

DIGITAL BANKING UPGRADE

BUSINESS FIRST TIME LOGIN INSTRUCTIONS

Following the Digital Banking upgrade, follow the instructions below to login for the first time. You will also need to follow these steps anytime you use a new device to login. Note that these instructions are for current online banking users only.

1. Navigate to web5.com and look for the Login box on the top right hand side of the page and select Business Banking Login. You can also follow these steps to login directly from the app.
2. Enter your Company ID number and your current online banking username and default password. Your default password and Company ID have been sent to your business. If you do not have your Company ID or default password, contact us at 800.696.9401.
3. Change and confirm your new password.
4. Select email, voice or text message to receive a one-time security code. If the information shown in this menu is incorrect, contact us at 800.696.9401. If you are a hard token user, please follow the steps that were previously provided to you.
5. Enter the security code and click Submit to be logged into Digital Banking.

