

First-Time Login Instructions

Columbia Connect - Web Access

Follow these instructions when accessing Columbia Connect for the first-time beginning July 11.

IMPORTANT: Before logging into Columbia Connect for the first-time, please do the following:

1. Clear your browsing history
2. Delete any saved Favorites or bookmarks associated with Columbia Bank
3. Restart the browser you are using and type in **www.ColumbiaBank.com** instead of using a link from your Favorites.

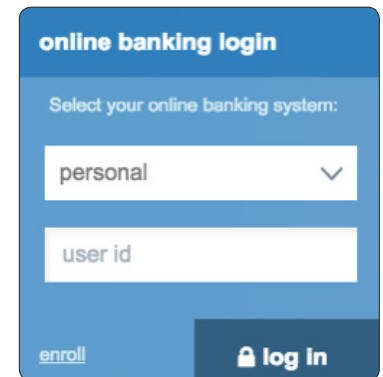
1 Visit www.ColumbiaBank.com

Ensure **personal** 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**.

If you cannot get past this screen, please do the following:

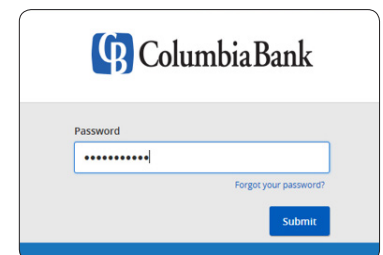
1. Clear your browsing history
2. Delete any saved Favorites or bookmarks associated with Columbia Bank
3. Restart the browser you are using and type in **www.ColumbiaBank.com** instead of using a link from your Favorites



2 Enter Your Password

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

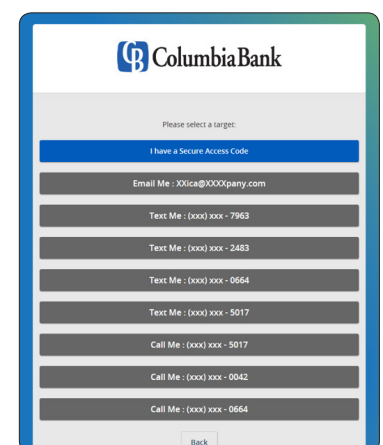
If you are unable to get past this screen, please select **Forget your password**.



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 Digital Banking Team at 877-754-5074 to assist you with your first-time login.

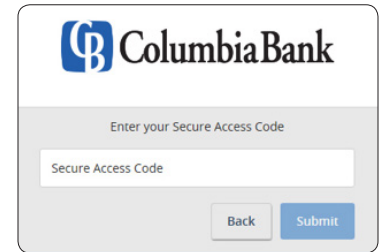


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4 Enter Your Secure Access Code

Enter the six-digit secure access code and click **Submit** to continue.



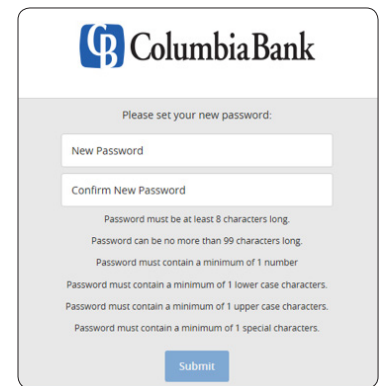
The screenshot shows the Columbia Bank logo at the top. Below it, the text 'Enter your Secure Access Code' is displayed. There is a text input field labeled 'Secure Access Code'. At the bottom right, there are two buttons: 'Back' and 'Submit'.

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

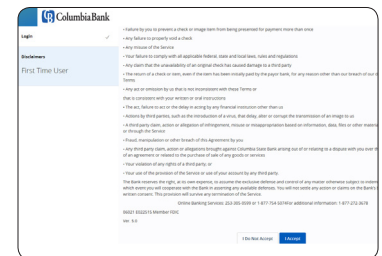
Please Note: Password requirements have been made more complex to increase security and the **Submit** button will not be activated until the password requirements are met and both passwords match.



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 four 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', and 'Password must contain a minimum of 1 lower case characters.' Below these requirements, 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.

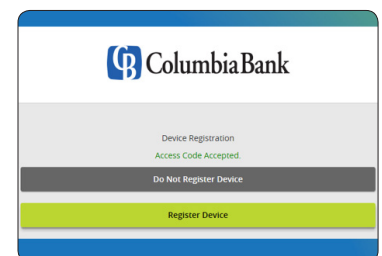


The screenshot shows the Columbia Bank logo at the top. Below it, there is a 'Log In' button and a 'First Time User' section. The 'First Time User' section contains a list of terms and conditions. At the bottom right, there is an 'I Accept' button.

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 login to 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 access using a secure access code. You will have the opportunity to register the device once you've submitted the secure access code.

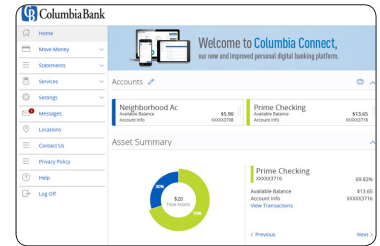


The screenshot shows the Columbia Bank logo at the top. Below it, the text 'Device Registration' is displayed. Below that, the text 'Access Code Accepted' is shown in green. At the bottom, there are two buttons: 'Do Not Register Device' and 'Register Device'.

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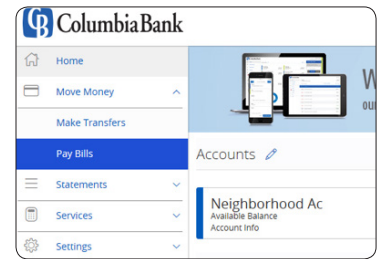
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Welcome to Columbia Connect!
You have completed the first-time login process.




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 **Move Money** from the menu on the left, then select **Pay Bills**.



Access Columbia Connect from your phone or tablet

iPhone or iPad users	Android users
<ul style="list-style-type: none">Update or download the new app.Visit the App Store and search for "Columbia Bank". If you already have the old Columbia Bank app downloaded on your device, run the update. If you don't have the Columbia Bank app on your device, simply download.You'll be prompted to receive a secure access code the first time you login with your device. 	<ul style="list-style-type: none">Download the new appVisit Google Play and search for "Columbia Bank". If you already have the old Columbia Bank app downloaded on your device, delete it and download the new one. If you don't have the Columbia Bank app on your device, simply download.You'll be prompted to receive a secure access code the first time you login with your device. 