

PERSONAL MOBILE BANKING - SETTING UP TOUCH ID® & FINGERPRINT LOGIN

Keeping customer information confidential and secure is a vital part of our responsibility to you and we take this responsibility seriously. We offer touch login with our *Umpqua Bank Mobile Banking* app for select devices to keep your mobile access simple and secure. Remember, in order to use touch login with our app, you must first have the feature set up on your device.

APPLE TOUCH ID®

Log in to Mobile Banking

Make sure you have downloaded our *Umpqua Bank Mobile Banking* app to your Apple device. When you log in to the app, use your existing Login ID and Password. You must select to Register Device during this or a prior login from your mobile device.

Touch ID Enrollment

- 1. If your app is enabled for Touch ID, the app displays the Touch ID fingerprint prompt to authenticate into the app. If it doesn't display, tap <u>Touch ID</u> from under the <u>Log in</u> button.
- 2. If your app is not enabled, select <u>*Touch ID*</u> from under the <u>*Log in*</u> button to enroll.
- 3. The What Is This Feature page will display. Review message and select Enroll Now.

LIMPQUA BANK	LUMPQUA BANK	What is this feature? This feature lets you validate your Mobile Banking session using your fingerprint instead of a login ID and password. With
	Login ID	feature enabled, you will be prompted to place your registered fingerprint on the fingerprint scanner to login.
Touch ID for "Umpqua" Place finger on Home button	Password	Feature Enablement
Cancel	Forgot password?	Fingerprint authentication is only availab for users with a fingerprint scanner enab device. In the event that you choose to
Forgot password?	Log In	disable the feature on your mobile device your account will revert back to requiring login ID and password.
Log In	Touch ID	
Touch ID	Call Us Locations Privacy Policy Enroll	Cancel Enroll Now
II Us Locations Privacy Policy Enroll		



TOUCH ID ENROLLMENT, CONTINUED

- 4. You will be prompted to re-enter your Login ID and Password to confirm and authorize activation of Touch ID. Then tap <u>Authorize</u>.
- 5. When prompted, touch your finger to the Home button (use the finger you normally use for Touch ID authentication).
- 6. Once your fingerprint is authenticated, the Touch ID option in Security Preferences will show as On. You have successfully enabled Touch ID for the *Umpqua Bank Mobile Banking* app!



Now that you have enabled Touch ID, you may use it to log in to the Umpqua Bank Mobile Banking.



ANDROID FINGERPRINT LOGIN

Log in to Mobile Banking

Make sure you have downloaded our *Umpqua Bank Mobile Banking* app to your Android device. When you log in to the app, use your existing Login ID and Password. You must select to Register Device during this or a prior login from your mobile device.

Fingerprint Login Enrollment

- If your app is enabled for Fingerprint Login, the app displays the fingerprint prompt to authenticate into the app. If it doesn't display, tap <u>Fingerprint</u> from under the <u>Log in</u> button.
- 2. If your app is not enabled, select *Fingerprint* from under the *Log in* button to enroll.
- 3. The What Is This Feature page will display. Review message and select Enroll Now.

🗶 UMPQUA BANK	UMPQUA BANK	Fingerprint Login ×
Login ID Password Password Confirm fingerprint to continue	Login ID Password Remember me Forgot password? Log In Fingerprint Call Us Locations Privacy Policy Enroll	Mat is this feature? This feature lets you validate your Mobile Banking session using your fingerprint instead of a login ID and password. With this feature enabled, you will be prompted to place your registered fingerprint and the fingerprint scanner to login. Feature Enablement Regerprint authentication is only available for users with a fingerprint scanner enabled device. In the event that you choose to disable the feature on your mobile device, your account will revert back to requiring a login ID and password. Cancel Enroll Now



Fingerprint Login Enrollment, CONTINUED

- 4. You will be prompted to re-enter your Login ID and Password to confirm and authorize activation of Fingerprint Login. Then tap <u>Authorize</u>
- 5. When prompted, touch your finger to the sensor (use the finger you normally use for fingerprint authentication).
- 6. Once your fingerprint is authenticated, the *Fingerprint Login Enabled* confirmation screen appears and the Fingerprint option in Security Preferences will show as On. You have successfully enabled Fingerprint Login for the *Umpqua Bank Mobile Banking* app!

Fingerprint Login X Enter your login ID and password to confirm activation of Fingerprint Login ID Password Cancel Authorize Cancel Authorize Cancel Subscription of points a s d f g h j k l c z x c v b n m controls Password confirm activation of confirm activation	Fingerprint Login The pour login ID and password to confirm activation of ingerprint to continue Certification Confirm fingerprint to continue Concel	Engerprint Login Enter your login ID and password to confirm activation of figure regiment login Image: Im
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Now that you have enabled Fingerprint Login, you may use it to log in to the Umpqua Bank Mobile Banking.

Questions? Need additional assistance?

Contact us at 1-866-4UMPQUA (1-866-486-7782) or send us an email at customerservice@umpquabank.com. When contacting us, please provide the name and version number of your mobile device (example: Apple[®] iPhone[®] 6, etc.) and operating system.