Troubleshooting Guide

DO:

- **DO** login using a browser for your first login (Google Chrome, Mozilla Firefox, Safari – do not use Internet Explorer)
- **DO** enter your existing USER ID and Password as you would have done on the previous platform – your existing user ID and password
- **DO** choose a secret question and answer that is easy to remember, but ones that are not common knowledge

For previous online banking users who had never used the mobile app:	For previous online banking users who were also users of the mobile app:
DO select SMS (text message) as your second factor authentication and ensure the correct mobile number is inserted **DO** insert the security code you will receive as an SMS (text message) and continue into the new system!	**DO** download the **RepublicMobile TT** app from your App Store **DO** select RepublicMobile App as your second factor authentication method **DO** use your mobile device to scan the QR code or enter the coupon code displayed on your browser to sync the mobile app

DON'T:

- **DON'T** open RepublicMobile TT app until requested via the browser
- **DON'T** use any special characters when setting your new password
- **DON'T** close your browser when selecting your second factor authentication
- **DON'T** use your previous mobile banking password when logging in to the app. Use your new password (the one you would have just set).
- **DON'T** delete your mobile app after logging in, as you will have to sync your mobile device again as your second factor authentication method.
- **DON'T** sign in to the app and web at the same time. Only one connection will be allowed.
- If you receive an email from us with a temporary password, **DON'T** copy and paste your temporary password. **Type it in**. *(For new users and existing users who've requested password resets)-remember you can now view your password by clicking on the (INSERT ICON) button to confirm accuracy*

Other Troubleshooting Tips

If you were one of the users who were asked to answer your secret question during your first login, please see the following:

- **DON'T** start the first log in process if you CANNOT recall the answer to the secret question that you entered in the old internet banking solution. You would have previously created that question/answer to enable you to reset your old passwords.
- **DO** send an email to ibpasswordhelp@rfhl.com with your username, if you cannot recall the answer to your secret question.