



Remote Deposit Capture Authentication Changes

Beginning October 1st, 2020 the Remote Deposit Capture program, CC21, will offer new delivery options for the authentication code when logging in to the program. Currently you receive a phone call and enter a code.

Starting October 1st, you will have the option to receive a code via email or a code texted to your phone. A phone call will no longer be an option.

This change is the result of client feedback and added security by our vendor. You do not need to make any changes at this time, as your information will convert to the new authentication code system.

When logging in after October 1st, follow the screen described below to use the new system. *If you do not have a valid email address listed, or the phone number listed cannot receive text messages, please contact your banker to update your information.*

To log in with the new authentication system:

1. Launch the CC21 site and log in with your existing account ID, User ID, and Password.
2. You will be prompted to choose an authentication method. When either Text Message or Email is selected, additional contact information will appear.
 - a. For text messages, you will be asked to select your mobile service provider from the drop-down list. Your selection will be saved for future logins.

Authentication methods available:

Text Message
 Email

Two-factor authentication by mobile number

To verify your identity, the system will send a text message to the mobile phone number (#####01) that you provided. Select your mobile service provider from the list below.

Mobile Service Provider #####01@vtext.com

To update your mobile phone number, please contact your bank administrator.

- b. If your mobile service provider is not listed, choose Other. You will then be given an additional field to enter your mobile service provider information. Provider information will always begin

with “@” followed by the domain information for that provider. For example, the address for Verizon is @vtext.com, for AT&T the address is @txt.att.net. If your provider is not listed in the drop down and you do not have the domain information, please contact your provider.

Two-factor authentication by mobile number

To verify your identity, the system will send a text message to the mobile phone number (#####01) that you provided. Select your mobile service provider from the list below.

Mobile Service Provider #####01@

Other

Please enter your mobile phone carrier domain. Contact your mobile phone carrier if you are unsure what to enter:

To update your mobile phone number, please contact your bank administrator.

3. Once you have chosen your authentication method, click Send Code. Enter the code received in the screen below and then click Continue. Click Retry to send a new code if your code expires.

Two-factor authentication by mobile number

Enter the code that you receive on your mobile device and press Continue:

Code expires in 257 seconds

Press Retry to send a new code.

To update your mobile phone number, please contact your bank administrator.

You have successfully authenticated using the new system. Please contact your banker with any questions or to update your contact methods.