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PACIFIC WESTERN BANK

BUSINESS MOBILE BANKING

Biometric Login User Guide

Questions? Please contact us at 800.350.3557.



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Mobile Banking app users can log in using Face ID or Touch ID (iPhone), or Fingerprint ID (Android).

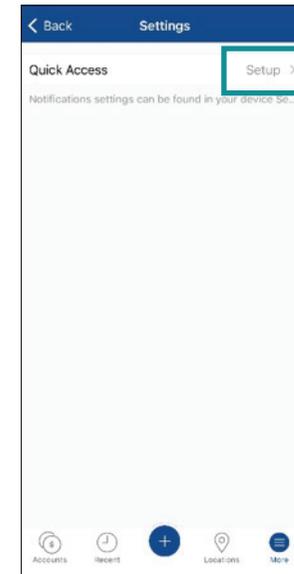
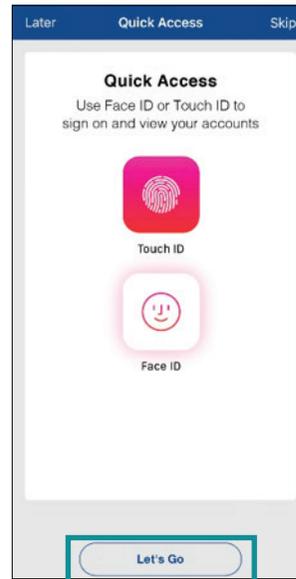
To begin using Biometric Login, you must have the latest version of the Mobile Banking app installed on your mobile device.

SET UP BIOMETRIC LOGIN

Once the Mobile Banking app is downloaded on your mobile device, you must activate the appropriate biometric identification type on your mobile device via the device's Settings.

IPHONE

1. Log in to the Mobile Banking app on your device using your existing login credentials.
2. Upon your first login, the app will prompt you to set up Touch ID or Face ID.
3. Click **Let's Go** to continue to setup.
4. Click **Setup**.

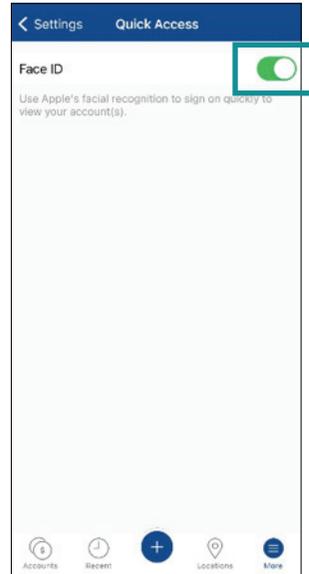


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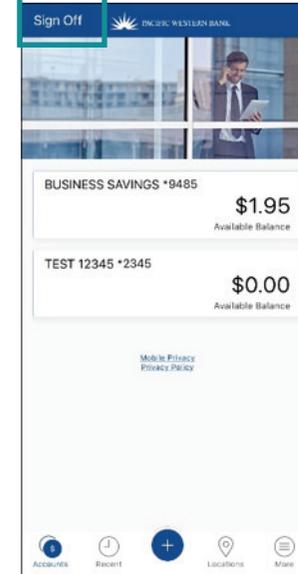
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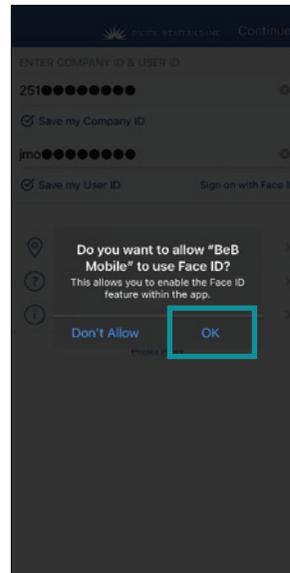
5. Ensure Face ID or Touch ID is active (green).



6. **Sign Off** from the app and close it fully.



7. The next time you attempt to log in to the Mobile Banking app, you'll be prompted to allow the identification method you specified previously. Click **OK**.



8. Touch ID / Face ID is now activated.

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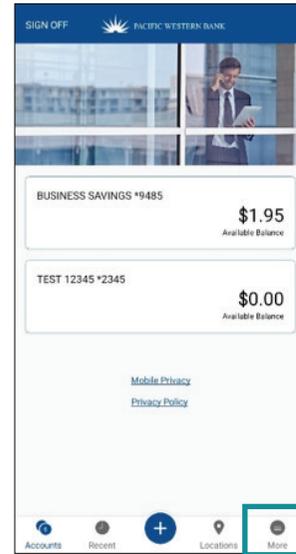
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ANDROID

1. Log in to the Mobile Banking app on your device using your existing login credentials
2. Click **More**.



3. Click **Settings**.
4. Click **Setup**.



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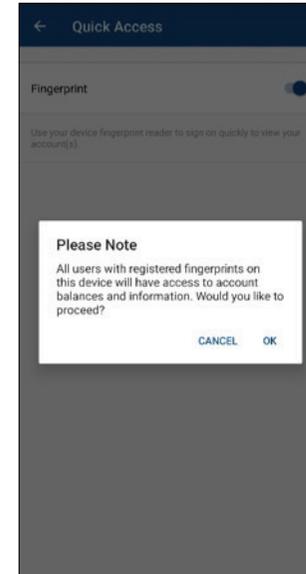
iPhone

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5. Toggle **Fingerprint** to **On** position.



6. Click **OK**.



7. Fully shut down the Mobile Banking app. Fingerprint ID will be active the next time you attempt to log in to Mobile Banking.