



## First Time Log-In

If you've bookmarked the **VIPbanker™** login page, the first time you access the new system you will need to establish a new bookmark at [www.pacificwesternbank.com](http://www.pacificwesternbank.com).

When you get to the login prompt, please use the same access ID you use today. Once you enter your access ID, select **I am a First Time User** and click **Login**.

Login ID:   
Password:   
   
 Forgot Password?  
 I am a First Time User

The system will display the secure contact information on file for your account. Select your preferred method (phone or email) to immediately receive a one-time Secure Access Code.

Login  Select Delivery  Enter Access Code  Create Password

**Forgot Your Password?**  
Please choose where you would like us to deliver your Secure Access Code from your contact preferences below. You will be required to enter the delivered access code on the next page, and will then be prompted to create a new password.

I already have a Secure Access Code  
 (\*\*\*) \*\*\* - 1005  
 XXfo@XXXnline.com  
 XXXXters@XXXnline.com

Secure Access Code delivery generally takes less than a few minutes, depending on contact channel. However, during times of high system usage, delivery may take longer.

**Phone Delivery:** Just answer the phone normally when the call arrives. You will be prompted to make a selection to hear your code, and the system will give you the option to repeat the code. The system will not leave a code on voice mail, so if you miss the call, just repeat the process.

**E-mail Delivery:** You will receive an e-mail from [notifications@pwbonline.com](mailto:notifications@pwbonline.com) containing only the requested code. If you do not receive this e-mail, please check your **Junk Mail** box. You can configure your **Junk Mail** settings to allow future e-mails from our address.

**NOTE:** If the contact information we have on file for you is inaccurate or out-of-date, you cannot proceed any further. Please contact us at **(800) 350-3557** to update your information.

## First Time Log-In

Once you enter your Secure Access Code, click **Continue**.

The screenshot shows a progress bar at the top with four steps: 'Login', 'Select Delivery', 'Enter Access Code', and 'Create Password'. The first three steps have green checkmarks above them, and 'Enter Access Code' is highlighted with a black border. Below the progress bar, the text reads 'Enter Delivered Secure Access Code' followed by 'Once you receive your Secure Access Code, enter it below.' There is a text input field labeled 'Secure Access Code \*' and two buttons at the bottom: 'Continue' and 'Help'.

The system will prompt you to read and accept the Terms of Service. When you accept the Terms of Service, you will be asked to update your online banking profile and contact information. Then you will be prompted to establish and confirm a new password.

The screenshot shows a progress bar at the top with four steps: 'Login', 'Select Delivery', 'Enter Access Code', and 'Create Password'. The first three steps have green checkmarks above them, and 'Create Password' is highlighted with a black border. Below the progress bar, the text reads 'Change Your Password' followed by 'You can change your online banking password using the fields below. Type in your old password and your new password twice for confirmation.' There are two text input fields: 'New Password \*' and 'Confirm Password \*'. To the right, there is a 'Password Requirements' section with a list of requirements: 'Must be at least 8 characters', 'Cannot be more than 12 characters', 'Must contain at least one number', and 'Must contain at least one uppercase character'. At the bottom, there are two buttons: 'Submit' and 'Help'.

Passwords must be 8-12 characters in length. Characters must include the following: at least one uppercase letter, at least one lowercase letter and at least one number. After you have successfully logged on to the system, online help screens are available to assist with navigating the various system features.

Over the next few weeks we will send you emails from [VIPbankersupport@pacificwesternbank.com](mailto:VIPbankersupport@pacificwesternbank.com) with important information about accessing and using **VIPbanker™**. Make sure you receive critical correspondence from us by verifying that we have a current email address for you. You may securely update this information by clicking on **Change/Options/Edit**.

**Electronic Bill Paying:** If you use electronic bill payment, your payee information and transaction history will be available. Any new scheduled payments or payees entered March 16<sup>th</sup> through March 22<sup>nd</sup> will need to be re-established.

**Funds Transfers:** If you use internal fund transfers, you will need to re-schedule any recurring or future dated transfers.

We recommend that you record the recurring and future dated fund transfer records from the current system prior to March 23<sup>rd</sup> for ease with re-establishing these transactions on or after that date.

*If you have any questions or need assistance accessing your accounts, please contact Electronic Banking at **(800) 350-3557** Monday through Thursday between the hours of 8:00 a.m. and 5:00 p.m. and Fridays until 6:00 p.m.*