

Retail & Business

Mobile Login

Login ID and Password

First enter your existing Login ID and Password.

A screenshot of a mobile login form. It consists of two stacked input fields. The top field is labeled 'Login ID' and the bottom field is labeled 'Password'. Both fields have a light gray border and a white background.

Remember Me

You will be posed with an option to select **Remember me**. This is an optional field that will save your login ID for the next time you log in.

A screenshot of the bottom portion of the login form. It features a toggle switch labeled 'Remember me' with a white circle on the left. Below the toggle is a large orange button with the text 'Log In' in white.

Biometric Login

If supported by your device, this feature lets you validate your Mobile Banking session using your face or fingerprint instead of your login ID and password.

Fingerprint Login Requirements:

- ▲ Android M (Marshmallow)
- ▲ Samsung Galaxy S7 or later
- ▲ Google Nexus 7 or later
- ▲ Google Pixel first generation or later
- ▲ End-user registration with Fingerprint Login at the device level.



Some Samsung and Nexus phones do not support Android's API, even though they include the hardware on the phone. These devices are not supported by Q2's Fingerprint Login feature.

Touch ID and Face ID Requirements:

- Supported on Apple iOS devices and requires end-user registration of the feature at the device level.



Passcode

This feature allows you the option to enter a passcode for authenticating into your Mobile Banking session instead of your login ID and password.

