

SouthernTrust Bank – Step by Step Instructions for Your New Online Banking

ATTENTION APP USERS:

APPLE USERS – If you have automatic updates enabled, the new app will override the old one; if you do not have this feature, it will prompt you with an error message and you will need to go to your app store to download.

ANDROID USERS – You will need to uninstall our old app and go to your play store to download the new one.

Step 1 – Using your device, enter your current Username and temporary password. The temporary password will be your Username plus the last four digits of the Social Security Number linked to your current Online Banking profile.

! Logging in for the first time? Your Username remains the same. Your password is the same Username + Last 4 of your SSN. (Ex: Username: JDoe Password: JDoe1234)

SOUTHERNTRUST BANK

USERNAME
JDoe

PASSWORD
JDoe1234

SIGN IN

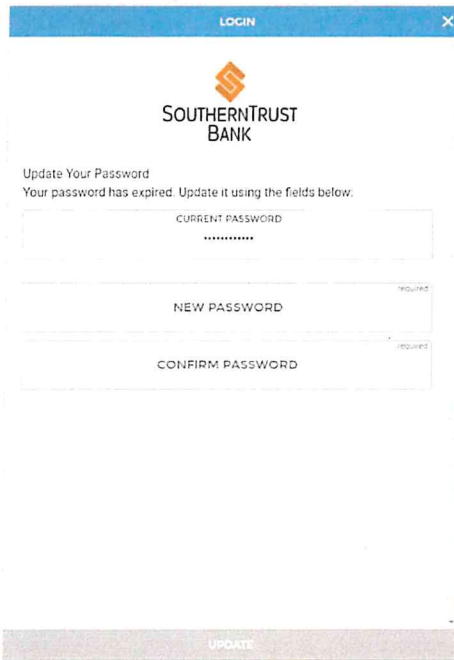
Remember Username

[Sign Up](#) [Forgot Password](#) [Forgot Username](#)

[Privacy Policy](#)

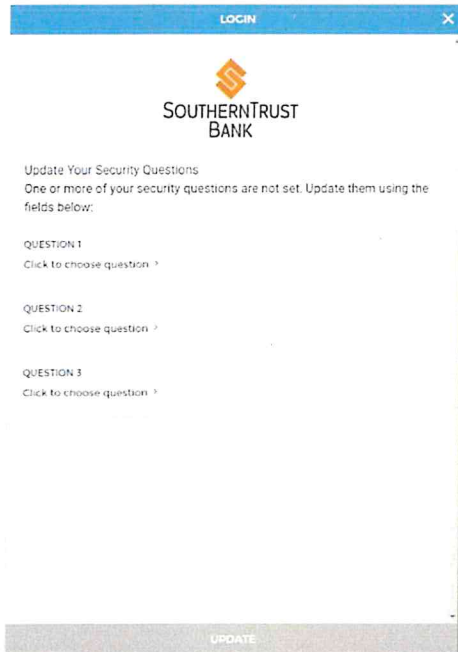
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Step 2 – Please establish a new password. Password must contain eight (8) characters (upper- and lower-case letter, number, and special character). If the old password meets these requirements, then it can be used again.



A screenshot of a web browser window titled "LOGIN" with a close button in the top right corner. The page features the SouthernTrust Bank logo at the top center. Below the logo, the text reads "Update Your Password" and "Your password has expired. Update it using the fields below:". There are three input fields: "CURRENT PASSWORD" (with a masked password "*****"), "NEW PASSWORD" (with a "REQUIRED" label to its right), and "CONFIRM PASSWORD" (with a "REQUIRED" label to its right). At the bottom of the form is an "UPDATE" button.

Step 3 – Set up your three (3) security questions and answers.



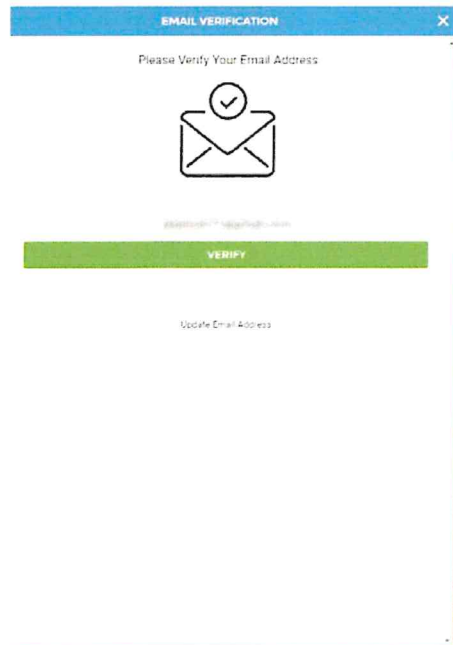
A screenshot of a web browser window titled "LOGIN" with a close button in the top right corner. The page features the SouthernTrust Bank logo at the top center. Below the logo, the text reads "Update Your Security Questions" and "One or more of your security questions are not set. Update them using the fields below:". There are three sections, each labeled "QUESTION 1", "QUESTION 2", and "QUESTION 3", each followed by the text "Click to choose question ?". At the bottom of the form is an "UPDATE" button.

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Step 4 – You must agree to the Terms and Conditions before you proceed with logging in. A screen shot example is shown below. Please click on green bar to accept.

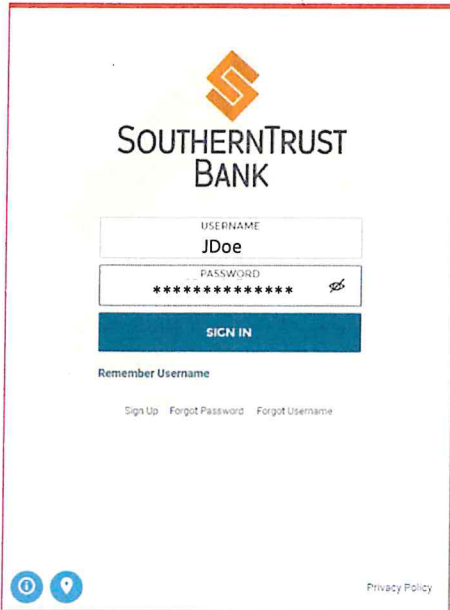


Step 5 – Verify your email address.



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The next time you attempt to login, you would start by entering your credentials on the login screen.



The image shows a screenshot of the SouthernTrust Bank online banking login interface. At the top center is the SouthernTrust Bank logo, an orange stylized 'S' inside a square, with the text 'SOUTHERNTRUST BANK' below it. Below the logo are two input fields: the first is labeled 'USERNAME' and contains the text 'JDoe'; the second is labeled 'PASSWORD' and contains a series of asterisks followed by a small icon of a hand holding a pen. Below these fields is a blue button with the text 'SIGN IN'. Underneath the button is a checkbox labeled 'Remember Username'. Below the checkbox are three links: 'Sign Up', 'Forgot Password', and 'Forgot Username'. At the bottom left of the screen are two small circular icons, one with a person and one with a location pin. At the bottom right is a link for 'Privacy Policy'.