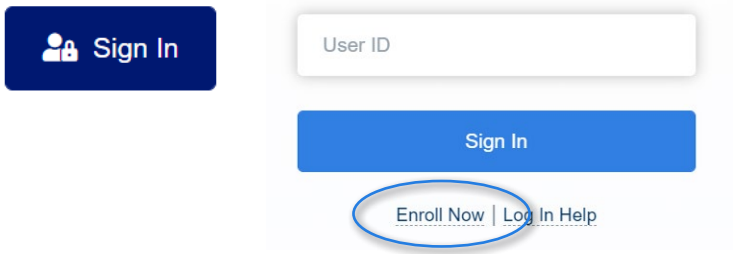
# Digital Services Enrollment

## MAGNIFI FINANCIAL DIGITAL SERVICES AND MOBILE APP

**Follow these instructions to set up a new Digital Services account.**
Access your new account through your desktop web browser or the Magnifi Financial app on your tablet or mobile device.

1. On the Magnifi website, click the "Sign In" button at the top of any page, then click the "Enroll Now" link in the pop-out window.




2. Prior to entering required information, please review the Digital Services Disclosures.

3. Enter the required information, including your Requested User ID - click "Continue."

4. "Congratulations, you've successfully enrolled" pop-up message displays and will confirm your User ID – click "Continue."

5. Select a target for your Secure Access Code delivery and enter the code sent via method selected – click "Submit."

6. Enter a secure password and reenter to confirm your password – click "Submit."

7. Register your trusted device.

8. You now have access to your account(s)!

**You can also start enrollment by downloading the mobile app and clicking "Enroll Now."**

Available on the App Store

Get it on Google play

**Helpful Tip:** If you're enrolling on your mobile device with the app, you will be taken to your web browser to complete the account enrollment.

After completing steps 1 through 9, you can return to the mobile app to login with your account you just created.

**View next page for enrollment troubleshooting tips and FAQ's.**

**For assistance with the setup, contact us at (888) 330-8482.**

MAGNIFI FINANCIAL

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# Enrollment Troubleshooting

## MAGNIFI FINANCIAL DIGITAL SERVICES AND MOBILE APP

**What is my account number to use?**

It is the number that is usually 4-7 digits you were given when you opened your account. You might tell this number to a Magnifi Consultant when you visit a branch.

You can also find your account number in the MICR line of paper checks. The first number (291974204) is the Magnifi routing number.

If you have a 10-digit MICR number that starts with "81," remove the "81" and all subsequent zeros until you reach a number other than zero. Also remove the very last number in the MICR line. See the following photo for an example.




If you have a 13-digit MICR number that starts with “1,” remove the 2-3 digit number at the beginning that starts with “1” and all subsequent zeros until you reach a number other than zero. Use the last 4-7 digits (account number lengths vary).




If you do not know your account number, please call us at (888) 330-8482 or visit your local branch.

**I get an error message when I try to enroll.**

Make sure the password you are creating has between 8-20 characters, and must contain at least one number, as well as at least one special character. Special characters include: `~!@#$%^&*()_+-={}|[]:";<>?,./\

If your password meets this criteria, your account may already be enrolled for Digital Services, please call us at (888) 330-8482 and we would be happy to assist you.

*Tip: Avoid starting your password with a special character*

**What if the phone number for a secure access code is incorrect?**

Magnifi Financial will need to update the phone number on your account to your current number. Please call us at (888) 330-8482 or visit your local branch for assistance.

**I'm having trouble entering the Social Security Number during enrollment.**

Do not use dashes or spaces when entering your SSN.

You must use the primary account holder's SSN. It will not work if you are a joint member using your SSN.

Business accounts will need to use their EIN or TIN for the SSN field.

**What is a secure access code?**

It is a secure digital code that verifies your identity. This code is sent to your phone number on listed on your Magnifi Financial account as SMS (otherwise known as text message) or as a phone call.

You will only need to get a secure access code if the device you are logging in with does not recognize you, for example, if you have never logged in from that computer previously. Only check "Register this device" if the computer or device you are using is private.

**I updated my Digital Services password, will that also change my password on the mobile app?**

Yes, Digital Services is all one platform so you use the same login whether you’re accessing your account via web browser on your desktop or on your mobile device using the app. So, if you update your password on one platform, it will update automatically across all devices.

**Will I always need to use a security code to log in? If so, will it be the same every time?**

For the first time you log in on a computer or device, you will need the security code. It will not be the same code each time and the security code is only valid for 30 minutes. This is known as Multi-Factor Authentication which helps keep your account more secure. It keeps track of the IP address and/or internet provider you have logged into to further increase the security on your account. If you clear the cookies on your browser or select “Do not remember this device” then you will need to use a security code to log into your account the next time.