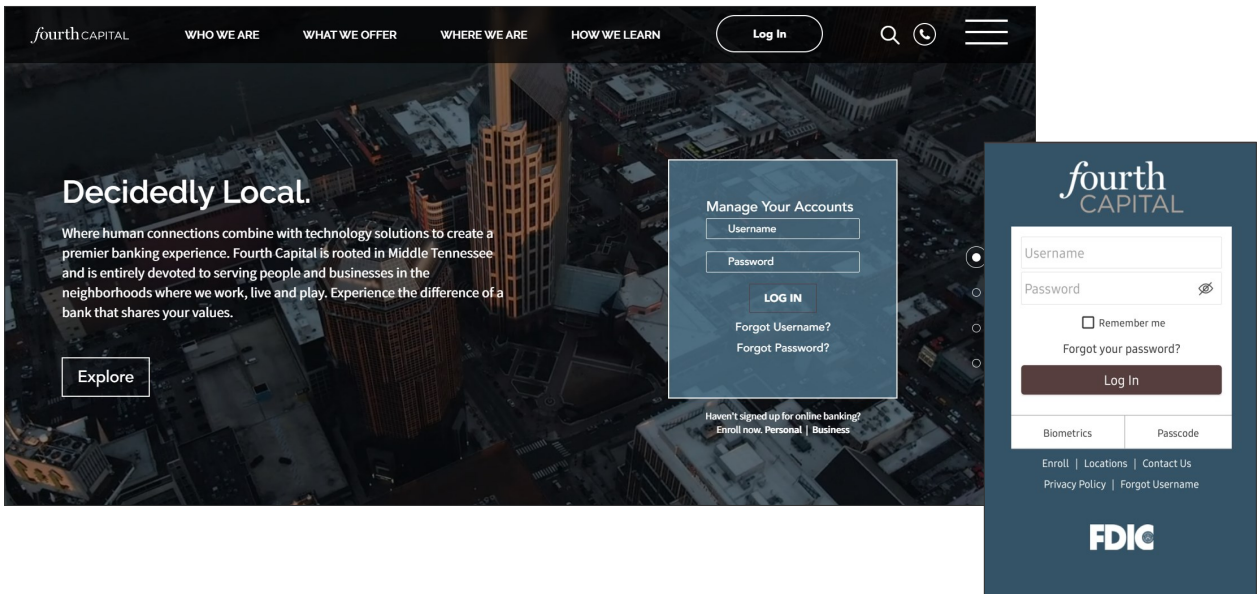


## First-Time Login Experience

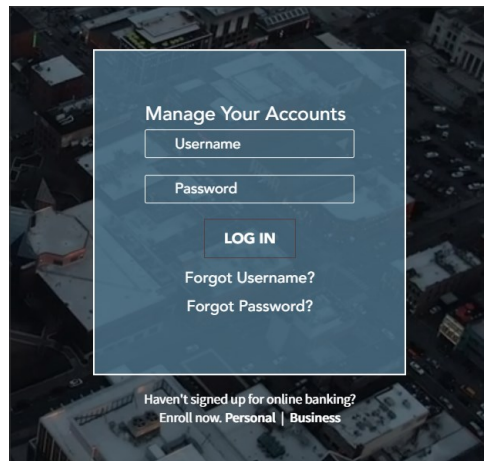
This guide is designed for online and mobile banking (personal and business) customers logging into the digital banking platform for the first time.

*Please use Chrome, Edge, Firefox or Safari or the updated Fourth Capital Mobile Banking App when accessing the platform. Internet Explorer is not supported.*

1. Visit [fourthcapital.com](https://fourthcapital.com) and navigate to the secure login box on the right side of the homepage; OR Login from your updated Fourth Capital Mobile Banking App.



2. Enter your existing Username and Password.



## First-Time Login Experience (Cont.)

3. Select the secure delivery option from your displayed choices to receive your secure access code.

- a. Via email; the email comes from notifications@secure.fourthcapital.com.
- b. Via phone call; the call comes from 615-298-8000.
- c. Via text; the text comes from #86434 (Fourth Capital).

*\*If you no longer have access to any of the phone numbers or email addresses listed, please contact us at 615-780-6006 for assistance.*

This screenshot shows the 'Please select a secure delivery method:' screen. At the top, a dark blue header contains the 'fourthCAPITAL' logo. Below the header, a list of delivery methods is presented as a series of horizontal buttons. The first button, 'I have a Secure Access Code', is highlighted in a dark blue color. The other buttons are light gray and include options for email, text, and call, each with a placeholder email address or phone number. At the bottom of the list is a 'Back' button.

The Secure Access Code authentication screen shown below will display. Enter your Secure Access Code; click Submit.

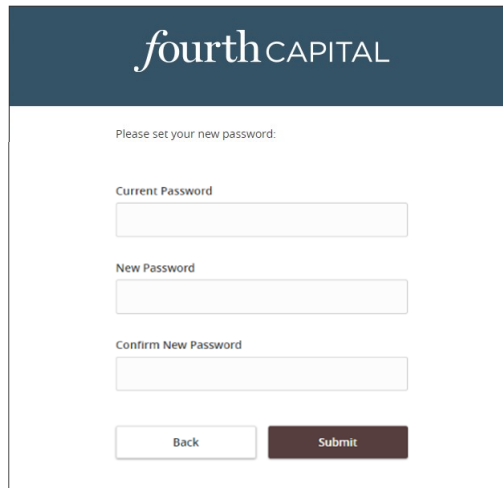
This screenshot shows the 'Enter your Secure Access Code' screen. It features a dark blue header with the 'fourthCAPITAL' logo. Below the header, the text 'Enter your Secure Access Code' is displayed. A text input field with a light blue border and placeholder text 'Secure Access Code' is centered. At the bottom of the screen are two buttons: 'Back' and 'Submit'.

*\*This is a one-time secure access code and is active for 15 minutes after the code has been requested. If the code is not entered within the 15 minute time frame, please request another secure access code be sent.*

## First-Time Login Experience (Cont.)

### 4. Set your New Password

- Enter New Password, Confirm New Password following the Password Requirements shown on the screen.
- Click Submit.

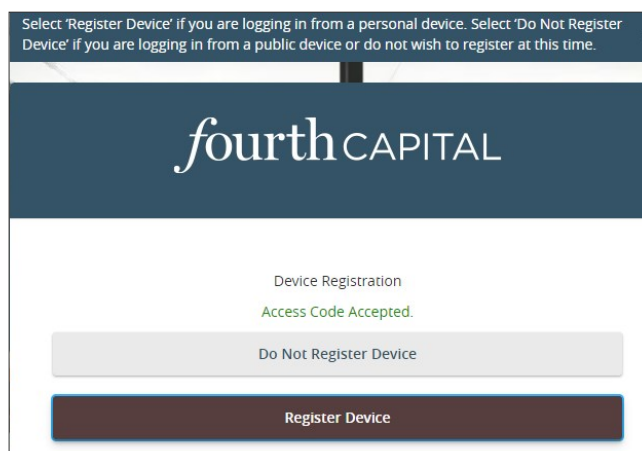


The screenshot shows the Fourth Capital login interface for setting a new password. At the top is the Fourth Capital logo. Below it, the text "Please set your new password:" is displayed. There are three input fields: "Current Password", "New Password", and "Confirm New Password". At the bottom, there are two buttons: "Back" and "Submit".

### 5. Register Device only if this device is yours; your phone, tablet or computer.

*Note: It is recommended to not use public computers for banking.*

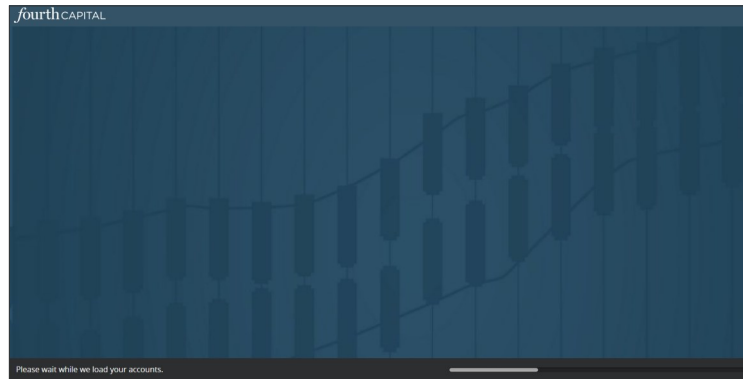
- The first time you log into your device, a secure access code will be required. You can then Register Device.
- If you choose to not register while on your device, a secure access code will be required each time you log in.



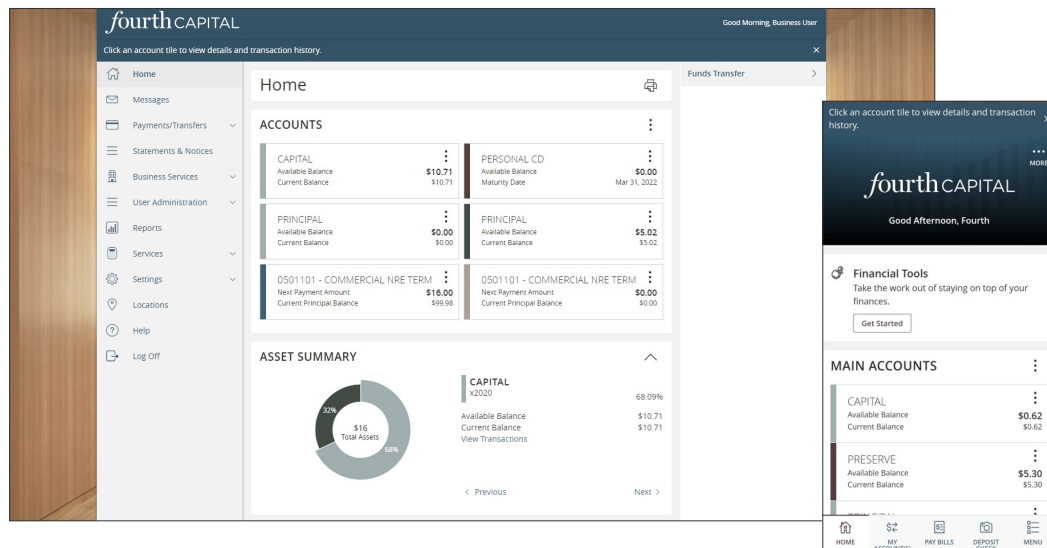
The screenshot shows the Fourth Capital login interface for device registration. At the top is the Fourth Capital logo. Below it, the text "Device Registration" is displayed, followed by "Access Code Accepted." in green. There are two buttons: "Do Not Register Device" and "Register Device".

## First-Time Login Experience (Cont.)

An accounts loading page will display momentarily....



You will then land on your home page.



Welcome to your new  
Fourth Capital Digital Banking!

Questions? We're Here to Help.  
Contact us at 615-780-6006  
or [digitalbanking@fourthcapital.com](mailto:digitalbanking@fourthcapital.com).