



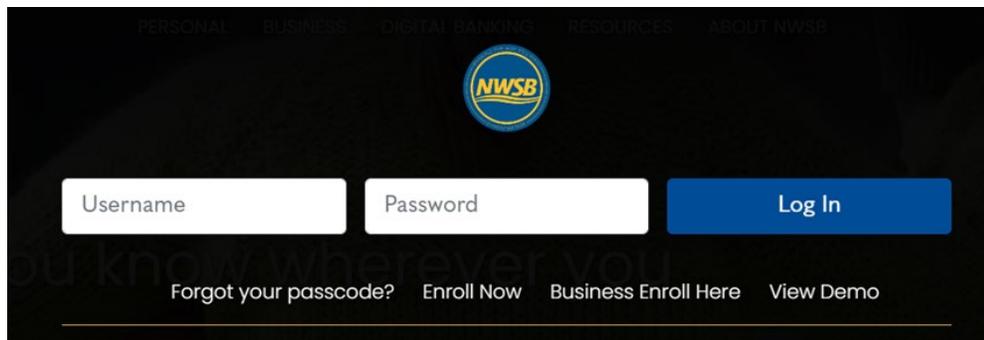
NWSB Digital Banking Tips to Get You Going

Get started today using our new digital banking experience.

1. Go to newwashbank.com to access your digital banking experience.
2. Navigate to the online banking login button (top right) on the new homepage.



3. After you click the Online Banking Login Button, the below screen will appear.



Username:

- ✓ If you are an upgraded user from our previous platform you will need to login for the first time in our new system typing your username in ALL lowercase letters even if you used capital letters in the previous online or mobile banking system.
- ✓ If your username did not meet the criteria for our new system, a letter from NWSB was mailed with your new login credentials for our digital upgrade.

Password: Key in your zip code and select Log In.

Enroll Now: If you have not used digital banking in the last 6 months, click Enroll Now.



4. Follow the steps to activate your new user experience.
**For commercial users, you will use the same steps that you are currently following, but you will be required to validate different information to log in. Please refer to pages 7-10 for your Commercial Enrollment screens.*

Welcome to Your New Banking Experience!

We'll walk you through the steps to get your account set up. Don't worry, this should only take a few minutes!

[Set Up Your Account](#)

Again, for Username: Current personal or business users, enter your username* (all lowercase letters even if your original username includes capitals). **Unless you have previously received communications from NWSB.*

PLEASE NOTE: After this initial login is successful, you will have the ability to change your username within the new Online Banking System. (See page 9)

Welcome!

Enter your information below to set up your account

Username

Please enter your existing Username in all lower case

Social Security Number

Please do not enter a dash (-) or space

Date of Birth

MM/DD/YYYY

[Next](#)

[Cancel](#)



5. It's time to set up your new password.

Password Requirements:

- ✓ Must contain at least 1 numeric and 1 alpha character.
- ✓ Must be at least 8 characters long.
- ✓ Must contain at least 1 special character.
- ✓ Case sensitive.
- ✓ Must be different from any password used in the last 6 months.
- ✓ Must be different from any of your last 6 passwords used.
- ✓ Must be different from any of your last 6 passwords used.
- ✓ Cannot be the same as your Username.

Set Your Password

Create your new password

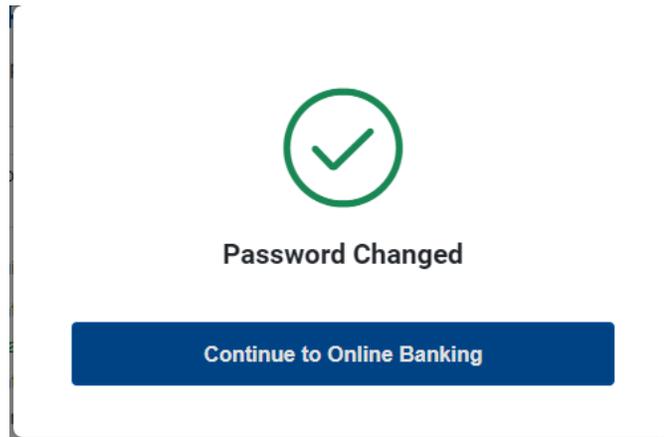
Password Requirements:

- Must contain at least 1 numeric and 1 alpha character.
- Must be at least 8 characters long.
- Must contain at least 1 special character.
- Is case sensitive.
- Must be different from any password used in the last 6 months.
- Must be different from any of your last 6 passwords used.
- Cannot be the same as your Username.

[Password Tips](#)



After you receive the below approval that your Password is Changed, **securely save** your information as this will be your new login information to Online Banking.



6. Set up your Security Questions and confirm or enter your email address.

Attention

For security reasons, it is important that we have your current Primary email address and Security Verification Questions and answers on file.

Please make sure we have your current email address below:

Primary email address: *

Verify Primary Email Address:

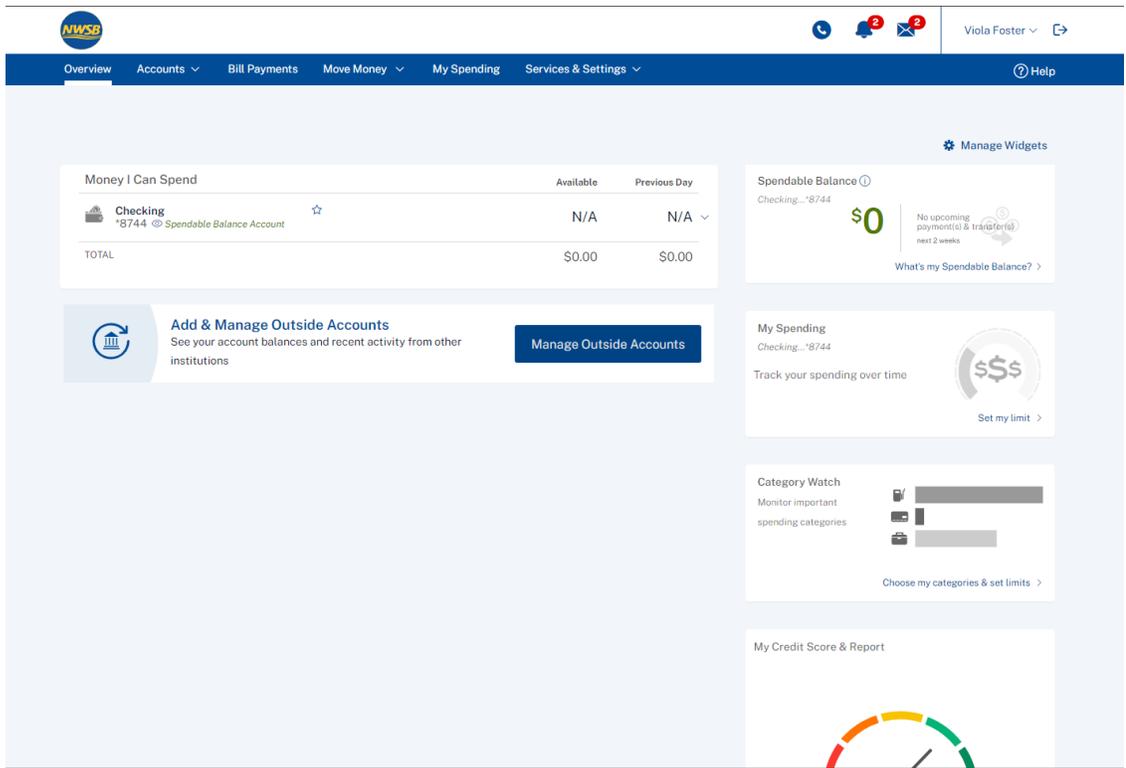
Please select three Security Verification Questions and Answers below:

Security Verification Question	Answer
<input type="text" value="Company where you had your first job?"/>	<input type="text" value="...."/>
<input type="text" value="First name of your childhood best friend?"/>	<input type="text" value="...."/>
<input type="text" value="Last name of the best man at your wedding?"/>	<input type="text" value="...."/>

Please “Read and Accept” the disclosures.



Your new digital banking experience awaits.



*Please check all accounts for accuracy. Contact the Customer Care Center at (888)639-0829 if there are any inconsistencies with your account information.

7. If you have any issues, Scan the QR code or visit our website to find additional FAQs.



Upgrade FAQ



8. **New Mobile Apps:** Delete your old app, download the NWSB mobile app, and enjoy our upgrade!

Terms to search for mobile apps include: NWSB, New Washington, Indiana, Southern Indiana, People You Know, Banking the way you want, Bank, Banking, Online Banking, Mobile Banking, Banking App, Checking account



*If you are unable to scan the QR code above, please use direct links below

- ✓ After the upgrade, mobile app users will need to delete and reinstall apps for (Apple) and (Android).

Here are the direct links to download the new app:

Apple link: <https://apps.apple.com/app/nwsb/id6479061969>

Android link:

<https://play.google.com/store/apps/details?id=com.apiture.xpressmobile.nwsbnwin.sub>



For Commercial Users:

Please use the same process as Retail Users, except after your initial log in (STEP 3), you will see the following screens requesting your EIN/Tax Identification Number instead of your Social Security Number. You must also validate your account number.

Below Commercial user screens start at STEP 4.

Welcome to Your New Banking Experience!

We'll walk you through the steps to get your account set up. Don't worry, this should only take a few minutes!

Set Up Your Account

Username: Current personal or business users, enter your username* (all lowercase letters even if your original username includes capitals). **Unless you have previously received communications from NWSB.*

Welcome!

Enter your information below to set up your account

Please enter your existing Username in all lower case

Please do not enter a dash (-) or space

Please enter any of your account numbers in full with NO leading zeros

Please enter your 5 digit zip code

Next

Cancel



*If you are a current Sub user, communication was sent regarding which TIN and Zip Code to use for access.

**If you do not know your account number this can be found on the bottom of your check or by calling our Customer Care Center at 888-639-0829.

It's time to set up your new password.

Password Requirements:

- ✓ Must contain at least 1 numeric and 1 alpha character.
- ✓ Must be at least 8 characters long.
- ✓ Must contain at least 1 special character.
- ✓ Case sensitive.
- ✓ Must be different from any password used in the last 6 months.
- ✓ Must be different from any of your last 6 passwords used.
- ✓ Must be different from any of your last 6 passwords used.
- ✓ Cannot be the same as your Username.

Set Your Password

Create your new password

Password Requirements:

- Must contain at least 1 numeric and 1 alpha character.
- Must be at least 8 characters long.
- Must contain at least 1 special character.
- Is case sensitive.
- Must be different from any password used in the last 6 months.
- Must be different from any of your last 6 passwords used.
- Cannot be the same as your Username.

[Password Tips](#)

Set Password Cancel



After you receive the below approval that your Password is Changed, **securely save** your information as this will be your new login information to Online Banking.



Password Changed

Continue to Online Banking

Set up your Security Questions and confirm or enter your email address.

Attention

For security reasons, it is important that we have your current Primary email address and Security Verification Questions and answers on file.

Please make sure we have your current email address below:

Primary email address: *

Verify Primary Email Address:

Please select three Security Verification Questions and Answers below:

Security Verification Question	Answer
Company where you had your first job?
First name of your childhood best friend?
Last name of the best man at your wedding?

Show My Security Answers

Please “Read and Accept “ the disclosures.



Your new digital banking experience awaits.

The screenshot shows the NWSB digital banking dashboard. At the top, there is a navigation bar with the NWSB logo on the left and user information 'Alfie Shaw' with a dropdown arrow and a home icon on the right. Below the navigation bar are several menu items: 'Overview', 'Accounts', 'Payments & Transfers', 'Reports', 'Services & Settings', and 'Business Insights'. A 'Help' icon is also present. The main content area features a 'Checking' account summary table, an 'Unread Messages' list, and an 'Add & Manage Outside Accounts' section.

Checking	Available	Previous Day
Checking *9987	N/A	N/A
TOTAL	\$0.00	\$0.00

Unread Messages

07/10/2024	Password Changed!
06/12/2024	Welcome to Digital Banki...

[View messages >](#)

Add & Manage Outside Accounts
See your account balances and recent activity from other institutions

[Manage Outside Accounts](#)

****Please check all accounts for accuracy. Contact the Customer Care Center at 888-639-0829 if there are any inconsistencies with your account information.**