

Enrollment Guide



Business Online Banking

1. Once the business banking profile is created, the Company Administrator will receive two emails: one with the username and one with the password. The subject for both e-mails is: "You have been granted access to Online Banking". These temporary credentials are system-generated, and include random values. If these emails are not in your inbox or junk folder, please contact us at 401-233-4700.

IMPORTANT NOTE: Do not delete these emails until you have successfully logged in.

2. Visit <https://www.navigantcu.org> and go to the Secure Login box. In the drop-down menu, select Business Online Banking. Double click, copy, and paste the username from the email into the Username field. Double click, copy, and paste the password from the email into the Password field.

TIP: The username and password end with a period. The period is NOT part of the username or password value.

A screenshot of the "SECURE LOGIN" form. At the top, the text "SECURE LOGIN" is displayed in white on a dark orange background. Below this is a drop-down menu with "Business Online Banking" selected. Underneath are two input fields: "Username" and "Password", both with orange text. At the bottom left, there are two links: "Forgot password" and "Help". At the bottom right, there is a "Log in" button with a white background and orange text.

- The administrator will need to validate identity via a one-time verification code sent to a phone. This phone number is associated with the company administrator, not the phone number on the main business profile. Enter the code (expires after 10 minutes) and register the computer.

The screenshot shows a security verification page with the following elements:

- Title:** "Is this really you?"
- Text:** "Looks like you're logging in from a new computer. To verify your identity and protect your account, we're going to send you a verification code to type in."
- Phone icon:** "Within a minute, you'll receive a verification code at ***-***-6931"
- Input field:** "Enter the code here:"
- Link:** "Didn't get the code?"
- Section:** "Common Problems" with links: "I don't have access to verification option(s) listed on this page" and "Why must I complete this step again? I used to remember my device last time"
- Computer icon:** "Save time by registering your computer."
- Text:** "If this is your personal computer, register it now. We won't need to contact you the next time you log in."
- Buttons:** "Yes, register my private computer" and "No, this is a public computer"

- A username change must be completed. We strongly recommend something complex yet easy to remember. Select Save.
- A password change must be completed. Double click, copy, and paste the password from the email into the Temporary password field. Create a new password and retype it. Select Update password. For Security, we recommend using a mix of letters, numbers, and special characters.
- This same process applies when the company administrator creates a sub-user.

The screenshot shows a form titled "Success! You need to change your Username." with the following elements:

- Text:** "Create a new Username that will be used for all future logins."
- Section:** "Create your Username"
- Text:** "New Username"
- Input field:** A text box for the new username.
- Rules:** "Minimum of six characters" and "Cannot be all numbers"
- Button:** "Save"

The screenshot shows a form titled "Success! You need to change your password." with the following elements:

- Text:** "Temporary password:"
- Input field:** A text box for the temporary password with a "Show" button.
- Text:** "Temporary password cannot be blank."
- Text:** "New password:"
- Input field:** A text box for the new password with a "Show" button.
- Rules:** "Minimum of eight characters" and "Use a mix of letters, numbers or symbols"
- Text:** "Retype password:"
- Input field:** A text box for the retype password with a "Show" button.
- Text:** "Passwords must match"
- Button:** "Update password"