

First-Time Login Instructions

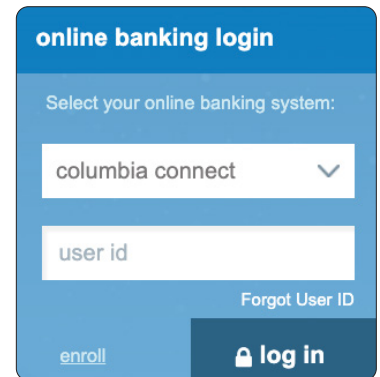
Columbia Connect

Follow these instructions when accessing Columbia Connect for the first time beginning March 14, 2022.

1 Visit www.ColumbiaBank.com

Ensure **columbia connect** is selected in the online banking login box. Enter your current user ID in the user ID box (not case-sensitive) and select **log in**.

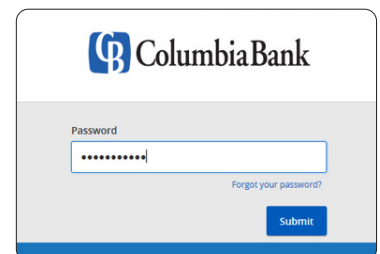
Please note: A select group of clients were issued new User IDs which were mailed on 2/22/22.



2 Enter Your Password

Enter your current password and select **Submit**.

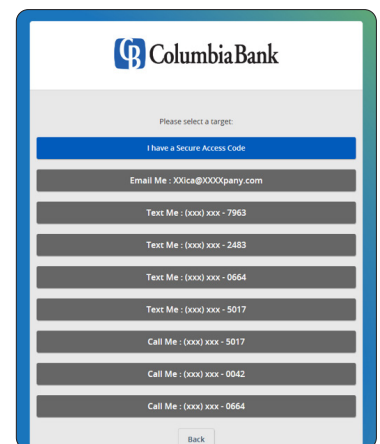
If you are unable to get past this screen, please select **Forgot your password**.



3 Select a Target Code

In order to authenticate your identity, you will be presented with options to receive a Secure Access Code. Select your preferred option and the six-digit code will be delivered to you using the option you selected. *Please note this code is only active for a limited time.*

If you are unable to identify the options presented and cannot successfully receive your Secure Access Code, please contact our Columbia Connect Online Banking Support team at 1-877-754-5074 to assist you with your first-time login.

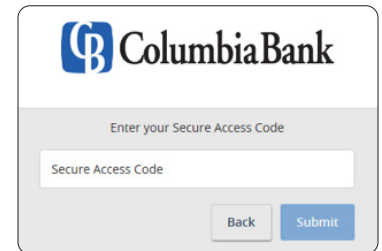


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4 Enter Your Secure Access Code

Enter the six-digit Secure Access Code and click **Submit** to continue.



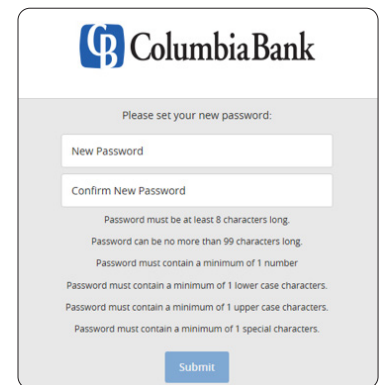
The screenshot shows the Columbia Bank logo at the top. Below it, the text 'Enter your Secure Access Code' is displayed. There is a text input field labeled 'Secure Access Code'. At the bottom right, there are two buttons: 'Back' and 'Submit'.

5 Create Your New Password

Enter a permanent password. Passwords are case-sensitive and must be:

- Between 8 - 99 characters
- Contain at least one number
- Contain one lower case character
- Contain one upper case character
- Contain one special character

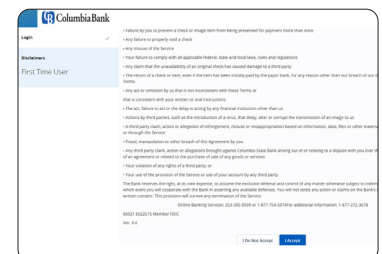
Please note: Password requirements have been made more complex to increase security and the Submit button will not be activated until the password requirements are met and both passwords match.



The screenshot shows the Columbia Bank logo at the top. Below it, the text 'Please set your new password:' is displayed. There are two text input fields: 'New Password' and 'Confirm New Password'. Below the fields, there are several lines of password requirements: 'Password must be at least 8 characters long.', 'Password can be no more than 99 characters long.', 'Password must contain a minimum of 1 number', 'Password must contain a minimum of 1 lower case characters.', 'Password must contain a minimum of 1 upper case characters.', and 'Password must contain a minimum of 1 special characters.' At the bottom right, there is a 'Submit' button.

6 Accept Online Banking Terms and Conditions

Review the Columbia Connect terms and conditions, scroll down to the bottom of the page and click **I Accept** to continue.

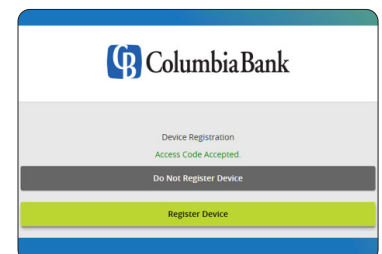


The screenshot shows the Columbia Bank logo at the top. Below it, there is a list of terms and conditions. At the bottom right, there is a blue button labeled 'I Accept'.

7 Device Registration

You will be presented with the option to register the device you are using. If you register your device you will not be required to use a Secure Access Code when using this device in the future to log into Columbia Connect. Select **Register Device** or **Do Not Register Device** to continue.

Please note: When accessing Columbia Connect from a new device for the first time, you will be required to enter a Secure Access Code. You will have the opportunity to register the device once you've submitted the Secure Access Code.



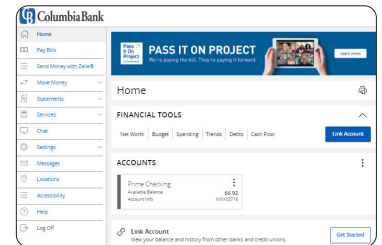
The screenshot shows the Columbia Bank logo at the top. Below it, the text 'Device Registration Access Code Accepted' is displayed. At the bottom, there are two buttons: 'Do Not Register Device' and 'Register Device'.

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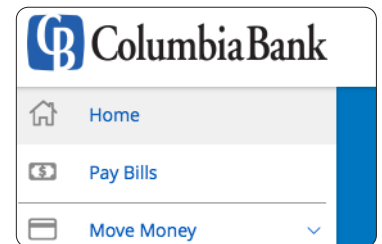
Welcome to Columbia Connect!

You have completed the first-time login process.



Attention Bill Pay Users:

If you are currently enrolled in Bill Pay, you continue to have access to Bill Pay through Columbia Connect. To access Bill Pay, select **Pay Bills** from the menu on the left.



Access Columbia Connect From Your Mobile Device

1. If you were previously using the Merchants Bank of Commerce, a division of Columbia Bank mobile app, delete it from your device.
2. **iPhone or iPad Users**
 - Visit the App Store and search for "Columbia Bank".
 - The first time you log in on your device, you will be prompted to receive a secure access code in order to log in.
- Android Users**
 - Visit Google Play and search for "Columbia Bank".
 - The first time you log in on your device, you will be prompted to receive a secure access code in order to log in.

