



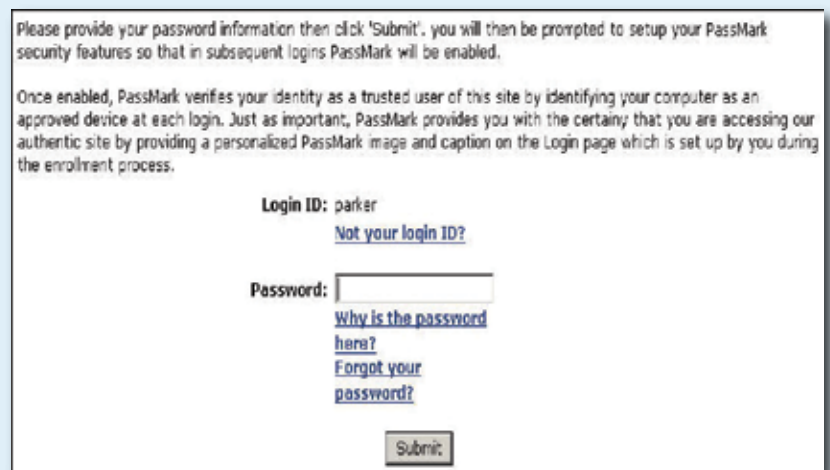
ADVANCED ONLINE AUTHENTICATION QUICK REFERENCE GUIDE

FOR EXISTING CHARTWAY eBRANCH INTERNET BANKING USERS



STEP 1: When you first log on to Chartway's eBranch Internet Banking with the new Advanced Authentication system, enter just your current eBranch account number (no password) on the login screen and click 'Login.'

STEP 2: The following screen will only appear the first time you log on to the new system. To proceed, enter your existing eBranch Password and click the 'Submit' button.



STEP 3: This screen will ask you to select or upload an image that will become your unique PassMark. View the available images by selecting a category from the 'Choose an image from' drop-down box. Click on the 'Select Image' link below the desired image. Or, to upload an image of your own, click the 'Browse' button and locate the image that you wish to upload from your local or network drive. Your chosen image (selected or uploaded) will then appear in the box labeled 'Your Image.' To proceed, click 'Accept this image.' If uploading, your image **must** be 100 x 100 pixels.

Enroll in PassMark
 Your PassMark consists of an image and a caption. Once you have selected your PassMark, an subsequent login your PassMark will be displayed on the password page. This personal PassMark enables you to validate the authenticity of our site.

Change PassMark
 Login ID: parker
 Your PassMark Image: 

Change Image Caption
 Choose an image caption that is personal and meaningful to you. The caption must be between 6 and 30 characters in length. It may not be the same as your password.
 Your Image Caption:

Change Challenge Questions
 Select three challenge questions and answers that may be used to confirm your identity. You may select each challenge question only once. All of the following fields are required and each answer must be unique and can be anywhere from 4 to 30 characters long.

Challenge Question 1: Choose a Challenge Question
 Your Answer:

Challenge Question 2: Choose a Challenge Question
 Your Answer:

Challenge Question 3: Choose a Challenge Question
 Your Answer:

Change Contact Information
 Provide an email address and telephone number that may be used to send a One-Time-Password to you if you use a different computer or location in the future.
 Email Address:
 Phone Number:

Change Registration
 Select One of the Following: This is my personal computer. Register it.
 This is a public computer. Don't register it.

STEP 4: You're almost done! The Enroll in PassMark screen will appear next. First, you'll create a personalized caption for your image, which may consist of 6 to 30 characters.

Second, you'll select and answer three (3) challenge questions. Each answer must be unique and consist of 4 to 30 characters. Third, in the 'Change Contact Information' section, you must provide your e-mail address and phone number. And lastly, in the 'Change Registration' section, indicate if you are using a public computer or a personal computer. Once complete, simply click 'Preview.'

*Each time you log in to eBranch from a different computer, you will be asked if you wish to register it. Registration of a computer means that a token or cookie will be placed on the computer. Therefore, when you login from a registered computer in the future, you will not be challenged by the security system.

STEP 5: A verification page will then appear. Please review and confirm all of the information. You may click 'Make Changes' to update any entries or 'Submit' to enter eBranch.

That's it – your personalized Advanced Online Authentication setup is complete!

Change PassMark

Login ID: parker
 Your PassMark Image: 

Change Image Caption
 Your Image Caption: I found Nemo

Change Challenge Questions
 Challenge Question 1: Where were you born?
 Your Answer: New York
 Challenge Question 2: What is your mother's maiden name?
 Your Answer: Burke
 Challenge Question 3: On what street did you grow up?
 Your Answer: Bragg Drive

Change Contact Information
 Email Address: me@chartway.com
 Phone Number: (813)500-5000

Change Registration
 Register Computer? No - Public Computer

Please review your personalized PassMark to ensure your security. After you have verified your PassMark, you can provide your password information with confidence.

If the PassMark that displays is not yours, click the incorrect PassMark link below.



Login ID: parker
[Not your login ID?](#)

Password:

[Why is the password here?](#)
[Forgot your password?](#)

[Incorrect PassMark?](#)
[Forgot your PassMark?](#)

STEP 6: Enjoy the enhanced security and peace of mind! Each time you log in after this initial setup, you will be asked to enter your Login ID as shown in Step 1. The following screen will display your unique PassMark and caption to validate before entering your eBranch password. For added security, you may also be asked challenge questions based on the computer that you are using to access eBranch.

FOR ADDITIONAL INFORMATION, CLICK ON CHARTWAY.COM, CALL OUR CONTACT CENTER AT (800) 678-8765 OR STOP BY ANY CONVENIENT BRANCH LOCATION.