



Customers are able to enroll in Mobiliti (Mobile Banking) through our Consumer Online Banking website at www.bnkwest.com. When the customer logs into Consumer Online Banking, the opportunity to enroll appears.

** If the customer has selected *Ask Me Later* at the time of enrollment, they will be prompted in 14 days and given the opportunity to enroll in Mobile Banking again. All interested customers may enroll in Mobile Banking at any time by logging in to Online Banking and clicking on the **Options** tab.

To enroll in Mobiliti:

1. Login to **Consumer Online Banking**.
2. On the **Enrollment Offer page**, click **Enroll Now**.
3. The **Retail Online Home** page appears and the **Terms and Conditions** page opens in a separate window. Select the *I Accept Terms and Conditions* check box.
4. When the **Continue** button appears, click Continue to display the **Select Services** page.
5. Select the Mobile Banking service(s)

Note: **The Select Services** page is dynamic and only displays applications (channels) and features (services) offered. 5a. To download the Bank of the West App:

i. Click the desired App Store or Google Play button according to the operating system used by your device. You can alternatively send the download link via a text message, by entering a mobile number and clicking **Send**.

ii. On the Conformation message, click **Return to Select Services**. iii. Complete the download process. 5b. Select one or more **Other Services** check boxes for corresponding services(s) to apply to the mobile device.

6. Click **Continue**.
7. On the **Account Selection and Configuration** page, select a **time zone** from the list.

8. Select one or more **Eligible Accounts** check boxes for corresponding accounts to access through **Mobiliti**. Note: Accounts can be added and deleted any time after enrollment.
9. Enter a **Mobile Banking Nickname** for each selected account. (maximum 10 Alpha characters)

Note: The Mobile Banking Nickname is a unique identifier for the account and is used in text messages. We recommend entering a short nickname that is easily identifiable within a text message. If a nickname is not entered, the numeric digits shown in the Eligible Accounts list are used.

10. Click **Continue**
11. On **Other Services page**, type the **mobile phone number**.
12. Click **Continue**.
13. Locate the **activation code** sent via text message to the mobile phone number.

Note: Activation codes expire after a period of 24 hours. If an activation code is entered incorrectly the customer must contact the bank for assistance. The display varies depending on the type of mobile phone.

14. On the **Enter Activation Code** page, type the activation code, and click **Activate**. A confirmation message and Important Information page appears. The newly activated mobile device receives a text message containing a short code that customers use to conduct Mobile Banking activities through the text messaging service.

Note: Separate text messages are sent for each enrolled service (SMS, Mobile Browser, and Mobile Application).

1. Once a customer is enrolled in Mobile Banking and upon their **FIRST** log in, they will be requested to enter their USER ID.
2. Mobile Banking customers will be prompted to answer a security question when they select:

Bill Pay Edit Payments Delete Payments