

How to login for the first time

You can expect the login process to be the same whether you're on desktop or mobile

01 Enter Your Credentials

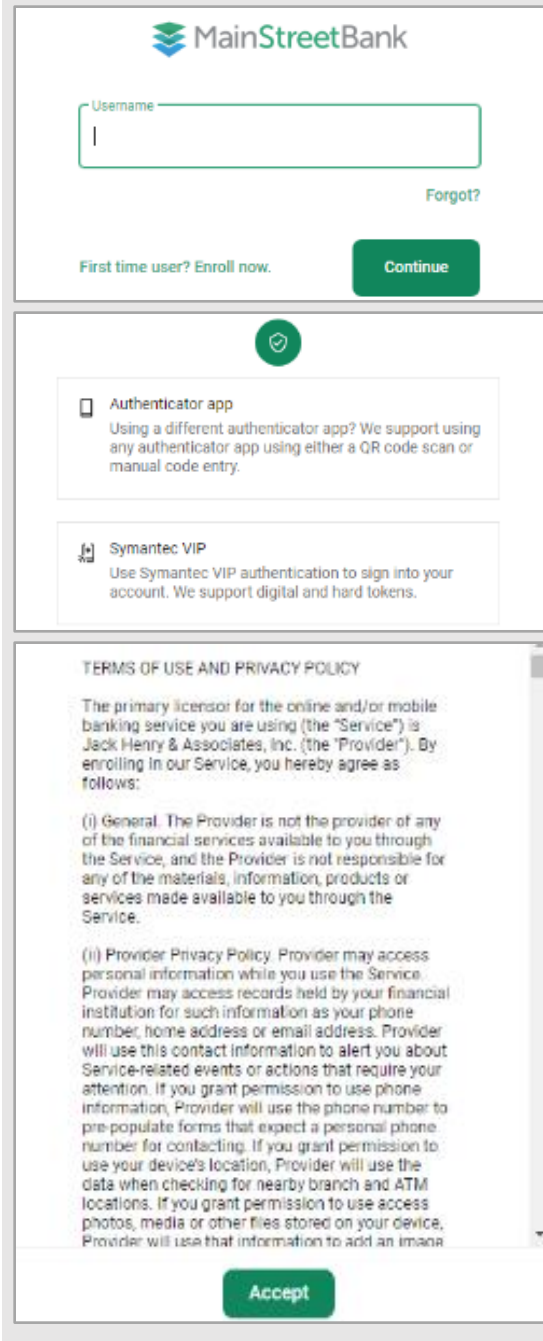
- Visit the desktop login page at **digital-banking.mstreetbank.com**
- Enter your **current username** and click **Continue**
- Once the password box appears, enter your **current password** and click **Sign in**
- Read the disclosure, check the box next to "I Agree" then click **Continue**

02 Configure Multifactor Authentication

- To protect your account with 2-step verification, click **Get Started**
- You can choose between an authenticator app (like Duo, Microsoft Authenticator, Authy, or Google) or your existing token app, Symantec VIP.
 - Authenticator App:
 - Open your authenticator app on your mobile device and follow the prompts to add MainStreet Digital
 - Scan the QR code or enter the details manually to configure
 - Enter the verification code from your mobile device and click **Verify**
 - Symantec VIP:
 - Open the VIP app on your mobile device
 - Enter your unique **Credential ID** (including all letters and numbers)
 - Click **Next**
 - Enter the verification code from your mobile device and click **Verify**

03 Accept Terms

- You will be presented with MainStreet Bank's Online Terms and Conditions.
- Scroll through the user agreement and click **Accept**



The screenshot displays the MainStreetBank digital banking interface. The first step shows a login screen with a 'Username' input field, a 'Forgot?' link, and a 'Continue' button. Below the input field is the text 'First time user? Enroll now.' The second step shows a selection screen for multifactor authentication with a green checkmark icon. It lists two options: 'Authenticator app' (with a sub-note: 'Using a different authenticator app? We support using any authenticator app using either a QR code scan or manual code entry.') and 'Symantec VIP' (with a sub-note: 'Use Symantec VIP authentication to sign into your account. We support digital and hard tokens.'). The third step shows the 'TERMS OF USE AND PRIVACY POLICY' section, which includes a disclaimer and two sub-sections: '(i) General' and '(ii) Provider Privacy Policy'. The 'Accept' button is visible at the bottom of the terms section.