



Hebron Savings Bank

Beginning September 6, 2023, Hebron Savings Bank will migrate to a new online and mobile banking platform. The following instructions will help guide you through the simple sign-on steps for the new platform.

Important – if your current online password does not meet the minimum password requirements, please change it before September 6th.

Minimum password requirements:

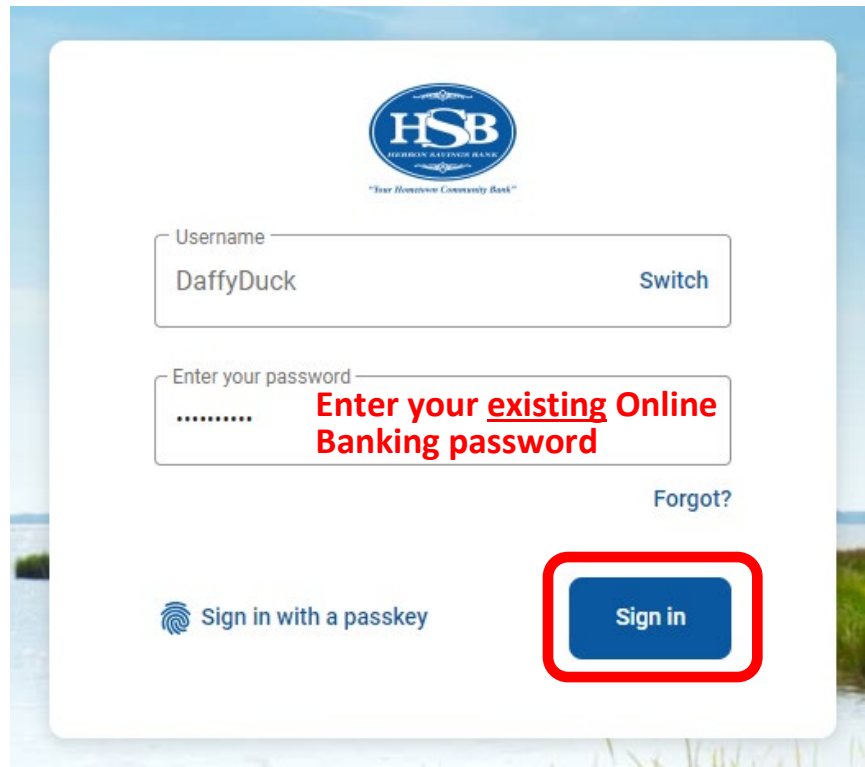
- 8 to 12 characters long
- At least one upper case letter
- At least one lower case letter
- At least one number
- At least one special character: + _ % @ ! \$ * ~

Visit our website at www.hebronsavingsbank.com and click the “Online Banking Login” button at the top-right of the home page.

- Enter your existing Online Banking ID and click “Continue”:

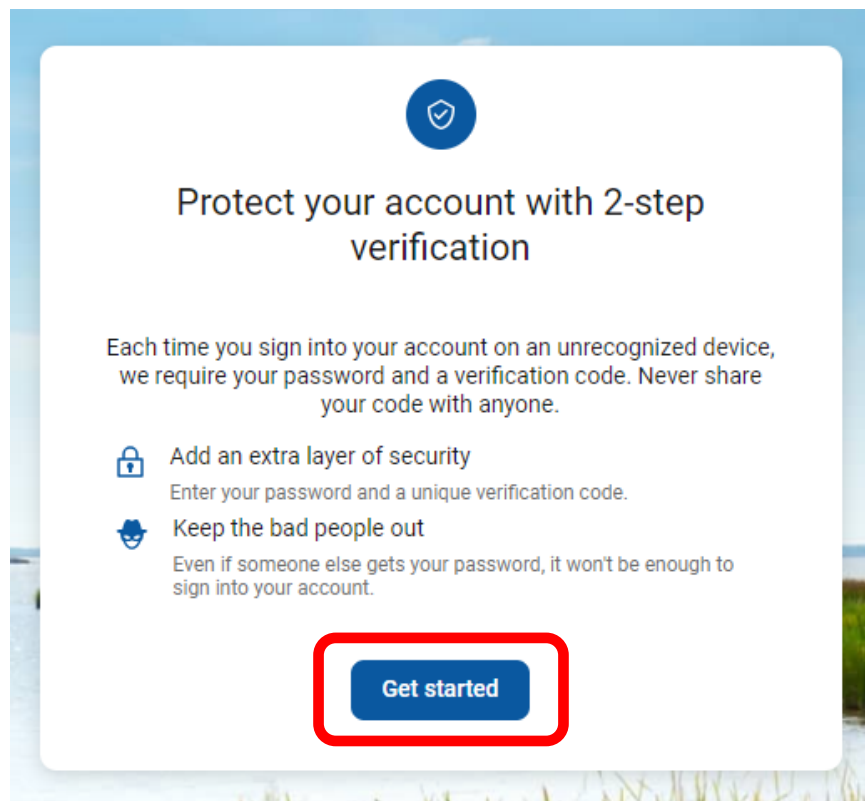
A screenshot of the Hebron Savings Bank online banking login interface. At the top center is the HSB logo with the tagline "Your Hebron Community Bank". Below the logo is a text input field labeled "Username" with a blue border. Inside the field, the text "Enter your existing Online Banking ID" is displayed in red. To the right of the input field is a link labeled "Forgot?". At the bottom left, there is a link that says "First time user? Enroll now.". At the bottom right, there is a blue button with the word "Continue" in white, which is highlighted with a red rectangular border.

- Enter your existing Online Banking Password and click “Sign in”:



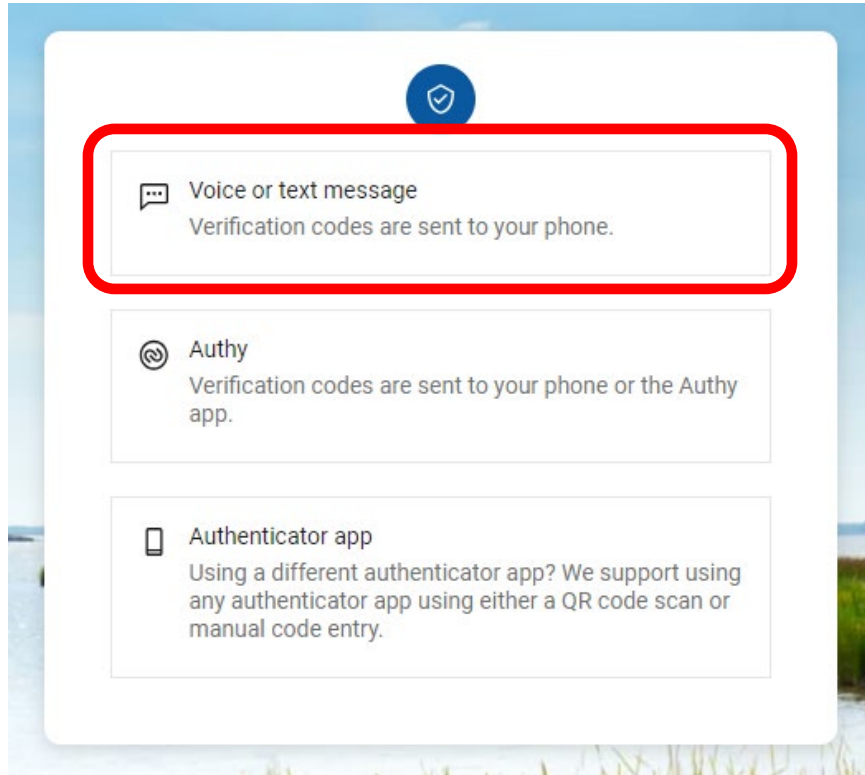
The image shows the HSB online banking sign-in interface. At the top center is the HSB logo with the tagline "Your HomeTown Community Bank". Below the logo is a "Username" input field containing "DaffyDuck" and a "Switch" button. Underneath is a "Password" input field with a red overlay that reads "Enter your existing Online Banking password". To the right of the password field is a "Forgot?" link. At the bottom left is a "Sign in with a passkey" option with a fingerprint icon. At the bottom right is a blue "Sign in" button, which is highlighted with a red rectangular border.

- Click “Continue” to begin the two-factor authentication process:

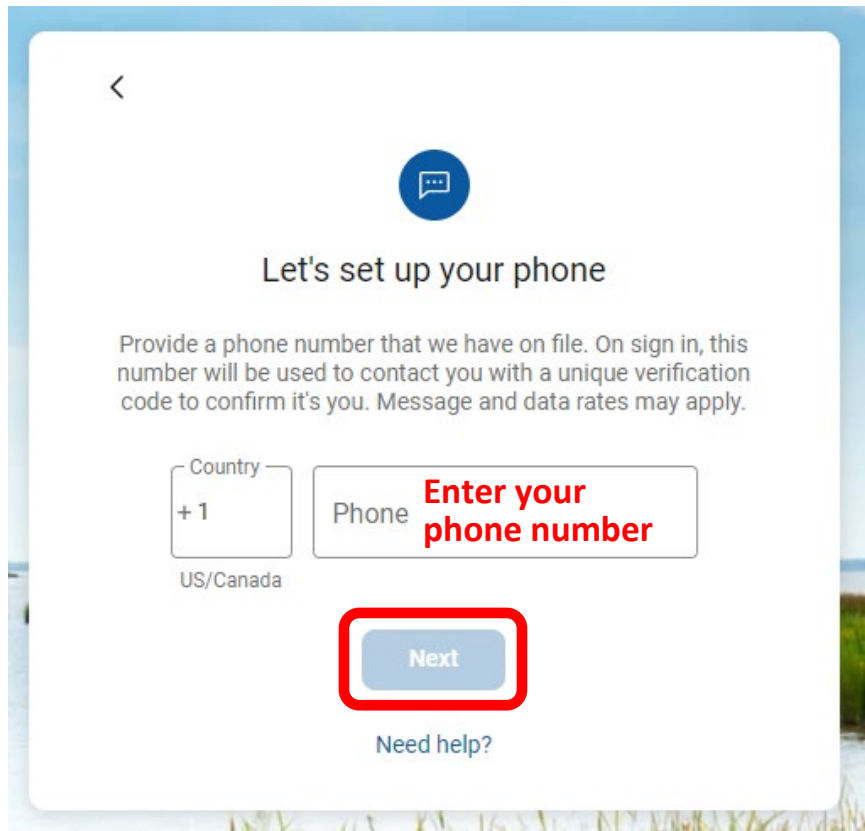


The image shows a screen titled "Protect your account with 2-step verification". At the top center is a blue shield icon. Below the title is a paragraph: "Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone." There are two bullet points: "Add an extra layer of security" with a lock icon and "Keep the bad people out" with a person icon. At the bottom center is a blue "Get started" button, which is highlighted with a red rectangular border.

- Click the desired verification type (voice or text in this example):



- Enter your phone number and click "Next":



- Select the desired one-time code option and click “Send code”:

The screenshot shows a mobile application screen with a white background and a blue header. At the top left is a back arrow icon. In the center is a blue circular icon with a white speech bubble containing three dots. Below this is the heading "How do you want to get your codes?". Underneath is the text "We will send a one-time code to the phone number you provided. It will be valid for 5 minutes." There are two radio button options: "Text message/SMS (2FA program)" which is selected and highlighted with a red rounded rectangle, and "Phone call (302) 542-1234". The selected option includes subtext: "Message and data rates may apply. Reply HELP for help and STOP to opt out. SMS terms Privacy policy". Below the options is a blue "Send code" button, also highlighted with a red rounded rectangle. At the bottom center is a link that says "Need help?".

NOTE: Cell phone numbers can use either the “Text message/SMS” or “Phone call” option. Landline phone numbers will need to select the “Phone call” option.

- Enter the code, and click Verify:

Confirm phone number

We will be sending you a text message shortly at *****1234 with your verification code. This code will expire after 5 minutes.

Verification code
123456 **Enter the code from your phone**

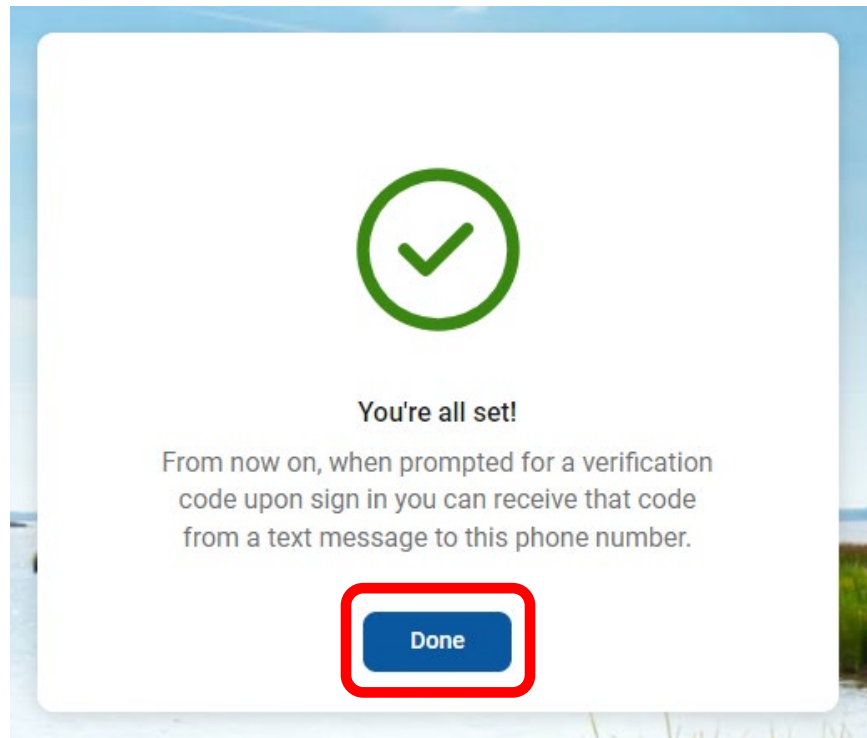
Don't ask for codes again while using this browser

Verify

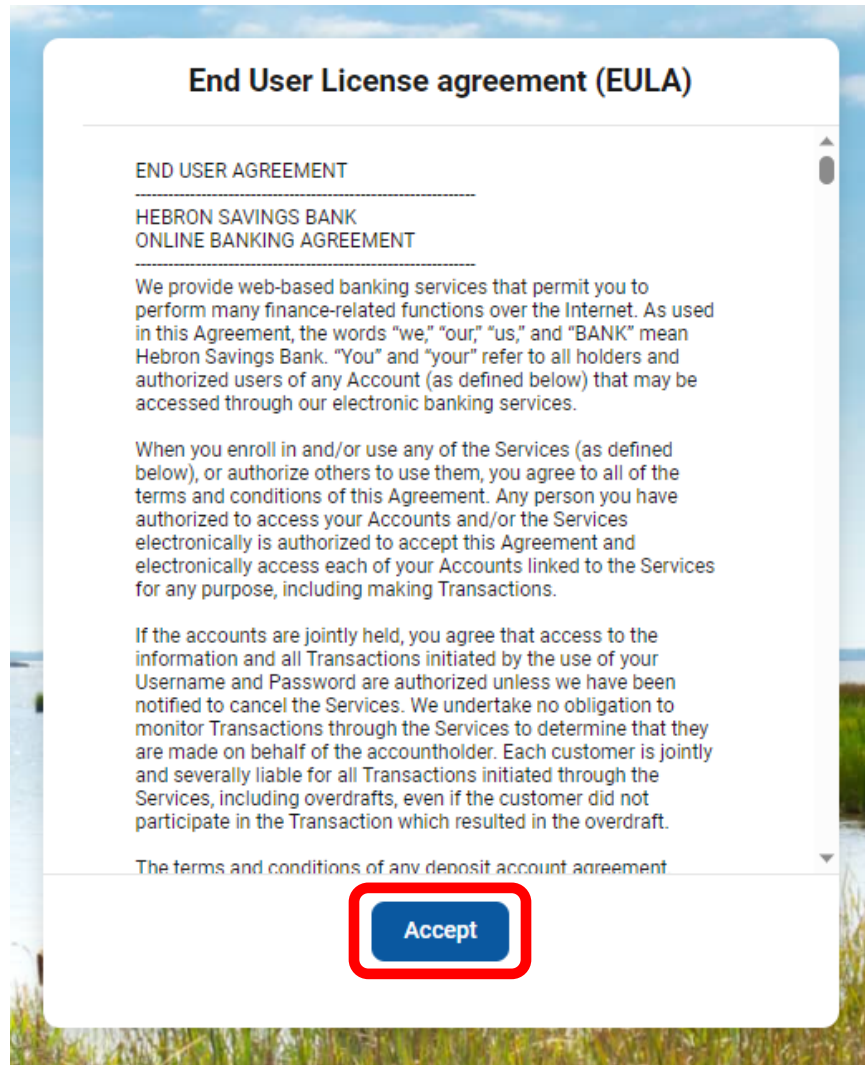
Resend Code

Important – if you are signing in from a **trusted device**, then check the box beside “Don’t ask for codes again while using this browser.” This will prevent having to enter a code each time you login.

- Click "Done":



- Click "Accept" to agree to the end user agreement:



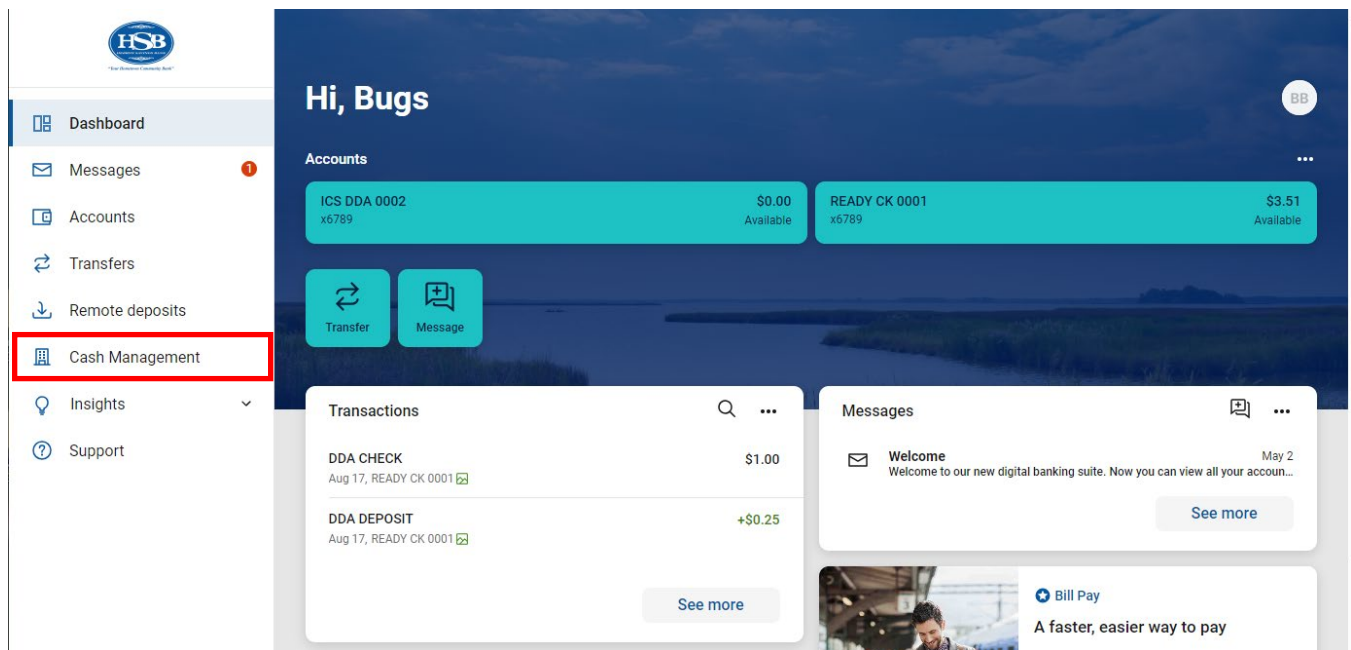
NOTE - The first time you login to your enhanced online bank account, you it may take several minutes to migrate all of your information and settings.

Cash Management Users

Cash management users will log into the new and improved online banking platform where basic banking functions can be performed (view balances, transfer between accounts, check images, etc.).

IMPORTANT CHANGE FOR CASH MANAGEMENT USERS – Cash management users will no longer be able to use the mobile app for *advanced* cash management functions (ACH, Positive Pay, Wires). Instead, cash management users should access online banking using the web browser on their mobile device.

- To use the more advanced cash management features (ACH, Positive Pay, Wire), click the “Cash Management” option on the left menu bar:




- You will be transferred to the cash management area where you will be asked to enter your security token code then press “Submit”:

HEBRON SAVINGS BANK · 101 NORTH MAIN ST, P.O. BOX 59, HEBRON, MD 21830 · (410)749-1185

Secure Token Validation:

Enter the 6-digit security code from your Secure Key Fob.

Secure Token Code:



After you have entered your token code, you will be taken to the familiar cash management screen that you are used to.

- If you need to return to the prior functions after completing your cash management tasks, then click the “Dashboard” button to be returned to the previous functions:

HEBRON SAVINGS BANK · 101 NORTH MAIN ST, P.O. BOX 59, HEBRON, MD 21830 · (410)749-1185

Protect your accounts by keeping your Online Banking ID and password safe and secure! Never share your information. Memorize your ID and password without writing them down, and review your monthly statements for any unidentified transactions. If you feel your accounts have been compromised in any way, please call us immediately at (410) 749-1185.

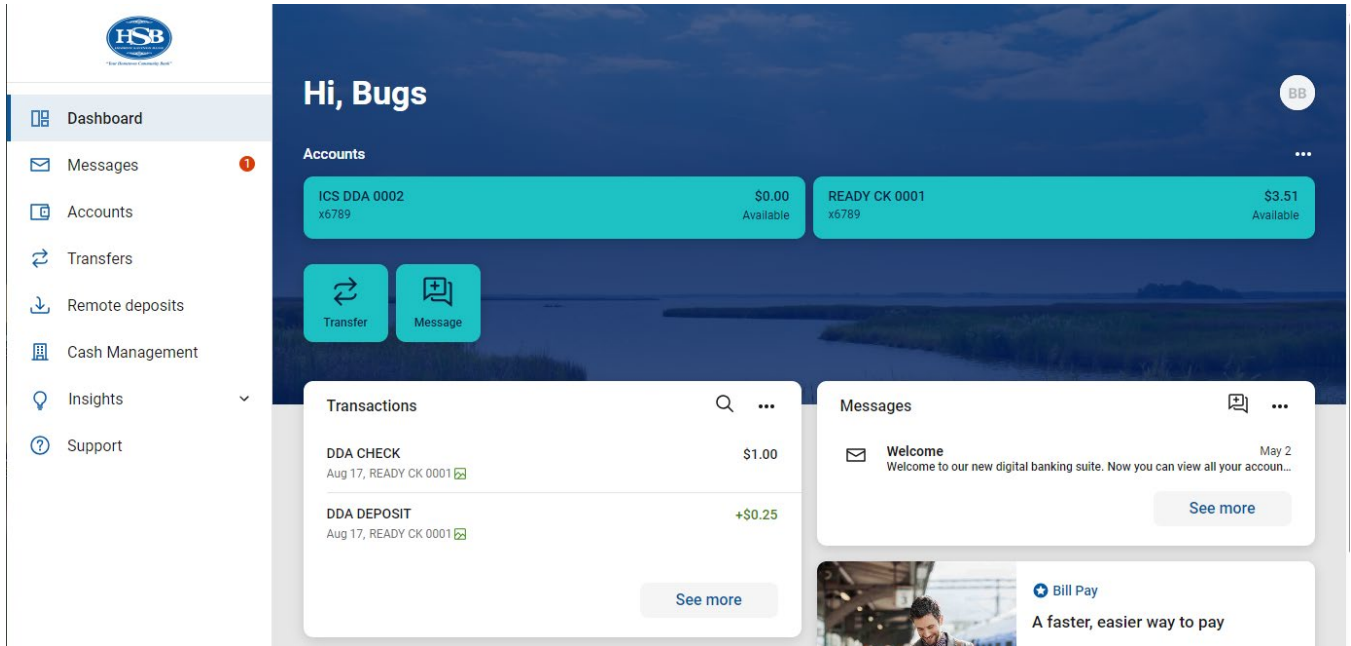
Fraud Monitoring - Our enhanced debit card fraud monitoring will add additional protection against fraud. If we suspect a fraudulent transaction on your card, we will text you from “96923”, email you from fraud@hebronsavingsbank.com, or call you from 800-237-8990 to confirm the transaction.

Online services:

- Reset your Online Banking password by clicking “Forgot Password” on the login page to receive an email link to reset your password.
- Go Green with electronic statements and notices. Click on the “e statements” tab above to sign up.
- Activate, reorder, or report your debit card lost or stolen by clicking on the “Options” tab above and selecting “ATM/Debit Card” options.
- Activate mobile banking by clicking on the “Options” tab and “Mobile Settings” above. Download our free app in your app store by searching “Hebron Savings Bank”

Balances may include the current business day's transactions not yet posted to your account. Transfers made after 6:30 p.m. will be posted the following business day.

- Clicking the “Dashboard” button returns you to the initial online banking screen:



Note – if you did not get sent back to this screen, check your browser settings to make sure pop-up screens are not being blocked.