

Banking your way...EVERY DAY AND NIGHT!

# Woodforest Online Services Enrollment Instructions

Visit www.woodforest.com to enroll now!

#### **OVERVIEW**

You can quickly and easily enroll in Woodforest Online Services! There are two ways to enroll:

- 1. An enrollment token may be emailed to you, making enrolling in Online Services easier than ever.
  - New customers who provide an email address upon account opening will automatically receive a welcome email from Woodforest National Bank which includes the enrollment token the day after account opening.
  - Existing customers may request an enrollment token by contacting Customer Support at 1-877-968-7962.
    - Please Note: Enrollment tokens are only valid for 72 hours. After this time period, you must request a new enrollment token by contacting Customer Support at 1-877-968-7962. Customers who do not provide and email address should follow Step 2 below to enroll in Online Services.
- 2. Customers may enroll anytime without contacting Customer Support by supplying their account or debit card number. If enrolling using this option, the following information must be provided during the enrollment process:
  - Checking account, savings account or debit card number
  - Mother's maiden name
  - Date of birth

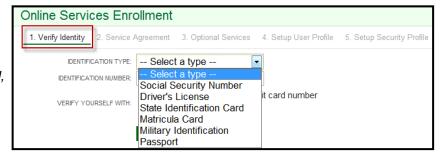
## STEPS TO ENROLL

- 1. Go to www.woodforest.com.
- 2. Click **Enroll** (located in the top left Online Banking login section on the homepage).
- Select Click Here to Sign Up! The Online Services Enrollment page displays.



## **Verify Identity**

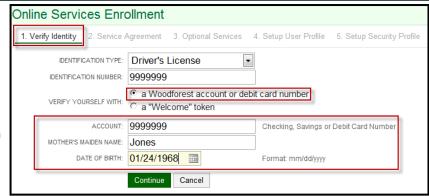
 Select the primary identification type presented to the bank upon account opening from the Identification Type dropdown list (Social Security Number, Driver's License, State Identification Card, Matricula Card, Military Identification, or Passport).



Enter the identification number in the **Identification Number** field that correlates to the selected Identification type.



- 6. If you select a Woodforest account or debit card number in the Verify Yourself with field:
  - Enter your checking, savings, or debit card number in the **Account** field.
  - Enter your mother's maiden name in the Mother's Maiden Name field.
  - Enter your date of birth in mm/dd/yyyy format in the Date of Birth field.
- 7. If you select a "Welcome" token in the Verify Yourself with field:
  - Enter the welcome enrollment token that was emailed to you in the Woodforest Online Services Welcome Email.
- 8. Click CONTINUE to proceed, or CANCEL to cancel enrollment. The *Woodforest National Bank Online Services Agreement* displays.





#### **Services Agreement**

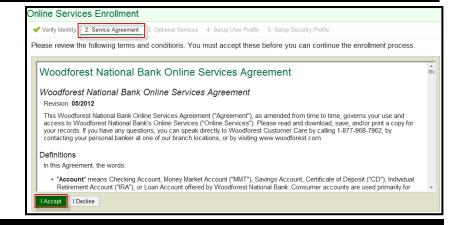
9. Review the Woodforest National Bank Online Services Agreement.

Click I ACCEPT to proceed,

— or —

I DECLINE to cancel enrollment.

The Optional Services page displays.



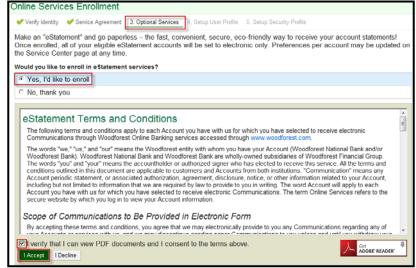
### **Optional Services**

- Select if you would like to enroll in eStatement services.
- 11. Select Yes, I'd like to enroll if you would like to enroll in eStatement services. Review the eStatement Terms and Conditions displayed. Select the checkbox I verify that I can view PDF documents and I consent to the terms above, then click I ACCEPT to proceed,

— or—

LDECLINE to cancel enrollment.

 Select No, thank you if you do not wish to enroll in eStatement services, and then click CONTINUE. By selecting this you will receive paper statements.

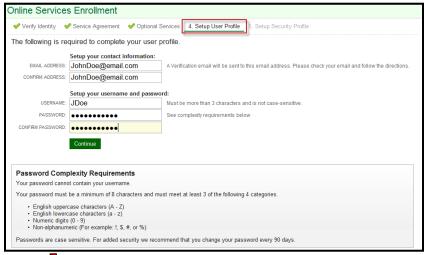


#### **Setup User Profile**

- Enter your primary email address in the Email
   Address field. This will be set as your primary email address in online banking.
- Re-enter your email address in the Confirm Address field

Note: A verification email will be sent to this email address. Remember to check your email and follow the directions to complete the verification process. Certain types of alerts will not be sent if an address is not verified.

- 15. Enter a unique username in the Username field. Your username must be more than three (3) characters and is not case sensitive.
- 16. Enter your password in the Password field. Passwords must be a minimum of eight (8) characters, include upper and lower case letters, and include numbers and/or special symbols. Review the Password Complexity Requirements located at the bottom of the Setup User Profile page for specific requirements when selecting a password.
- Re-enter your password in the Confirm Password field.
- 18. Click CONTINUE to proceed.





#### **Password Complexity Requirements**

Your password cannot contain your username.

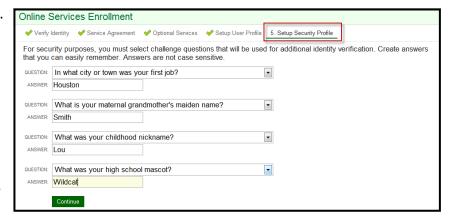
Your password must be a minimum of 8 characters and must meet at least 3 of the following 4 categories:

- English uppercase characters (A Z)
- English lowercase characters (a z)
- Numeric digits (0 9)
- Non-alphanumeric (For example: !, \$, #, or %)

Passwords are case sensitive. For added security we recommend that you change your password every 90 days.

#### Setup Security Profile

- 19. Select a question from the **Question** dropdown list.
- 20. Enter the answer to the selected questions. Note: Select questions and answers that are easy for you to remember. Answers are not case-sensitive. Do not use the same answer to every question. These questions are an important part of the security model, helping to keep your online banking sessions safe.
- 21. Repeat steps 19 and 20 until all four security questions and answers are complete.
- 22. Click CONTINUE. You are now enrolled in Woodforest Online Services. All accounts eligible for Online Services display.



For more information, please visit <a href="www.woodforest.com">www.woodforest.com</a> and click **Help** located in the top left Online Banking login section on the homepage. Here you will find Frequently Asked Questions, a Quick Reference Guide, and more. For additional help or support, contact Customer Support at 1-877-968-7962 or visit your local branch.