



*deposit*Bridge® Plus  
Remote Deposit Capture  
Mobile Only  
First Time Login

Quick Reference Guide

September 2024



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## Summary

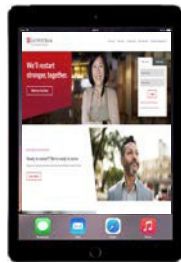
This short guide is provided as a tool to assist *deposit*BridgePlus Remote Deposit Capture customers with their First Time Login on a Mobile Device.

## What is required for First Time Login

Customers must have the two emails that were sent from EWBdepositBridgePlus@eastwestbank.com. One email will contain the User name, the other email will contain a temporary password.

## What type of Mobile Device can I use?

### Tablets



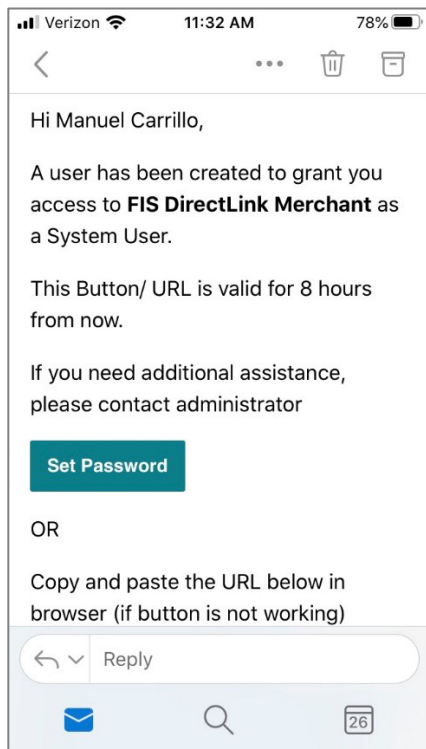
### Mobile Phone



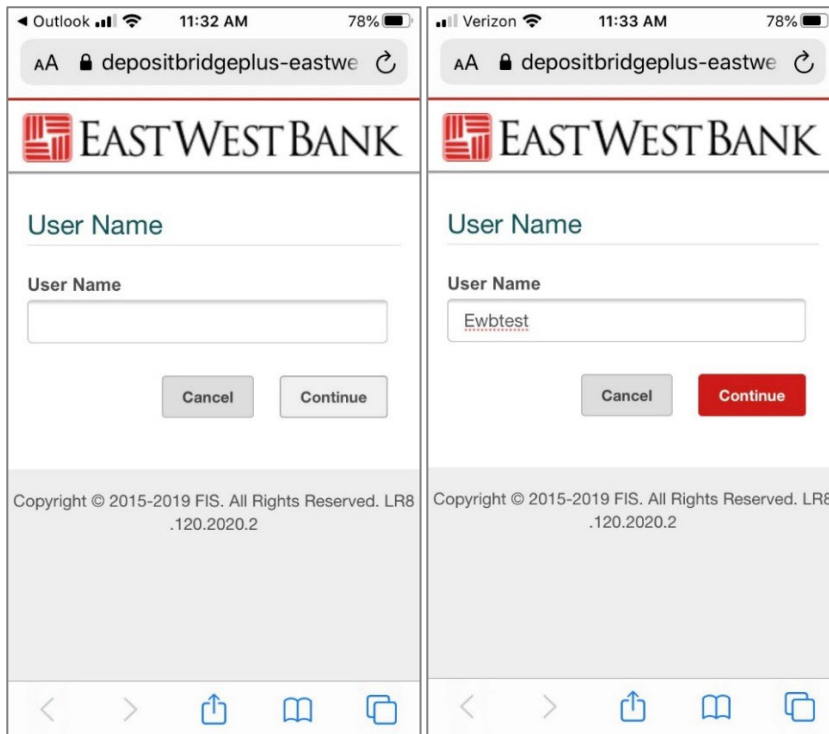
## First Time Login on a Mobile Device

1. Locate the email sent from [EWBdepositBridgePlus@eastwestbank.com](mailto:EWBdepositBridgePlus@eastwestbank.com).

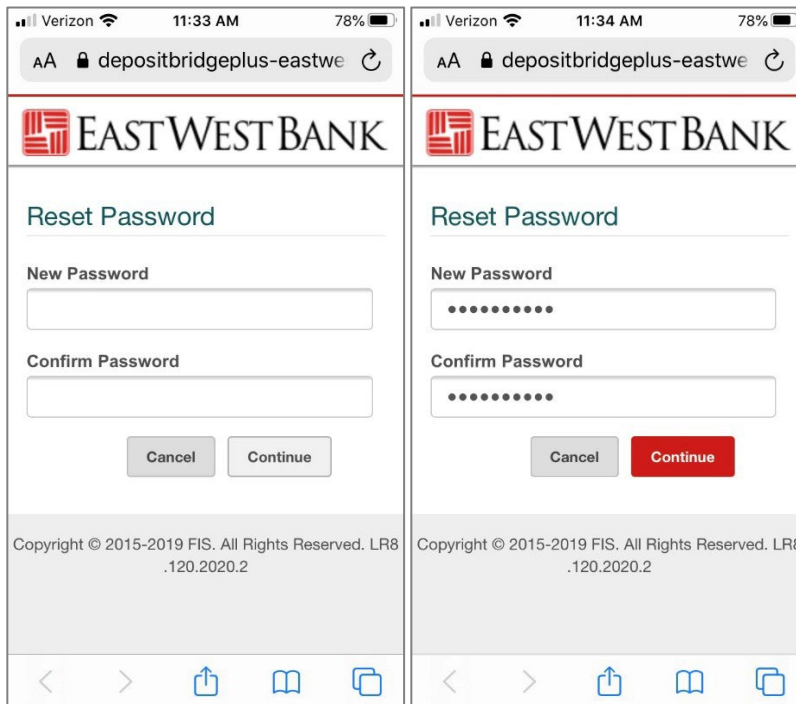
Click **Set Password**.



2. Enter Your User Name. Click **Continue**.



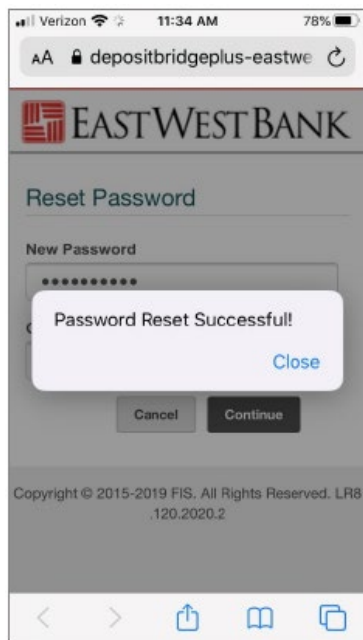
3. Enter a New Password. Enter the New Password again in the Confirm Password field. Click **Continue**.



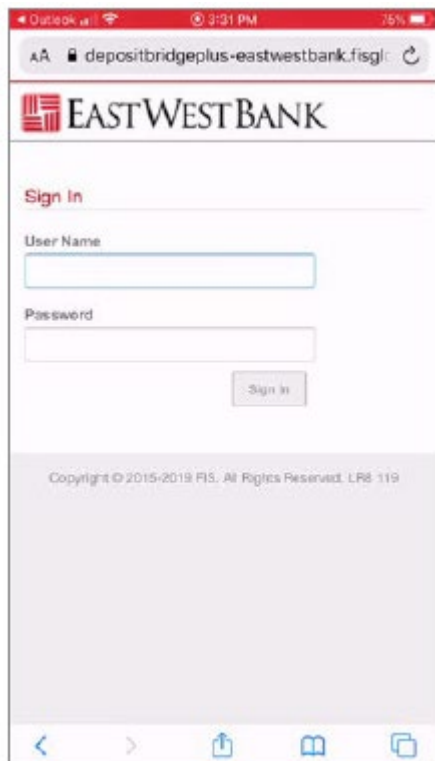
*For security reasons, East West Bank requires that you change your password at regular intervals. The system also requires that passwords are a minimum length of 8 characters and include a mixture of:*

- *Uppercase (A-Z) and lowercase (a-z) characters.*
- *Numbers (0-9)*
- *Special characters (@, !, #, and so on)*

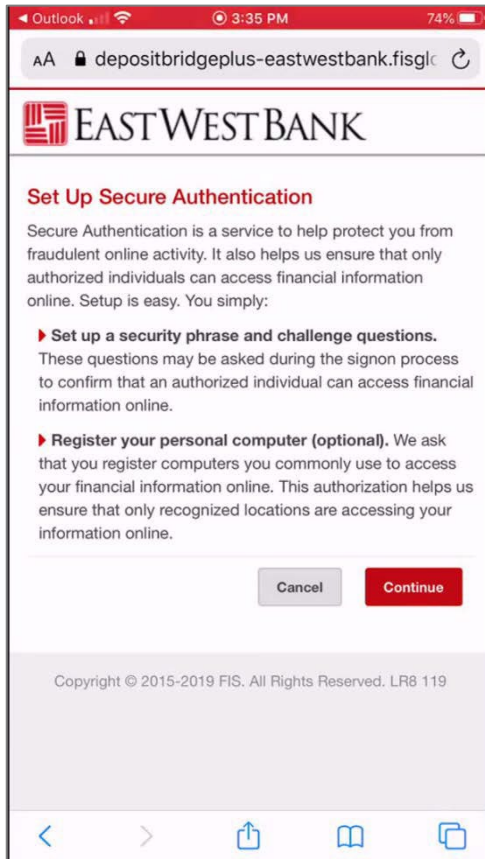
4. A Password Reset Successful message will appear. Click **Close** to continue.



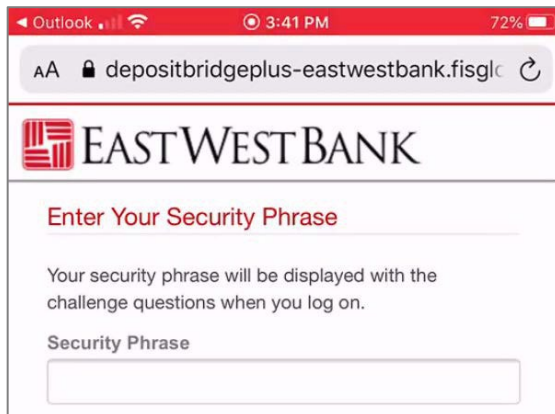
5. You will be taken to the new *depositBridgePlus* site. Enter your User Name and Password to Sign in to *depositBridgePlus*.



6. Set up Secure Authentication. This is only required when you login for the 1<sup>st</sup> time.
  - Read the 'Set Up Secure Authentication' message and click **Continue**. (The 'Register your personal computer (optional)' message is reserved for Desktop users)



- Set up your Security Phase.
  - The Security Phase requires a minimum of 20 characters (includes spaces). Use something unique to you, that you will recognize when you login



- Select your security questions. You can select from the list of questions, or you can create your own.
  - All answers must be different, you cannot repeat an answer for the different questions
  - Click **Continue**

7. If you do not want to “Register This Machine” to allow the system to ‘Remember your Device’, simply click Continue. (NOTE: If you do not ‘Register this Machine’, you will be presented with security questions each time you log in.)
8. You can allow the system to ‘Remember your Device’.
  - Click the box next to ‘Remember this device’, Click **Continue**
  - Read the ‘Remembering Your Device’ message, click **Continue**
  - Click **Continue**

9. Scroll down to Confirm your Password by using the Temporary Password from the email sent from EWBdepositBridgePlus@eastwestbank.com.
- Click **Continue**. You will receive an Enrolled successfully message.
  - Click **OK**

Outlook 3:58 PM 67%  
depositbridgeplus-eastwestbank.fisglobal.com

**EAST WEST BANK**

Answer  
La Puente

Question  
What was your first car?

Answer  
Camaro

**Device Registration**

Remember this device ⓘ

**Confirm Password**

Enter your password and click 'Continue' to proceed with enrollment.

Password  
••••••••

Previous Cancel Continue

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depositbridgeplus-eastwestbank.fisglobal.com

**Enrollment Status**

User is Enrolled successfully!

OK

Answer  
Camaro


**Note:** A User will be locked out after 3 tries and will need to notify their administrator to reset their password. The Administrator must call EWB Customer Service at 888.761.3967, Monday through Friday, 6:00 AM to 7:00 PM PT for all password resets.

You are now ready to use your Mobile device to make deposits.

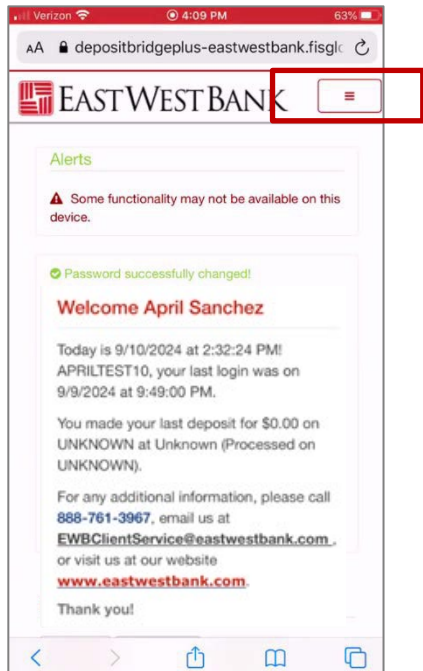


# Dashboard / Home Page

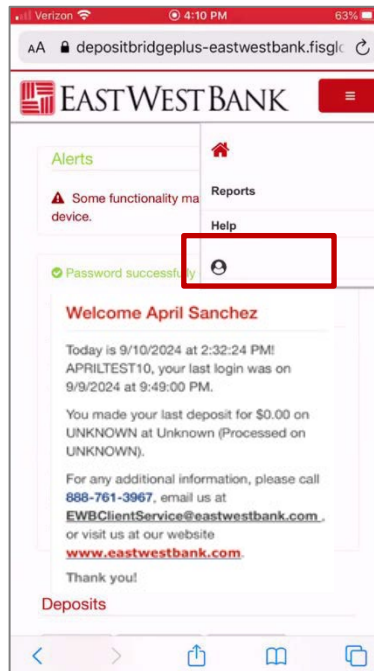
Once you are signed in, you will be taken to the *deposit*BridgePlus Dashboard/Home Page.

1. Click on the User Menu Option in the top right corner to access reports, get help, or access your user profile.
2. Click on the  to access your User Profile
3. Click the User Menu Options in the top right corner to return to the home page

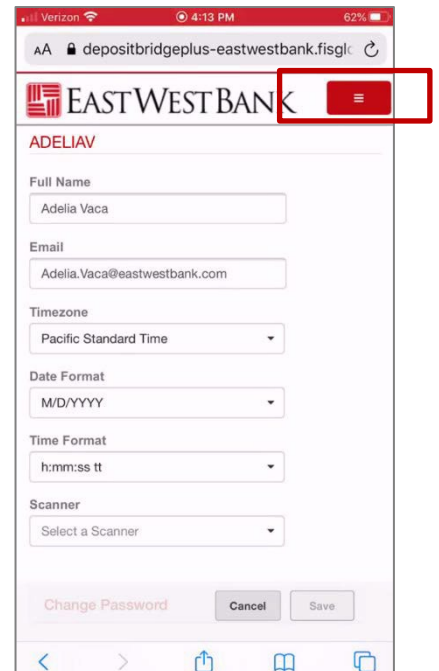
1.



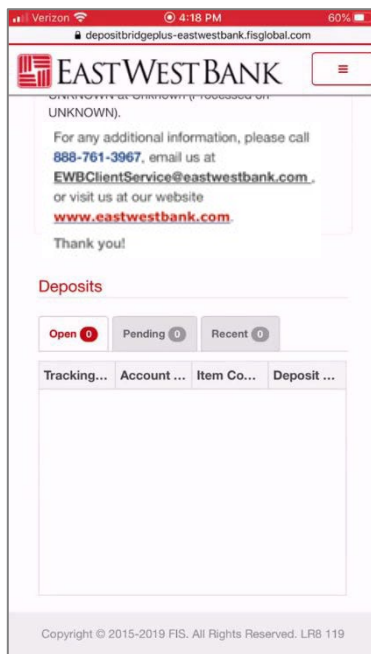
2.



3.



Scroll down to view Open, Pending, and Recent Deposits



To make a deposit, refer to the *deposit*BridgePlus Mobile Check Deposit Quick Reference Guide.