



Safe & Secure

Our online banking services are safe, secure, and easy to set up. Follow these simple steps to begin using West Coast Bank Online Banking and Online Bill Payment. Due to security and information verification procedures, it generally takes until the second business day after you register to be able to log into online banking and make payments from your account.

What you'll need to get started:

- West Coast Bank account number
 - Name, address, phone number, and e-mail address
 - Social Security Number (SSN) or Employer ID Number (EIN)*
 - Mother's maiden name
 - Date of Last Deposit
 - Amount of Last Deposit
- * **Business Accounts Only:** Company's Authorized Signer's Information (EIN and address of the business)

Step One: Register for Online Banking and Online Bill Payment

1. Go to wcb.com.
2. On the upper-left side of the page in the Online Banking Login box, click the "Enroll" option.
3. View the Introduction screen - "Welcome to Online Banking Registration" click "Proceed" at the bottom of screen.
4. The "Welcome" screen appears. Click the **Begin** button.
5. In the secure window that appears, complete the fields as indicated:
 - A. Account Holder Information:**
 - **Personal accounts:** Use your current personal information.
 - **Business Accounts:** Authorized signer's name and company EIN and address
 - B. Create your Alternate ID (SSN or EIN) and Password:**
 - Your User ID will be pre-filled with your SSN or EIN.
 - You will select an alternate ID to be used in place of your SSN/EIN at first login.
 - New password criteria - Your password must be 6-20 characters with at least 1 alpha and 1 number. You will need your password each time you access Online Banking. Please remember your password and keep it secure.
 - C. List all accounts you'd like to activate for Internet Banking.**
 - You must be an authorized signer to have access to accounts.
 - D. Check the box to enable Bill Payment.**
 - E. Check box to acknowledge terms and conditions "Read Carefully" to complete the registration process.**
5. A confirmation screen appears.
 - If the information is correct, click **Continue**.
 - Click **Edit** to change any information on the Registration Form.
 - Click **Cancel** to discontinue the Registration process.

Your information is securely transmitted to West Coast Bank and our Online Banking team, who will review the application and verify the information for security purposes.
6. Two business days after you register, you will be able to login to Online Banking using your alternate ID and password.

Continued on next page

Online Banking & Online Bill Payment Registration Guide

Step Two: Logging in to Online Banking for the first time

1. Go to wcb.com.
 2. On the upper-left side of the page in the Online Banking Login box, enter the alternate ID and password you created during registration.
 3. Change your Password when prompted.
 4. Add Enhanced Login Security.
 - A. If you are at a private computer that you will use most frequently, check option - "Remember the Computer I'm Using Now".
 - B. If you are at a public computer or a computer that you will not use to access your account, **do not check this option.** Click **Continue**.
 5. A confirmation window pops-up. Click **OK**.
 6. The Extra Security Protection window appears. Click **Continue** and enjoy the convenient, easy features of Online Banking!
- Note:** You may need to re-enroll if you have not accessed your online banking account, or downloaded information to financial software for more than 90 days.

Using Online Bill Payment for the first time

1. Your successful first login to Online Banking will prompt you to sign up for Bill Payment. Click **Yes**, then **Continue**.
 2. The pre-filled Bill Payment registration screen appears.
 - A. Select the primary account you will use to pay bills, then create an Account Nickname for the account. The nickname field may not be left blank.
 - B. Check to acknowledge the terms and conditions after you have read them. Click **Continue**.
 - C. Confirm your information is correct on the Registration Confirmation screen that appears. Click **Continue**.
 3. The West Coast Bank Bill Payment Application Processing page appears.
 4. In approximately 30 seconds, your application will be approved and you can immediately start using West Coast Bank Bill Payment.
 5. Click the "Start Using West Coast Bill Payment" to begin paying your bills.
- Note:** You may need to re-enroll if you have not accessed your online account, made a payment (including recurring payments) or downloaded information to financial software for more than 90 days.

Do you need assistance?

Refer to the Quick Start Guide on wcb.com for detailed step-by-step guidance.

You may also call Customer Support at **800-895-3345** Monday through Friday 7am to 7pm, Saturday 9am to 1pm, or e-mail us at homebanking@wcb.com.



WEST COAST BANK

wcb.com