



EAST WEST BANK

*deposit*Bridge® Plus
Remote Deposit Capture
Mobile Only
First Time Login

Quick Reference Guide

October 2020



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Summary

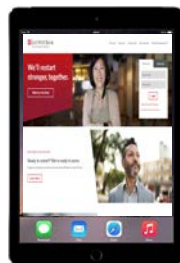
This short guide is provided as a tool to assist **deposit**Bridge*Plus* Remote Deposit Capture customers with their First Time Login on a Mobile Device.

What is required for First Time Login

Customers must have the two emails that were sent from EWBdepositBridgePlus@eastwestbank.com. One email will contain the User name, the other email will contain a temporary password.

What type of Mobile Device can I use?

Tablets



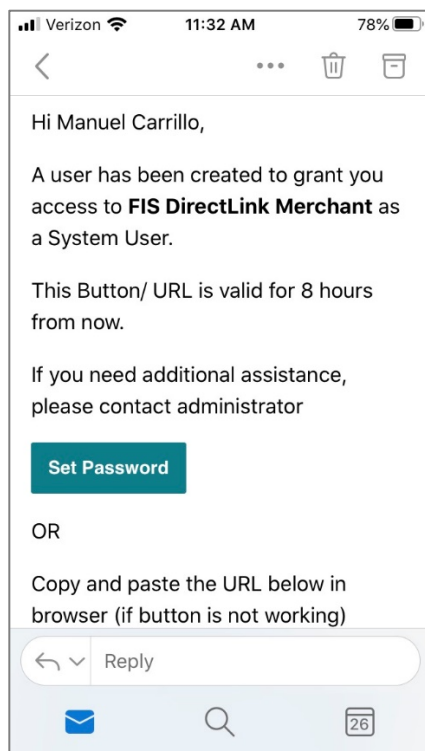
Mobile Phone



First Time Login on a Mobile Device

1. Locate the email sent from EWBdepositBridgePlus@eastwestbank.com.

Click **Set Password**.



2. Enter Your User Name. Click **Continue**.

The image shows two side-by-side screenshots of a mobile app interface for East West Bank. Both screenshots show the 'User Name' login screen. The left screenshot is taken at 11:32 AM and shows an empty 'User Name' input field. The right screenshot is taken at 11:33 AM and shows the 'User Name' input field filled with 'Ewbtest'. In the right screenshot, the 'Continue' button is highlighted in red, while in the left screenshot it is grey. Both screens display the East West Bank logo at the top and a copyright notice at the bottom: 'Copyright © 2015-2019 FIS. All Rights Reserved. LR8 .120.2020.2'.

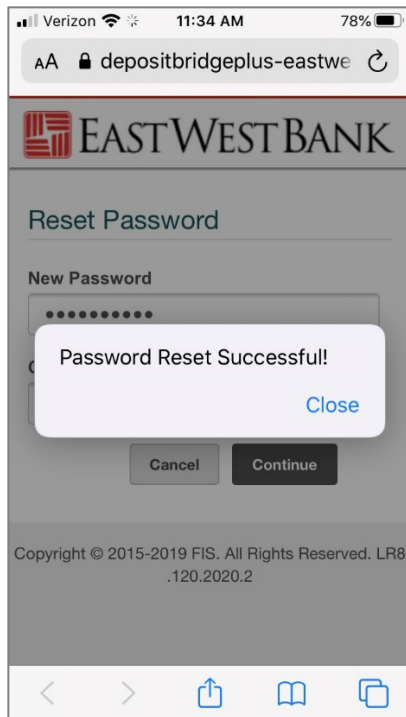
3. Enter a New Password. Enter the New Password again in the Confirm Password field. Click **Continue**.

The image shows two side-by-side screenshots of a mobile app interface for East West Bank, specifically the 'Reset Password' screen. Both screenshots show the 'New Password' and 'Confirm Password' input fields. The left screenshot is taken at 11:33 AM and shows both fields empty. The right screenshot is taken at 11:34 AM and shows both fields filled with dots. In the right screenshot, the 'Continue' button is highlighted in red, while in the left screenshot it is grey. Both screens display the East West Bank logo at the top and a copyright notice at the bottom: 'Copyright © 2015-2019 FIS. All Rights Reserved. LR8 .120.2020.2'.

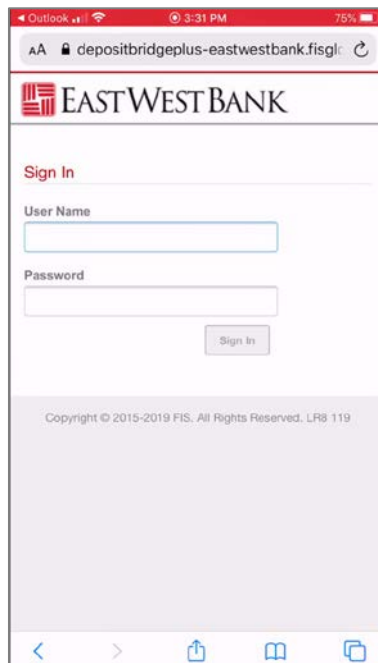
For security reasons, East West Bank requires that you change your password at regular intervals. The system also requires that passwords are a minimum length of 8 characters and include a mixture of:

- Uppercase (A-Z) and lowercase (a-z) characters.
- Numbers (0-9)
- Special characters (@, !, #, and so on)

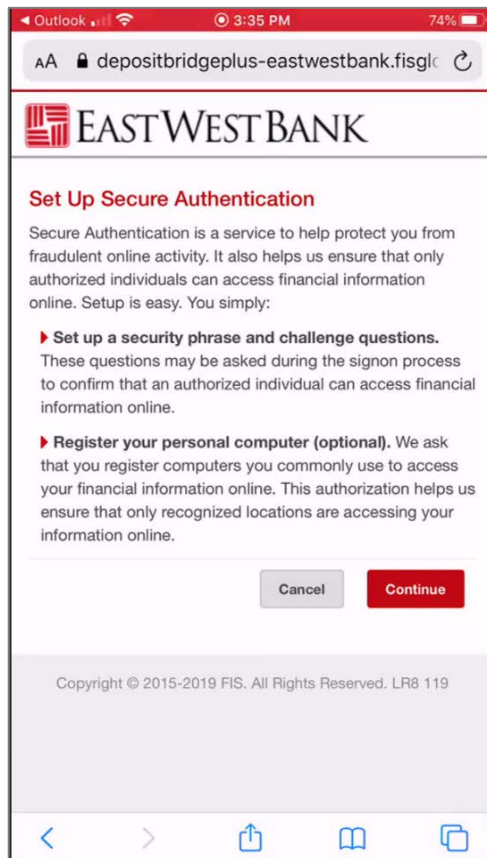
4. A Password Reset Successful message will appear. Click **Close** to continue.



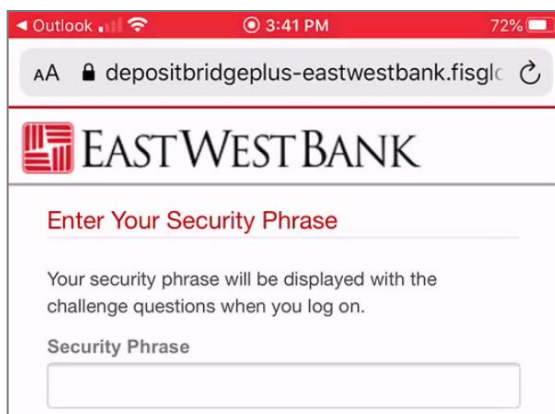
5. You will be taken to the new **depositBridgePlus** site.
Enter your User Name and Password to Sign in to **depositBridgePlus**.



6. Set up Secure Authentication. This is only required when you login for the 1st time.
 - Read the 'Set Up Secure Authentication' message and click **Continue**.
(The 'Register your personal computer (optional)' message is reserved for Desktop users)



- Set up your Security Phase.
 - The Security Phase requires a minimum of 20 characters (includes spaces).
Use something unique to you, that you will recognize when you login



- Select your security questions. You can select from the list of questions, or you can create your own.
 - All answers must be different, you cannot repeat an answer for the different questions
 - Click **Continue**

Outlook 3:42 PM 71% depositbridgeplus-eastwestbank.fisglobal.com

EASTWEST BANK

These questions may be asked when you log on to confirm that you are an authorized individual. When asked, you must correctly answer these questions to log on. All answers are required for the security set up process.

Question

What is the name of the street you grew up on?

Answer

.....

Question

What city were you born in?

Answer

.....

Question

What was your first car?

Answer

.....

Question

What is your mother's maiden name?

Answer

.....

Question

What is your favorite hobby?

Answer

.....

Question

What is your favorite color?

Answer

.....

Question

What was the name of your first pet?

Answer

.....

Cancel Continue

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These questions may be asked when you log on to confirm that you are an authorized individual. When asked, you must correctly answer these questions to log on. All answers are required for the security set up process.

Question

What is the name of the street you grew up on?

Answer

.....

Question

What city were you born in?

Answer

.....

Question

What was your first car?

Answer

.....

Cancel Continue

7. If you do not want to "Register This Machine" to allow the system to 'Remember your Device', simply click Continue. (NOTE: If you do not 'Register this Machine', you will be presented with security questions each time you log in.)
8. You can allow the system to 'Remember your Device'.
 - Click the box next to 'Remember this device', Click **Continue**
 - Read the 'Remembering Your Device' message, click **Continue**
 - Click **Continue**

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Register This Machine

We ask you to register personal computers that you commonly use to access DirectLink Merchant.

On a registered computer, you are not asked to answer questions when you sign on, making it faster to access DirectLink Merchant. We don't recommend registering public computers or computers you use infrequently. When you use these computers, we will ask you additional questions before you sign on to protect your information.

☐ Remember this device

Previous Cancel Continue

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EASTWEST BANK

Register This Machine

We ask you to register personal computers that you commonly use to access DirectLink Merchant.

On a registered computer, you are not asked to answer questions when you sign on, making it faster to access DirectLink Merchant. We don't recommend registering public computers or computers you use infrequently. When you use these computers, we will ask you additional questions before you sign on to protect your information.

☒ Remember this device

Previous Cancel Continue

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Remembering Your Device

Check this option if you commonly use this computer to access online banking websites. We will save information from this computer to identify it as a registered location and you will not be asked to answer questions when you sign on - making it faster to access your account information.

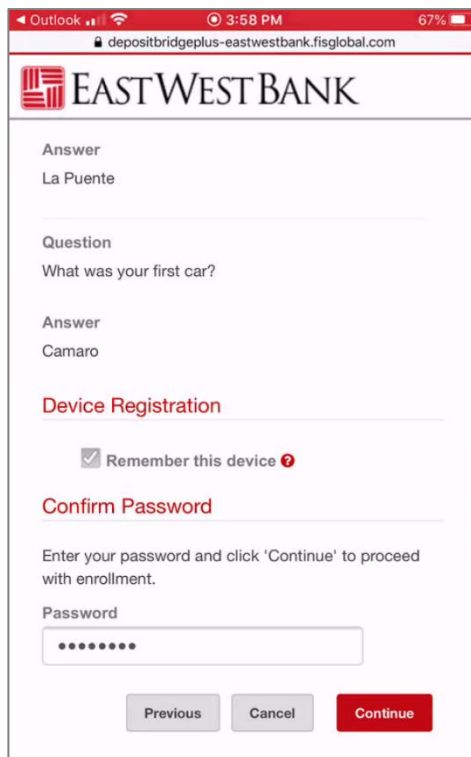
☒ Remember this device

Previous Cancel Continue

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9. Scroll down to Confirm your Password by using the Temporary Password from the email sent from EWBdepositBridgePlus@eastwestbank.com.

- Click **Continue**. You will receive an Enrolled successfully message.
- Click **OK**



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Answer
La Puente

Question
What was your first car?

Answer
Camaro

Device Registration

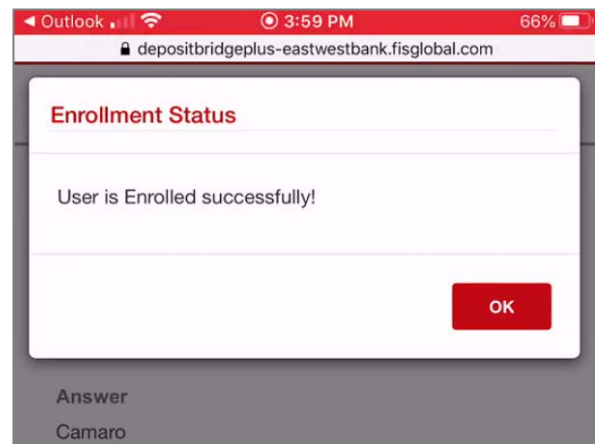
☒ Remember this device ⓘ

Confirm Password

Enter your password and click 'Continue' to proceed with enrollment.

Password
••••••••

Previous Cancel Continue



Outlook 3:59 PM 66% depositbridgeplus-eastwestbank.fisglobal.com

Enrollment Status

User is Enrolled successfully!

OK


Answer
Camaro

Note: A User will be locked out after 3 tries and will need to notify their administrator to reset their password. The Administrator must call EWB Customer Service at 888.761.3967, Monday through Friday, 6:00 AM to 7:00 PM PT for all password resets.

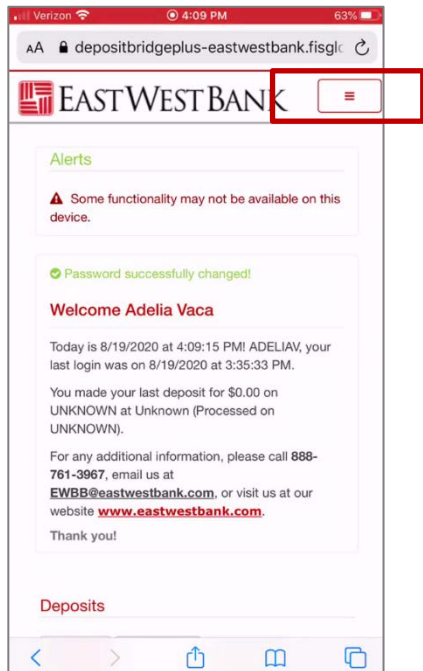
You are now ready to use your Mobile device to make deposits.

Dashboard / Home Page

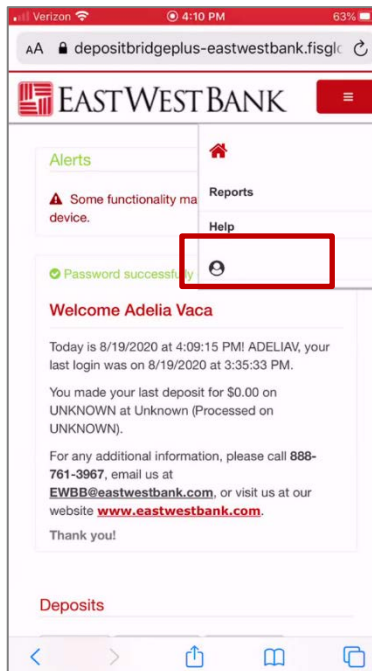
Once you are signed in, you will be taken to the **deposit**Bridge*Plus* Dashboard/Home Page.

1. Click on the User Menu Option in the top right corner to access reports, get help, or access your user profile.
2. Click on the  to access your User Profile
3. Click the User Menu Options in the top right corner to return to the home page

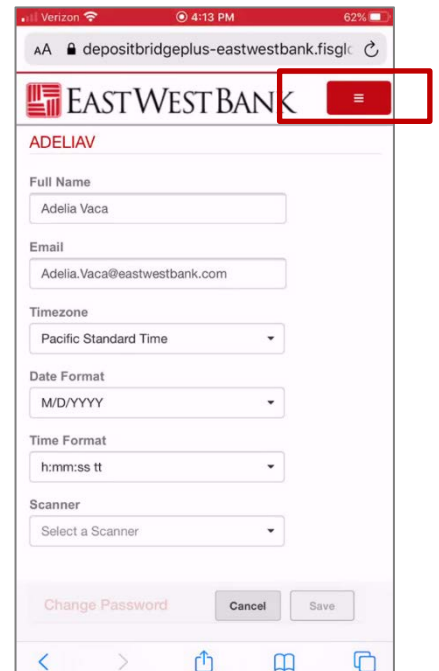
1.



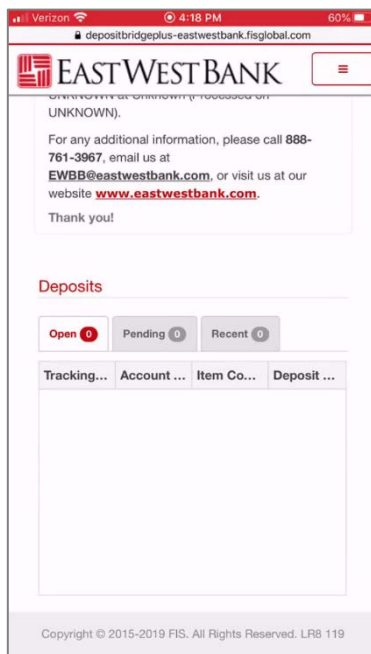
2.



3.



Scroll down to view Open, Pending, and Recent Deposits



To make a deposit, refer to the **deposit**Bridge*Plus* Mobile Check Deposit Quick Reference Guide.