-time passcode** field.
4. Click on the **Activate** button to activate the device.

* Serial number
3785628513

* Confirm Serial Number
3785628513

* One-time passcode
42179549

[Ask me Later](#) [Activate](#)

Desktop: The user selects *Activate*.

Activate Token

In order to activate your token device, you will need to follow these steps:

1. Enter the serial number printed on the back side of your device in the **Serial Number** field.
2. Using your Token Device, generate a one-time passcode. (This involves pressing a button on the device).
3. Enter the number on your token into the **One-time passcode** field.
4. Click on the **Activate** button to activate the device.

* Serial number
3785628513

* Confirm Serial Number
3785628513

* One-time passcode
42179549

[Ask me Later](#) [Activate](#)

Desktop: A message confirms the successful activation of the hard token.

The user selects *Continue*.

Activate Token

You have successfully activated your token device. With Online Banking, you can now use it to generate passcode(s).

[Continue](#)

Desktop: *Remember this Device* screen displays. The user should select *Save* to remember this device and browser. Otherwise, they should select *Don't Save*.

Remember this device

To help keep your account safe, we send you an alert each time someone logs into your account from an unrecognized device or browser. Click Save if you don't want to receive an alert when you log in from this device again.

[Don't Save](#) [Save](#)

The GO3 hard token device should now be activated. The user will now be able to generate an OTP when prompted to access business banking in Create or Configure Digital.