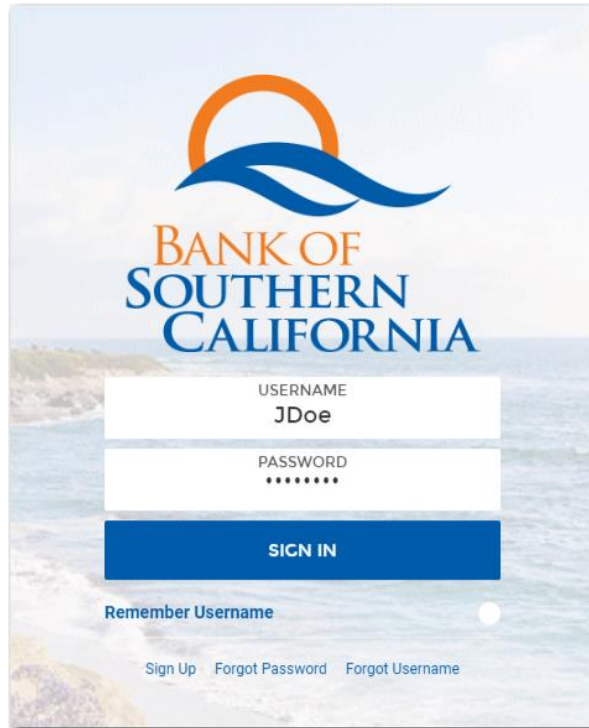


# Business Online Banking – First Time Login Process

1. To get started, go to [www.banksocal.com](http://www.banksocal.com) → CALW Login → [Bank SoCal Business Online Banking](#).



Please use the following login credential format to login for the first time:

**USERNAME: *Same Username as your current CalWest Username***

**PASSWORD: *USERNAME + LAST FOUR NUMBERS OF EIN/SSN***

*Example:*

*Username: JDoe*

*Password: JDoe1234*

- 2. You will be asked to setup a new password. Password must contain the following: (At least 8 characters, 1 Upper and 1 Lower case, at least one number and a special character.)

Update Your Password  
Your password has expired. Update it using the fields below:

CURRENT PASSWORD  
.....

NEW PASSWORD required

CONFIRM PASSWORD required

- 3. Set up your security questions and agree to the terms and conditions.


Update Your Security Questions  
One or more of your security questions are not set.  
Update them using the fields below:

QUESTION 1  
Click to choose question >

QUESTION 2  
Click to choose question >

QUESTION 3  
Click to choose question >

TERMS



BANK OF SOUTHERN CALIFORNIA  
Terms and Conditions

Please read the entire Agreement carefully before enrolling in the Service or initiating any transactions.

1. Scope of this Agreement

This Agreement between you and Bank of Southern California N.A. governs your use of our Internet Banking service. The Service permits our Customers to perform a number of banking functions on accounts linked to the Service through the use of a personal computer and the Internet.


2. Accepting the Agreement

After you have carefully read this Agreement in its entirety and the linked Privacy Notice, you will be asked to accept the terms and conditions of this Agreement.

ACCEPT TERMS

4. Set up multi-factor authentication.

### AUTHENTICATION SETUP



Passwords are becoming increasingly easy to compromise. They can often be stolen, guessed, and hacked. Our new enhanced authentication improves the security of your online accounts by using your phone to verify your identity. This prevents anyone but you from accessing your accounts, even if they know your password.

You'll enter your username as usual, then use your mobile device to verify that it's you before entering your password.

### DEVICE SETUP





COUNTRY  
United States →

PHONE NUMBER required

NICKNAME required

Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE

Can your device receive a text message?

[Use other mobile device or landline](#)

Enter the following information for the device of your choice.

Once you enter the information above you will asked to verify your device:

### VERIFY DEVICE

We need to verify the setup of your device. We can call or text a verification code to use on the next step


**TEXT ME**

**CALL ME**

[Use other mobile device or landline](#)

- Once you verify your device you will be asked if you would like to use the DUO app as an authentication process. If you would like the option of using the DUO app as an additional choice of authentication, proceed. If not, choose to "SKIP THIS STEP".

INSTALL DUO MOBILE >



Duo Mobile is an application that runs on your phone and helps you authenticate. Without it you'll still be able to log in using a phone call or text message, but we strongly recommend that you use Duo Mobile to authenticate quickly and easily.

**WHY USE DUO MOBILE?**

- It's fast & easy – one click Approval/Denial
- Works in any country
- Doesn't require cell service

**INSTALL THE APP**

Select "User Duo Mobile" and receive two text messages:

1. THE FIRST MESSAGE WILL CONTAIN A LINK TO INSTALL THE DUO MOBILE APP. PLEASE CLICK THE LINK TO INSTALL THE APP.
2. THE SECOND MESSAGE WILL CONTAIN A LINK TO ACTIVATE YOUR ACCOUNT. PLEASE CLICK THE LINK TO ACTIVATE YOUR ACCOUNT IN THE DUO MOBILE APP.

USE DUO MOBILE


SKIP THIS STEP →

required

**EMAIL ADDRESS**


**Update Existing Email Alerts**

You can update existing email alerts from the old email address to the new email address. All selected alert types below will be edited with this change.




**0 Custom Alerts**

Customized alerts




---




**0 Bill Pay Alerts**

Alerts on Bill Pay items




---

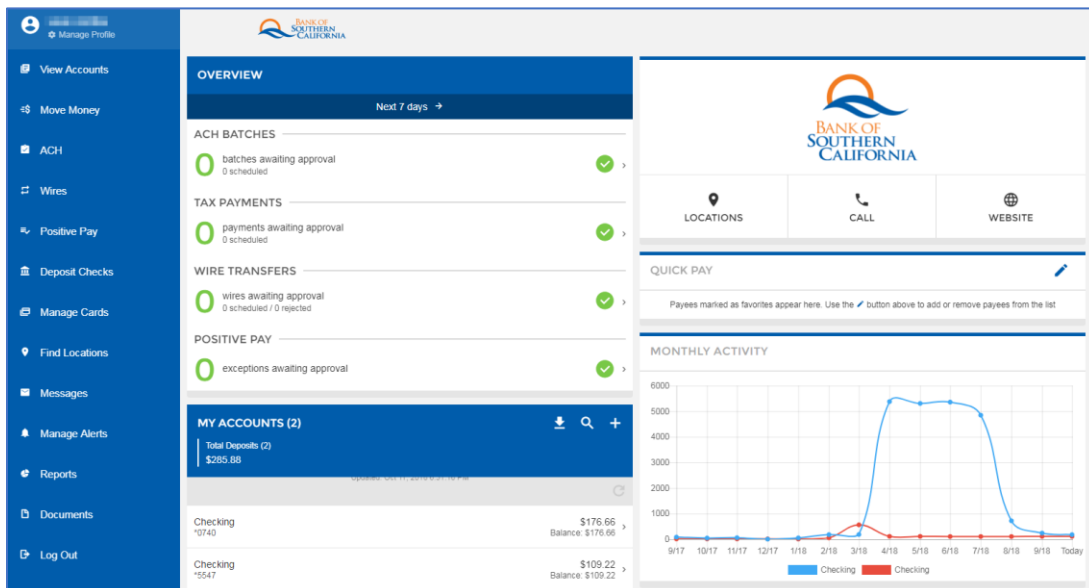


**7 Security Alerts**

Alerts that watch for changes to your accou



- Login Complete!



The screenshot shows the Bank of Southern California mobile app interface. On the left is a navigation menu with options like 'View Accounts', 'Move Money', 'ACH', 'Wires', 'Positive Pay', 'Deposit Checks', 'Manage Cards', 'Find Locations', 'Messages', 'Manage Alerts', 'Reports', 'Documents', and 'Log Out'. The main content area is titled 'OVERVIEW' and shows a 'Next 7 days' summary with green checkmarks for ACH Batches, Tax Payments, Wire Transfers, and Positive Pay. Below this is a 'MY ACCOUNTS (2)' section listing two checking accounts with their balances. On the right, there are quick links for 'LOCATIONS', 'CALL', and 'WEBSITE', a 'QUICK PAY' section, and a 'MONTHLY ACTIVITY' line graph showing account activity over time.