Soft Token Reactivation and Login Instructions

User Guide

10-2026

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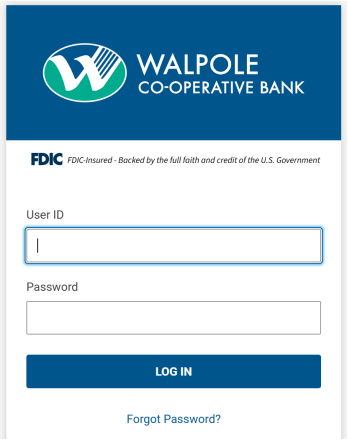
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Identity Verification through a One-Time PIN (OTP)

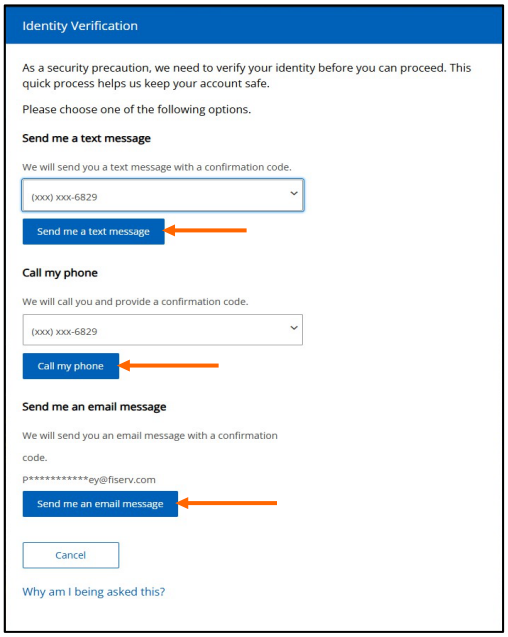
Access our website, www.walpolecoop.com on your desktop to log into the Online Banking Portal. **NOTE: To complete the token reactivation, you must have access to your desktop and mobile device at the same time. You must also delete your existing DigiPass app.**

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

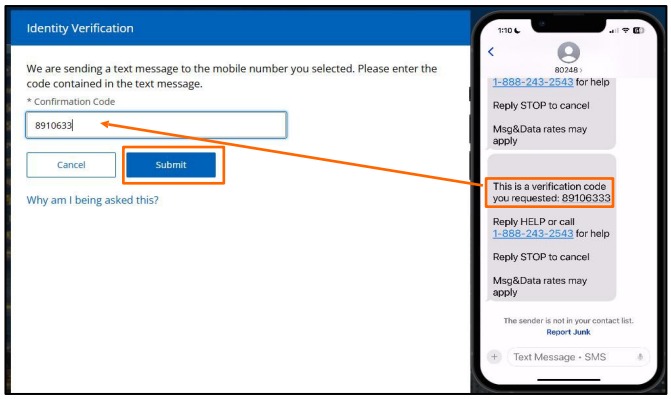
1. Log in to the Online Banking Portal: Enter your *User ID* and *Password*, then select the *Log In* button. **If you do not remember your password, click *Forgot Password* to reset.**



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.

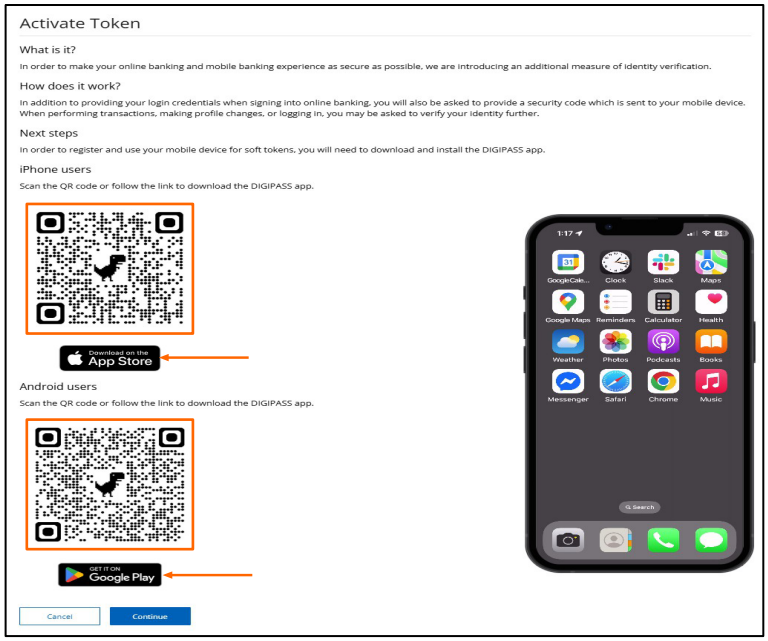


3. Retrieve the code from a text message, call to your phone or email. Enter the code in the *Confirmation Code* field, then select *Submit*.



Download the DigiPass App

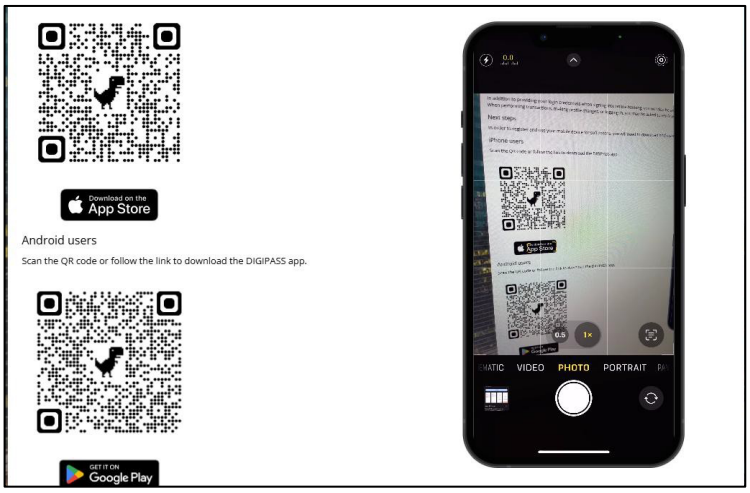
Once your identity is verified, the *Activate Token* screen displays. This screen shows activation instructions and QR codes. Follow the instructions below to download the appropriate app to your phone or mobile device:



Use the QR Code to Download the App

The QR codes provided on the *Activate Token* screen take you directly to the appropriate app in the app store to download the DigiPass app. Scan the QR code provided on your *Activate Token* screen. Do **NOT** scan the QR code in these instructions.

1. Open the camera app on your phone and scan the appropriate QR code, either from the Apple store or Google Play, depending upon your device type.
2. Select the link displayed on your phone to take you to the DigiPass app in the app store.



Search for the DigiPass App in the App Store or Google Play

Alternatively, you may search for the app in your device's app store.

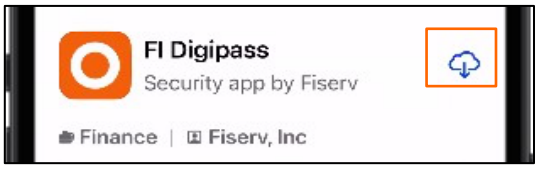
For Apple devices,
In the App Store,
Search for *FI DigiPass*.
Find the app with the subtitle,
Security app by Fiserv.

For Android devices,
In Google Play,
Search for *DigiPass*
Find the app by *Fiserv Solutions, Inc*.
The *About this App* states:
Fiserv TOTP app by OneSpan for secure, licensed authentication

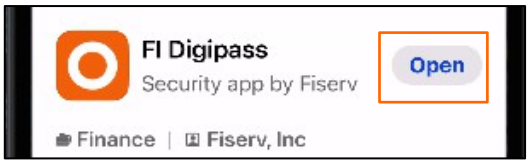
The logo for the DigiPass app is orange with a white circle in the center as shown on the right.



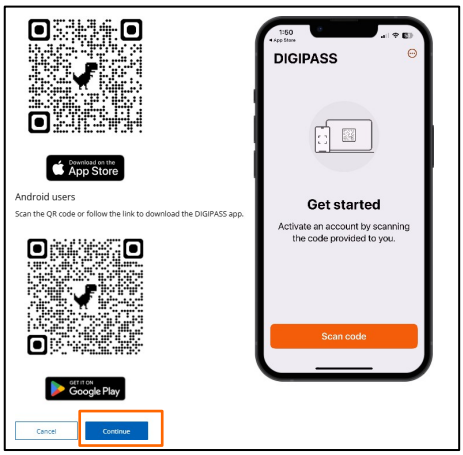
1. Follow the instructions to download and install this app to your mobile device.



2. Once the app has been downloaded to your device, open the app.



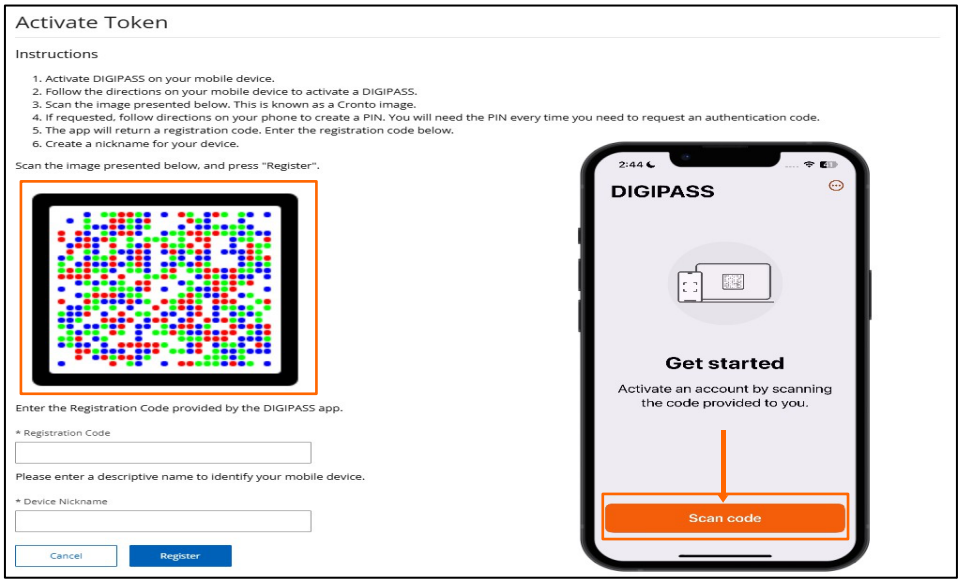
3. On your desktop, select *Continue.*



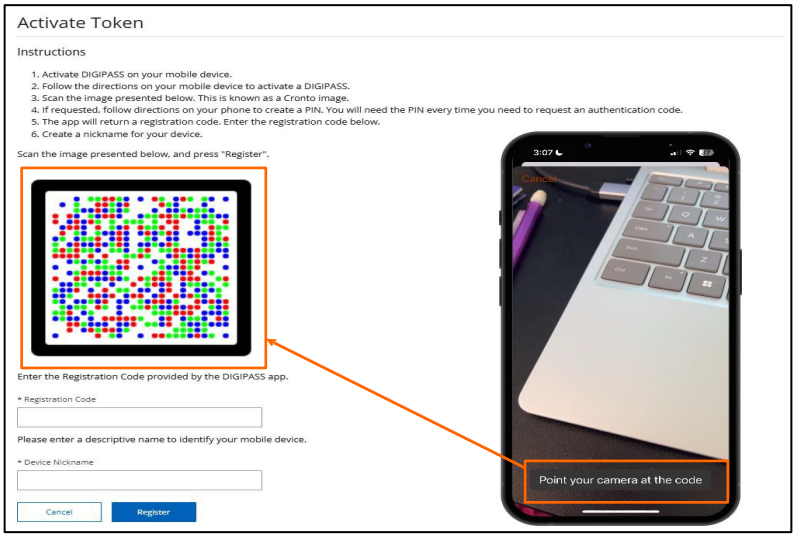
Reactivate the Soft Token License

Once the app is downloaded to your device, follow the steps below to reactivate your soft token:

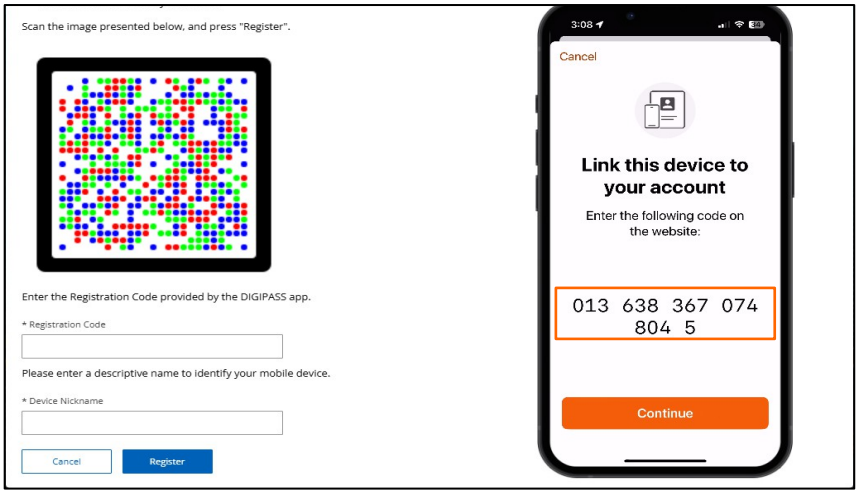
1. On your **desktop**, the *Activate Token* screen with instructions and a Cronto image will be displayed.
2. On your **phone**, open the DigiPass app by selecting the icon on your phone, if it is not already opened. Select the *Scan Code* button.



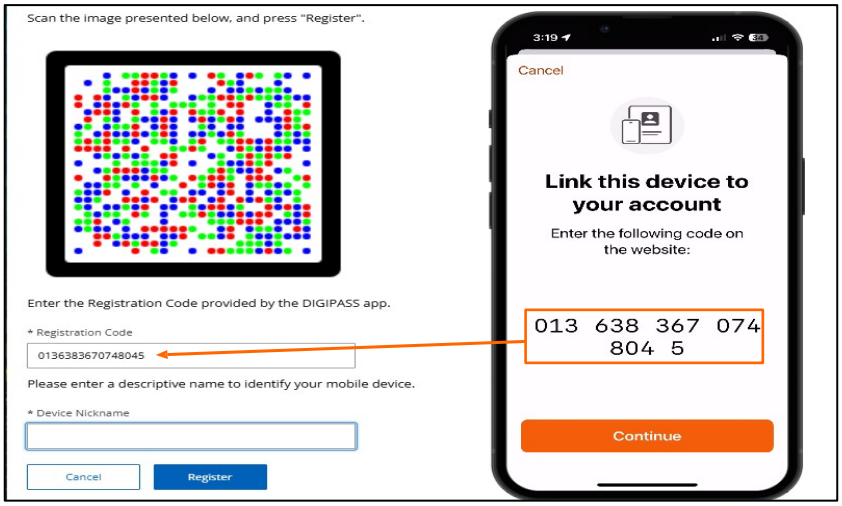
3. On your **phone**, open the camera app and scan the Cronto image on your desktop.



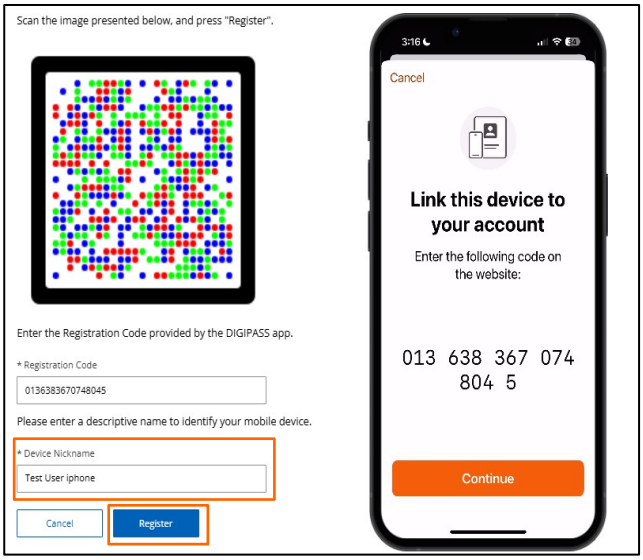
4. Your mobile device will display a 16-digit code. Depending on the screen size of your numbers may be wrapped to another line. Enter all numbers in order.



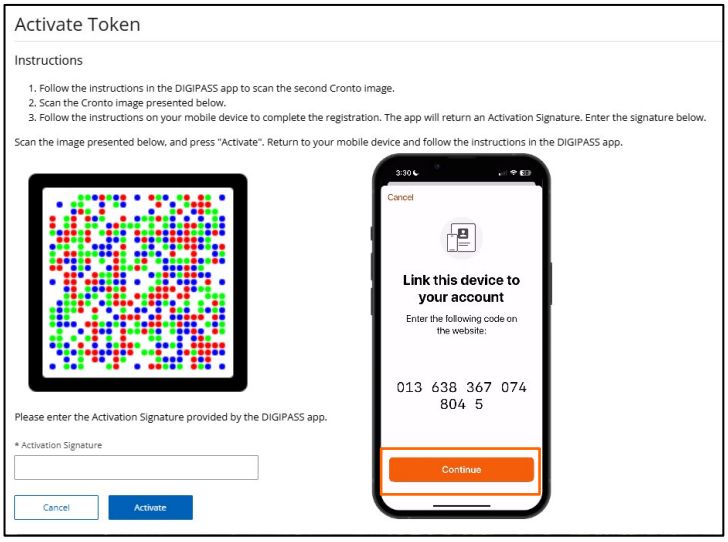
5. On your **desktop**, enter the code from your phone in the *Registration* code field.



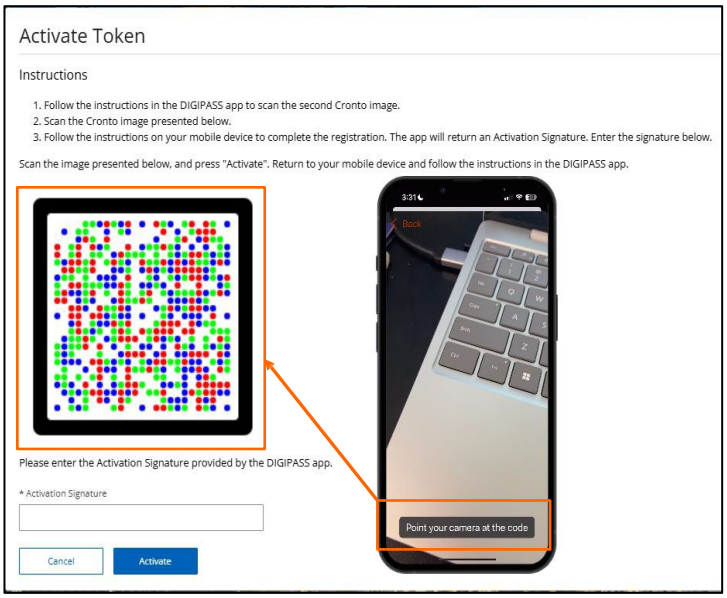
6. On your **desktop**, enter a nickname for your device in the *Device Nickname* field. Then, select *Register*.



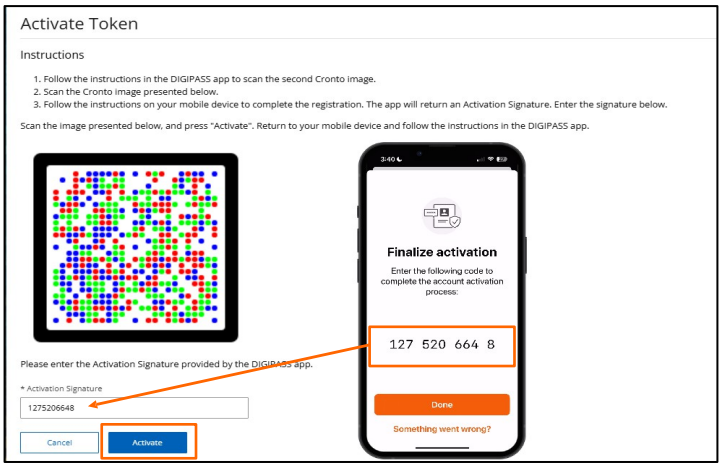
7. On your **desktop**, the *Activate Token* screen displays with a second Cronto image.
8. On your **phone**, select the *Continue* button.



9. You will be prompted to scan the second Cronto image with your **phone**.

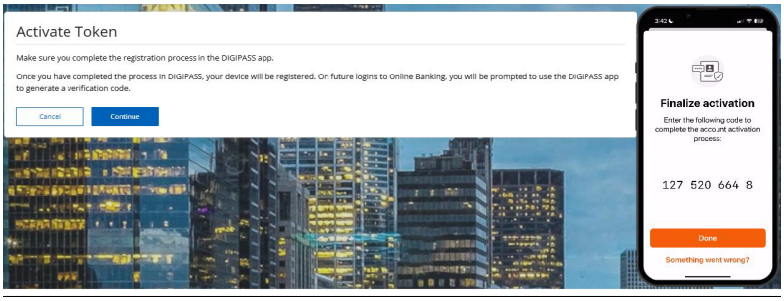


10. On your **phone**, you will get a 10-digit code the *Finalize Activation* screen.
11. On your **desktop**, enter the code in the *Activation Signature* field. Then select *Activate.*

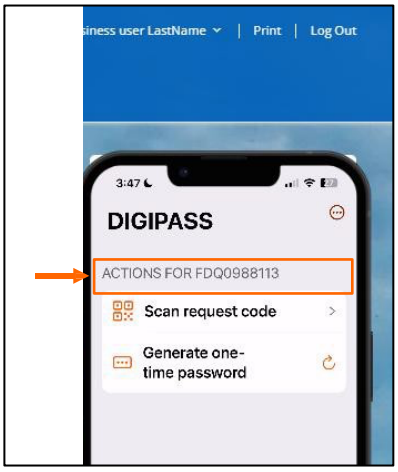


12. On your **phone**: select *Done.*

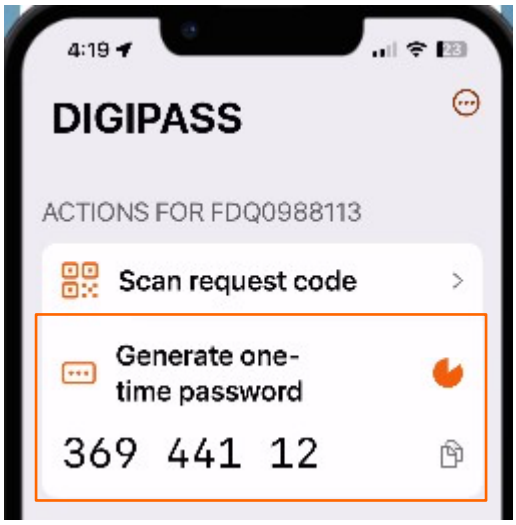
13. The updated Activate Token screen displays on your **desktop**, select *Continue*



You are now able to access the Online Banking Portal. The reactivation of the soft token license for you is now complete. Please note the number identified here on your phone as Actions for FDQ, FDW,FEC….. etc. This is your soft token license number.



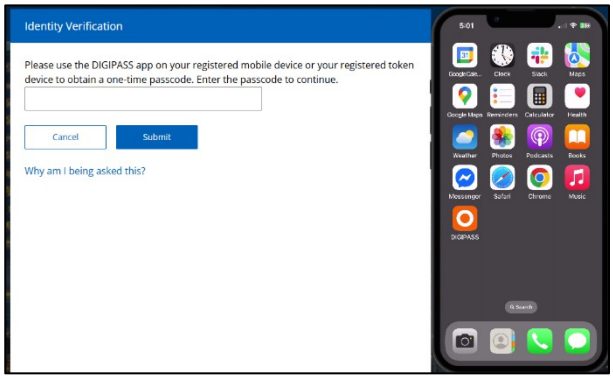
Note: After reactivation, when you are asked to verify your identity, you will open the DigiPass app on your **phone** and select the button to *Generate one-time password.* You will enter this passcode on the desktop to authenticate.



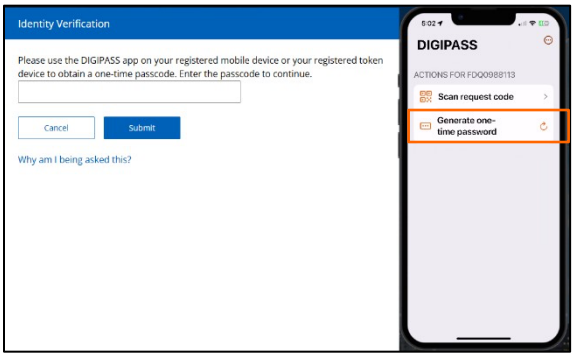
Logging in After Reactivation of Soft Token

With the reactivation completed, you will be asked to enter a One-Time PIN (OTP) generated by the DigiPass app 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 the online banking portal:

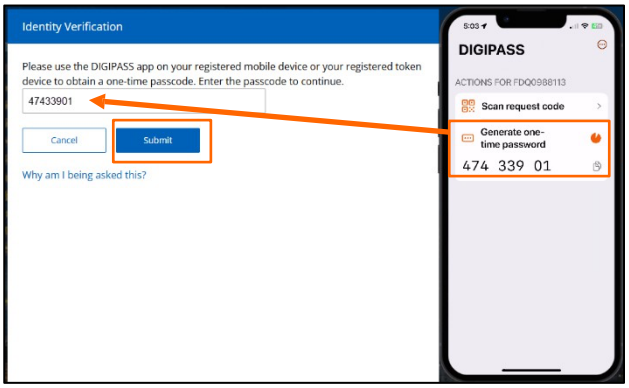
1. The *Identity Verification* screen displays. It prompts you to obtain a one-time passcode from the DigiPass app on your **phone**.



2. Open the DigiPass app on your **phone**, select the *Generate one-time password* button.



3. The DigiPass app will display a code on your phone. Promptly enter the 8-digit code from your phone in the appropriate field on your desktop or mobile device, select Submit.



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