



Consumer Client First Time Login Steps after Conversion

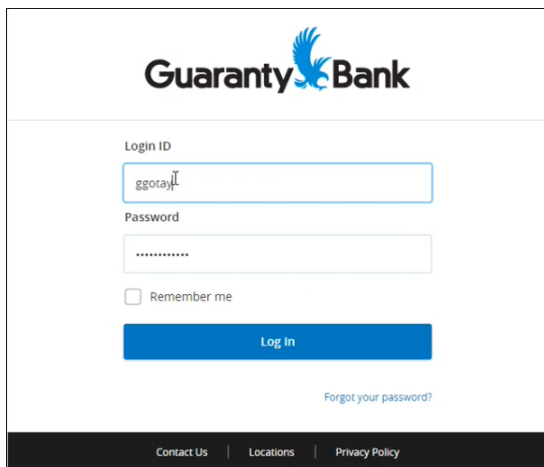
What you need to know.

Before you begin it is important to take note that during your first time login after conversion you will want to avoid quitting or abandoning your login session once you begin. If you need to navigate away, try minimizing or opening a new window instead of closing. If you do need to close while going through the first time login process or have any issues please contact Guaranty at 1.833.875.2492 and we will assist you.

Use the personal login option from the [Guaranty Bank website](#), mobile App from your App Store, or if using a mobile browser click the link below.

Consumer [Home | Online Banking \(gbankmo.com\)](#)

1. Enter your **existing** Username and Password then click **Login**.



You will be prompted to choose a method to receive a Secure Access Code or SAC. This will be via one of the options you have on file with Guaranty Bank and can include:

Call Me – Voice Call to a domestic phone number on file with Guaranty Bank

Text Me – SMS Text Message to a domestic phone number on file with Guaranty Bank

Email Me – An email that you have on file with Guaranty Bank

See the next image.

2. Click one of the options to receive your code.

Choose a delivery method you can readily access. Add code delivery options in Security Preferences under SETTINGS. X

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Please select a target:

- Email me: johxxxx@qx.com
- Text me: (XXX) XXX-8-9
- Text me: (XXX) XXX-2-3
- Email me: j[]xxxxxxx@qcxx.com

Back

Click one

3. Minimize your screen or open a new window to get your Secure Access Code via the method you selected. **Enter the six digit code** and click **Submit**. (You can click the back button and choose a different method if you need to.)

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Enter your Secure Access Code

754879

Submit

Back

4. You will be prompted to create a **New Password** following the password policy that displays.
5. Enter the same password you just created in the **Confirm New Password** field
6. Click **Change Password**.

← Back to Security Preferences

Change Password

Password may not be the same as current password or previous 10 passwords.

Password Requirements:

- Must be between 9 and 15 characters
- Must contain at least 1 number
- Password must contain a minimum of 1 lower case characters.
- Password must contain a minimum of 1 upper case characters.
- Password must contain a minimum of 1 special characters.
- Password may not be the same as last 10 passwords.

New Password Show

Confirm New Password Show

Change Password

7. Select whether you would like to register your device or not. **Registering** means you may receive fewer prompts for a Secure Access Code when accessing Online Banking from that device. Selecting **Do Not Register Device** means you will be prompted more for your Secure Access Code and is a helpful protection to prevent others from logging in should your device be lost or stolen.

Guaranty Bank

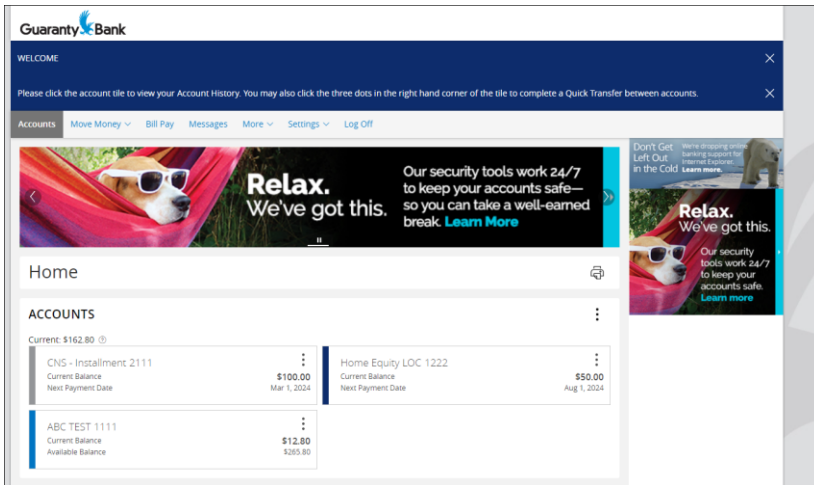
Device Registration

Access Code Accepted.

Do Not Register Device

Register Device

8. You may be prompted to review and accept a disclosure. Please review by scrolling.
9. Congratulations! You are in your new Guaranty Bank Online Banking.



Or

