

Hard Token Reactivation and Login Instructions

User Guide

10-2026

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Identity Verification through a One-Time PIN (OTP)

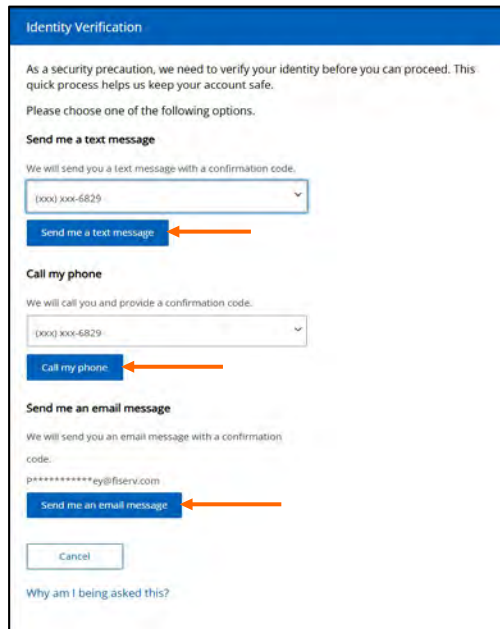
Access our website, www.walpolecoop.com on your desktop to log into the Online Banking Portal. **NOTE: To complete the token reactivation, you must have access to your desktop and hard token at the same time. You must also use the 4-digit PIN for your hard token.**

Follow the steps below to access the Online Banking Portal on your **desktop**:

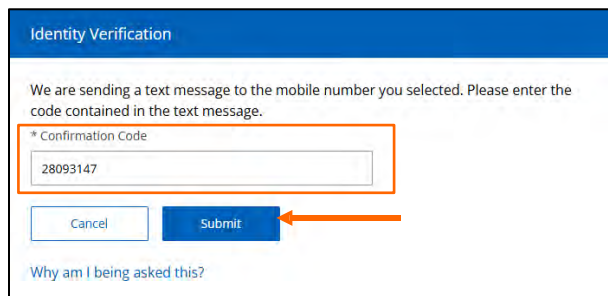
1. Log in to the Online Banking Portal: Enter your *User ID* and *Password*, then select the *Log In* button. **If you do not remember your password, click *Forgot Password* to reset.**

The image shows the login page of the Walpole Co-operative Bank. At the top is the bank's logo and name. Below that is a small FDIC logo and text stating "FDIC insured - Backed by the full faith and credit of the U.S. Government". The main section contains two input fields: "User ID" and "Password". Below these fields is a blue "LOG IN" button. At the bottom, there is a link that says "Forgot Password?".

2. The *Identity Verification* screen displays, requesting a One Time PIN (OTP) to authenticate your identity through SecureNow. Select whether to receive the code by text message, phone call or email.



3. Retrieve the code from a text message, call to your phone or email. Enter the code in the *Confirmation Code* field, then select *Submit*.



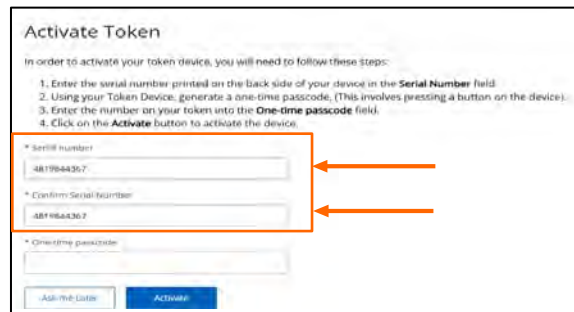
Reactivate Your Hard Token

Once your identity is verified, the *Activate Token* screen displays.

1. On the back of your **hard token**, locate the 10-digit serial number. The serial number may include dashes.



2. On your **desktop**, enter your hard token serial number in the *Token Serial Number* field, omitting the dashes. Reenter the serial number in the *Confirm Token Serial Number* field, omitting the dashes.

A screenshot of a web form titled 'Activate Token'. It contains instructions and three input fields. The first two fields are for the serial number, and the third is for a one-time passcode. Orange arrows point to the first two fields.

Activate Token

In order to activate your token device, you will need to follow these steps:

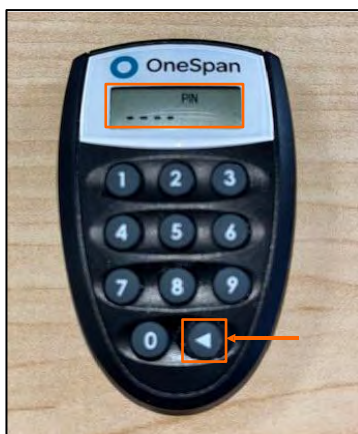
1. Enter the serial number printed on the back side of your device in the **Serial Number** field.
2. Using your Token Device, generate a one-time passcode. (This involves pressing a button on the device).
3. Enter the number on your token into the **One-time passcode** field.
4. Click on the **Activate** button to activate the device.

* Serial number
4819844367

* Confirm Serial Number
4819844367

* One-time passcode

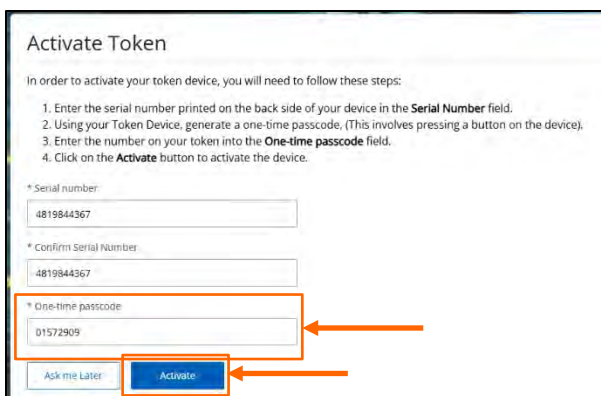
3. Obtain an OTP from your **hard token** by pressing the *arrow* key and entering your 4-digit PIN.



4. Once *APPLI* displays on the **hard token**, press **1** and note the 8-digit passcode displayed on the hard token.



5. On the **desktop**, enter the 8-digit passcode in the *One-time passcode* field. The *Activate Token* screen displays. If the 8-digit passcode expires before you enter it in the *Activate Token* screen, press the *arrow* key again on your **hard token**. Then press **1** to generate a new one-time passcode on your **hard token**. Select *Activate* on your **desktop**.



Activate Token

In order to activate your token device, you will need to follow these steps:

1. Enter the serial number printed on the back side of your device in the **Serial Number** field.
2. Using your Token Device, generate a one-time passcode. (This involves pressing a button on the device).
3. Enter the number on your token into the **One-time passcode** field.
4. Click on the **Activate** button to activate the device.

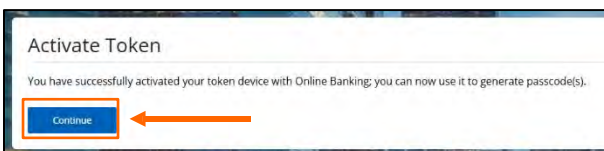
* Serial number
4819844367

* Confirm Serial Number
4819844367

* One-time passcode
01572909

Ask me Later **Activate**

6. On your **desktop**, a message confirms the successful reactivation of your hard token. Select *Continue*.

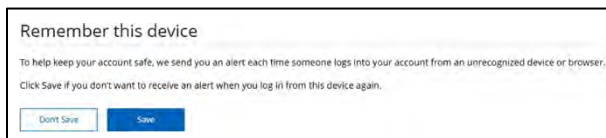


Activate Token

You have successfully activated your token device with Online Banking; you can now use it to generate passcode(s).

Continue

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7. On your **desktop**, a *Remember this Device* screen displays. Select *Save* to remember this device and browser. Otherwise, select *Don't Save*.

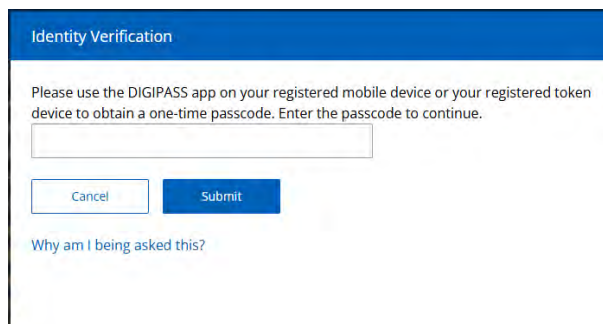
A screenshot of a web browser dialog box titled "Remember this device". The text inside says: "To help keep your account safe, we send you an alert each time someone logs into your account from an unrecognized device or browser. Click Save if you don't want to receive an alert when you log in from this device again." At the bottom, there are two buttons: "Don't Save" and "Save".

You are now able to access the Online Banking portal. The reactivation of the hard token for you is now complete.

Logging in After Reactivation of Hard Token

With the reactivation completed, you will be asked to enter your one-time passcode and PIN each time you log in or request certain services (ACH Services, Wire Services, making profile updates, etc). After entering your *User ID* and *Password* on the login screen of online banking:

1. The *Identity Verification* screen displays. It prompts you to utilize your registered hard token to supply a one-time passcode. To obtain the one-time passcode from your **hard token**, press the arrow key and enter your 4-digit PIN. When *APPLI* displays, press *1* to generate the one-time passcode. See steps 3 and 4 in the above section for screenshots.

A screenshot of the "Identity Verification" screen. It has a blue header with the title "Identity Verification". Below the header, the text says: "Please use the DIGIPASS app on your registered mobile device or your registered token device to obtain a one-time passcode. Enter the passcode to continue." There is a text input field for the passcode. Below the input field are two buttons: "Cancel" and "Submit". At the bottom, there is a link that says "Why am I being asked this?"

2. Promptly enter the OTP from your **hard token** in the field on the *Identity Verification* screen on your **desktop** or **mobile device**, select *Submit*.

Identity Verification

Please use the DIGIPASS app on your registered mobile device or your registered token device to obtain a one-time passcode. Enter the passcode to continue.

13401725

Cancel

Submit

[Why am I being asked this?](#)

You will now be able to access the online banking portal.