

## ONLINE AND MOBILE BANKING ENROLLMENT GUIDE

Use this instructional guide to enroll into Hiawatha Bank online and/or mobile banking.

### ONLINE ENROLLMENT

- Access Hiawatha Bank & Trust website: [www.hiawathabank.com](http://www.hiawathabank.com)
- Click on 'Personal Online Banking'
- New Users – Click 'Enroll Now'
- Fill in the requested items
  - Type of Account (*select an account you have currently active*)
  - Account Number (*enter the appropriate account number to the type of account you chose*)
  - Social Security Number
  - PIN (*last four digits of Social Security Number*)
  - Security Question (*establish a question, i.e. Favorite Food*)
  - Security Answer (*response to security question*)
  - Email address
  - Click 'Enroll'
- Read Terms and Conditions. Click 'I Agree'
- Establish Credentials
  - Choose a username of your preference
  - Create a new password (*password requirements require 10-17 characters, with an uppercase, lowercase and number*)
  - Confirm password
  - Click 'Continue'
- Set up challenge questions (these set up questions will appear when accessing online banking from an unknown device or internet connection); click 'Continue'



### ELECTRONIC STATEMENTS

- The option of setting up monthly statements to be delivered electronically and stored within the online banking system will become available to you to choose through the online process. A \$3.00 charge per statement cycle will be applied for paper statements delivered via mail for the Simple Checking account, formerly known as Free Checking.
- To accept e-statements, click on the 'Electronic Statements Terms and Conditions' link and read. The confirmation code can be found on the final page of the Terms and Conditions.
- Click 'Enroll' if you accept

### MOBILE BANKING ENROLLMENT

- If choosing to enroll, click 'Enroll' after completing the Online Enrollment steps provided above
- Accept Terms and Conditions, click 'Continue'
- Follow instructions on the screen under **both** Downloadable Apps and Other Services

- Select Android or iPhone based on your current phone
- Enter Number and click 'Send'. A download link to your app store will be sent via text to the number provided during enrollment.
- \*Under Google Play or the App Store, download 'Touch Banking'
- When prompted, enter 'HiawathaBank' to register
- Return to the web browser used for enrollment, click 'Exit Mobile Banking' located in the upper right-hand corner

*\*Users can register for Mobiliti directly from their mobile device by completing a short series of enrollment screens. Previously, users registered for Mobiliti through Retail Online by using a web browser.*

Mobile Banking and E-Statement enrollment does not have to be completed at the initial set-up of your account. At any time, you can adjust your capabilities by logging in to your account at [www.hiawathabank.com](http://www.hiawathabank.com) and accessing your Profile (located in the upper right hand corner).

## Profile

Password	<a href="#">Edit</a>
Challenge questions	<a href="#">Edit</a>
Email	<a href="#">Edit</a>
Phone	<a href="#">Edit</a>
Electronic statements	<a href="#">Edit</a>
Mobile banking	<a href="#">Enroll</a>

## ADDITIONAL WEBSITE RESOURCES

- ✓ Learn more about our team!
- ✓ Account Comparisons for retail and business
- ✓ List of ATM locations
- ✓ Information about individual or business loans
- ✓ Financial Calculators – simply plug in the requested information and you will get a better picture of your financial status or needs.
- ✓ Link to a free Credit Report
- ✓ And so much more....!

## Coming Soon! Digital Payments

Our cardholders' demands for payment solutions are ever changing. We recognize the increasing shift to digital commerce and can help satisfy your needs with many digital payment options through our card processor, Shazam.

Available mid-summer 2020: Android Pay, Apple Pay, Samsung Pay, FitBit and Garman Pay.

