

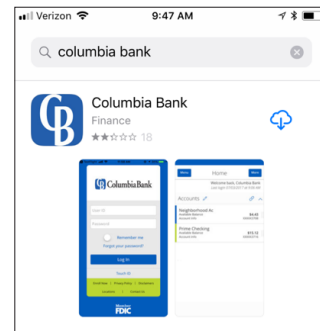
# First-Time Login Instructions

## Columbia Connect – Mobile Access

Follow these instructions when accessing Columbia Connect for the first time on your mobile device beginning March 12, 2018.

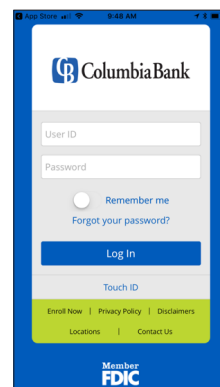
### 1 Download the Columbia Bank app

Visit the App Store® or Google Play™ and search for **Columbia Bank**. Download the app to your mobile device.



### 2 Login

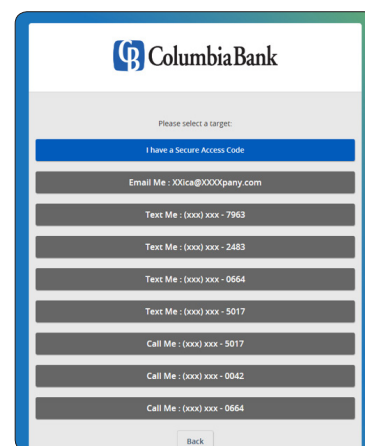
Open the app and enter your current user ID and password. Select **Log In**.



### 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.

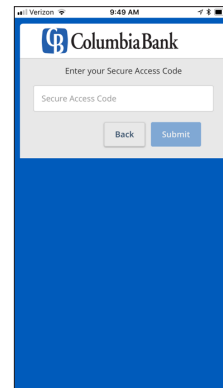
If you are unable to identify the options presented and cannot successfully receive your secure access code, please contact our Columbia Connect Online Banking Support at 877-754-5074 to assist you with your first-time login.



# First-Time Login Instructions Columbia Connect – Mobile Access

## 4 Enter Your Secure Access Code

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

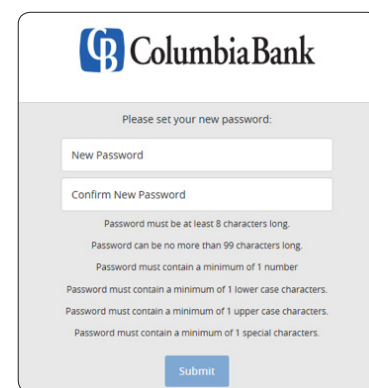


## 5 Create Your New Password

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

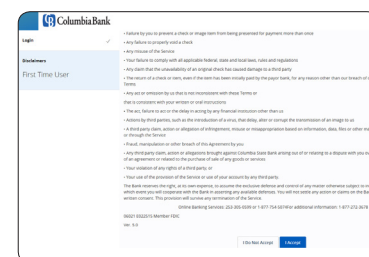
- Between 8 - 99 characters
- Contain at least one number
- Contain one lower case character
- Contain one upper case character
- Contain one special character

**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.



## 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.



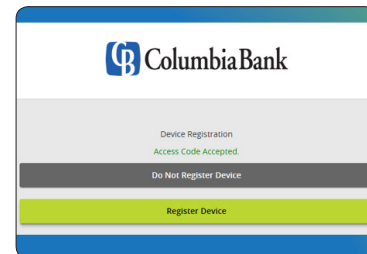
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## Columbia Connect – Mobile Access

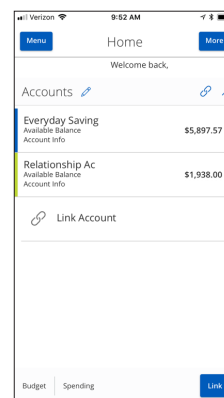
### 7 Device Registration

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



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 **More** and **Pay Bills** from the menu on the left.

### Attention Mobile Deposit Users:

If To access Mobile Deposit, select **More** and **Deposit a Check** from the menu on the right. Follow the prompts to deposit a check.

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Google Play is a trademark of Google Inc.

Columbia Connect Online Banking Support: 877-754-5074  
ColumbiaBank.com

PCB Conversion Member FDIC  Equal Housing Lender

