



United Bank
real solutions

MOBILE TOKEN ACTIVATION

With our new online banking system, you'll reactivate your mobile token using our new token app. The on-screen instructions will guide you through the process step-by-step.

Before you begin, you'll need:

- Your online banking username
- A smartphone with a camera

IMPORTANT LOGIN CHANGE: Previously, token users entered their token code and PIN in the password field. Going forward, you will log in with your password first, then enter your token code when prompted. PINs are no longer used.

Activate Your Mobile Token

1. From a web browser, separate from your phone, access the Online Banking login from www.unitedbank4u.com and select **Forgot Password** to complete the password reset process. This step is required for token activation, even if you know your password.
 - Verify your identity using a one-time passcode sent to your phone or email.
 - You'll be prompted to set a password then directed to the token activation screen.
2. From your phone, scan the QR code to download the new Digipass app.
 - Since both the old and new token apps are named Digipass, we recommend deleting the old app with a gray logo. The new app uses an orange logo.
3. On your computer, select **Continue** to move to the token activation screens.
4. When the Activate Token screen appears, open the token app and choose **Scan Code**.
5. Allow camera access, then scan the first image or QR code shown on your computer.
6. Enter the code generated by the app on your computer.
7. Create a device nickname (for example, "John's iPhone").
8. Scan the second image or QR code shown on your computer.
9. Enter the new code generated by the app on your computer, then select **Continue**.
10. In the app, select **Done** to finalize activation.

What To Expect After Activation

- **Remember your password** — For each login, you'll enter your **username and password**, then prompted to enter your **Digipass code**. PINs are no longer used.
- A **Digipass code** will also be required when performing certain actions, such as: Initiating a wire or ACH and updating your email address.