

Launching A Greater **DIGITAL EXPERIENCE!**

On November 13, 2023 we're upgrading to a cleaner, simpler, more secure platform.

SO, WHAT CAN YOU EXPECT?

Streamlined Interface

Enjoy a fresh, modern, and consistent look and feel across all your devices. This update will simplify how you manage your accounts and handle transactions.

Revamped Mobile App

Our new mobile app comes with enhanced security features to ensure your information is well-protected.

Personalized Dashboard

Tailor your dashboard to suit your preferences. Arrange it in a way that makes the most sense to you.



QUICK START GUIDE for November 13

ACCESSING YOUR ACCOUNT:

1. Visit our website's homepage at **RiverWood.Bank** to sign in from a computer. Alternatively, you can download our **NEW app** from the App Store or Google Play.
2. Enter your current username for your online/mobile banking account in our previous system into the username field.
3. In the password field, enter the last four digits of your social security number. If you do not have a social security number, enter the month and day of your birthday (MMDD). Click Login/Sign in.
4. Create a new password: You'll be prompted to create a new password for the new system. Follow the provided password rules to establish a secure password.
5. Two-Factor Authentication (2FA): To enhance security, a code will be delivered via text or call to a phone number you provide. Ensure you have access to this phone during the process. You can also use the Authy app or any authenticator app. Please note that this code won't be sent to an email address.



You only need to complete this process once. Your login credentials will remain the same, whether you log in from a computer or the app. Enjoy your enhanced digital banking experience!