

depositBridge®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*Bridge*Plus* 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 <u>EWBdepositBridgePlus@eastwestbank.com</u>.

Click Set Password.



2. Enter Your User Name. Click Continue.

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

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Cancel Continue	Cancel
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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.



You will be taken to the new *deposit*Bridge*Plus* site.
 Enter your User Name and Password to Sign in to <u>depositBridgePlus</u>.

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- 6. Set up Secure Authentication. This is only required when you login for the 1st 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**

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- 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

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- 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**

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

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

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Scroll down to view Open, Pending, and Recent Deposits



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