



Reference Guide: First Time Login to Digital Banking

Purpose

Provide an overview of the first time logging into the new Digital Banking Platform

Steps

1. Receive Email Link

You will receive a link from Southern Bank to log into the new Digital Banking Platform.

2. Login Page

On the login page, enter your Login ID. Your new Login ID is your current Company ID immediately followed by your current User ID – example: 123456admin

3. Password

Enter your Current Password from Southern Business Pro

4. New Password

Since this is your first time logging in, you will be prompted to create a new password.

Password Requirements:

Between 12 and 60 characters

At least 1 number

At least 1 lowercase letter

At least 1 uppercase letter

At least 1 special character

5. Updating Login ID

Once logged in, you can change your Login ID by going to Settings > Update Login ID.

Your Login ID must be between 6 and 18 characters.

Quick Tips

Login ID

Current Company ID + User ID

Example: 123456 + admin = 123456admin

Password Requirements:

Between 12 and 60 characters

At least 1 number

At least 1 lowercase letter

At least 1 uppercase letter

At least 1 special character

May not be the same as the last 10 passwords.

May not be the same as current password.

If you have any questions, contact our Customer Care Center:

1-855-275-7226 opt 3

Email: customercare@southernbank.com

Reference Guide: Navigating the Digital Banking Platform