HOW TO LOG INTO OUR
NEW DIGITAL BANKING PLATFORM

You can get started on our website or in our Mobile App!

On The Web…

1. **Go to www.mountainone.com** on your desktop, laptop, or tablet browser.

2. **Click on the big, blue LOGIN button in the menu.** A drop-down menu will appear. Under Digital Banking, click Login.

3. **Our new Digital Banking Platform will launch in a new internet tab.**

Or on the App…

1. **iPhone Users: Update your Mobile App** in the Apple Store if it has not updated automatically.

2. **Android Users:** Delete your existing MountainOne App, and then **download our new Mobile App** in the Google Play Store.

3. **Open your new/updated MountainOne Digital Banking App.**

You're on the new platform! We'll guide you the rest of the way.

4. **Enter your existing User ID and Password. THAT'S RIGHT – you can use the same User ID!**

5. **MountainOne will send you a Secure Access Code via text, a phone call, or email to verify your identity.***

   Simply select your preferred delivery method from the choices shown. Enter the Secure Access Code you received, then click submit.

   Please note: The Secure Access Code will be sent from 86434 if by text, from 855-444-6861 if by phone call, or from notifications@secure.mountainone.com if by email.

6. **You will now be prompted to create a secure password.**

   You must input a password that meets the password policy displayed on the screen.

7. **Need help? Don't fret!**

   If you get stuck in this section, contact our Customer Care team at 855-444-6861. Follow the telephone prompt to "Reset Your Digital Password."

Great job! Just a few more strides and you'll be done!

8. **Once logged in, you will be prompted to accept the Online Banking Terms & Conditions.**

   You must scroll to the bottom of the page and click "I Accept" to proceed.

9. **You will be prompted to register your browser and device.***

   By registering, going forward you will only be required to enter your User ID and Password at login. This is because we place a cookie on your browser, enabling our system to remember your device and browser preferences. (Log in every 30 days for your registration to remain active. Only register a browser/device that is under your control. Do not register a browser on a public computer.)

   If you choose to not register your browser and device, you will need to request and input a Secure Access Code (step 5. above) each time you log into MountainOne's Digital Banking platform.

10. You are now logged into Digital Banking!

*Business Token Users: When prompted, you will enter the 6-digit code provided on your token fob or VIP Access app. Then, wait 30 seconds, and enter the new 6-digit code provided. Due to security settings, you will not be permitted to save your browser.

A Message to our Valued Customers

We can't thank you enough for your patience throughout this process. We are excited to offer this new, best-in-class Digital Banking Experience to our valued customers and have worked very hard to ensure the transition is as easy as possible for you. If you need help at any point throughout this process, please know our Mountaineers are happy to help!

You can call Customer Care at 855-444-6861 with questions between 8:00am – 6:00pm Monday through Friday, and from 9:00am – 12:00pm on Saturdays. Please note we are closed on Columbus Day (Monday, October 9).

Thank you!

Your Digital Banking Mountaineers
MountainOne Bank
855-444-6861