ONLINE BANKING TROUBLESHOOTING
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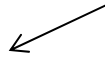
www.oceanfirst.com

1.   The customer will input their username and password. The customer will then click Login.
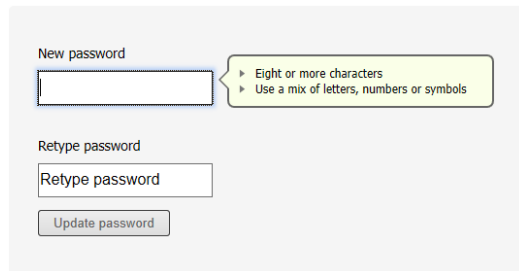
2. The customer may be prompted to create a new password (at least 8 characters, a mix of letters, numbers, and symbols @$*_-+.!~) and retype it, before clicking update password.

3.   The customer should be at the verification screen and click "I don't have access to verification options listed on this page" under Common Problems

Is this really you?

Looks like you're logging in from a new computer. To verify your identity and protect your account, we're going to send you a verification code to type in.

How do you want to be verified?
Send a verification code

Either of these

📞 ***-***-0383   [Call me] [Text me]

✉️ e*****@oceanfirst.com   [Email me]

Common Problems

I don't have access to verification option(s) listed on this page

Why must I complete this step again? I opted to remember my device last time

Message and data rates may apply for text option. For help or information send "help" to 44833. To cancel at anytime send "stop" to 44833. By clicking Text me button you agree to the Terms and Conditions and Privacy Policy.

4.   The customer will enter the code in the field that says "Enter your verification code below".

Is this really you?

Looks like you're logging in from a new computer. To verify your identity and protect your acco verification code to type in.

📞 **Enter your verification code below**

[851392]   Didn't get the code?

Commor

I don't hav on this pac

If you do option(s) us at 88 you acce

Click her

Why must remember

💻 **Save time by registering your computer.**
If this is your personal computer, register it now. We won't need to contact you the next time you log in.

[Yes, register my **private** computer]   [No, this is a **public** computer]

5.   The customer will then select that the device is private or public. If the device is marked as private, a security cookie is placed so the device will be recognized and the customer should not have to get an access code the next time they log in from the device.

[851392]   Didn't get the code?

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💻 **Save time by registering your computer.**
If this is your personal computer, register it now. We won't need to contact you the next time you log in.

[Yes, register my **private** computer]   [No, this is a **public** computer]

Password Recovery

Click on "Forgot Password?"
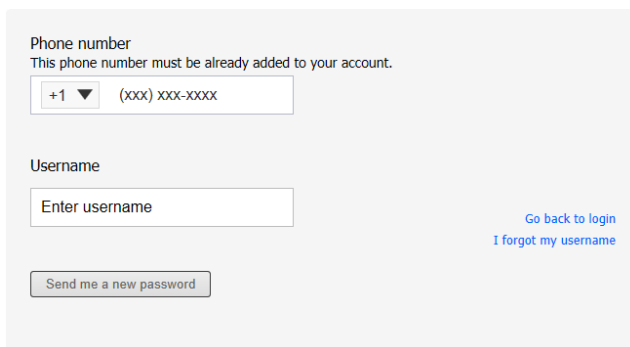

Click here
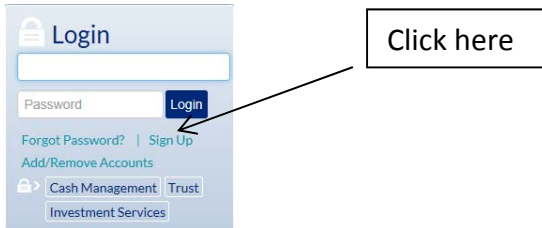
The customer will then have to enter their phone number and their username in the following boxes. (Please Note: <u>This step would only work if we have the correct phone number on file</u>.)
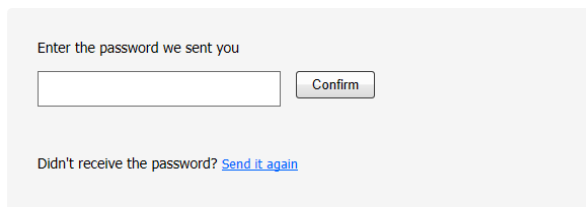

You will then enter the password that was sent to your device.
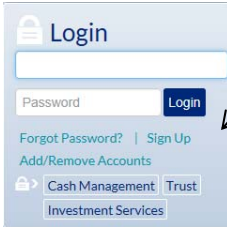
Once this has been completed, please go to step 2 in the second page.

<u>Username Recovery</u>

Click on "Forgot Password?"
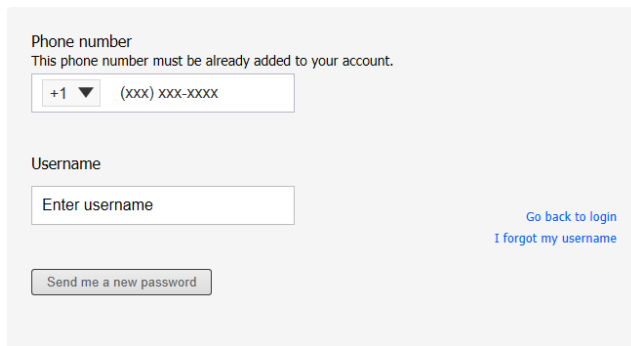
Login

Password   Login

Forgot Password? | Sign Up
Add/Remove Accounts
Cash Management Trust
Investment Services

The customer will have to click on, "I forgot my username."

Can't access your account?

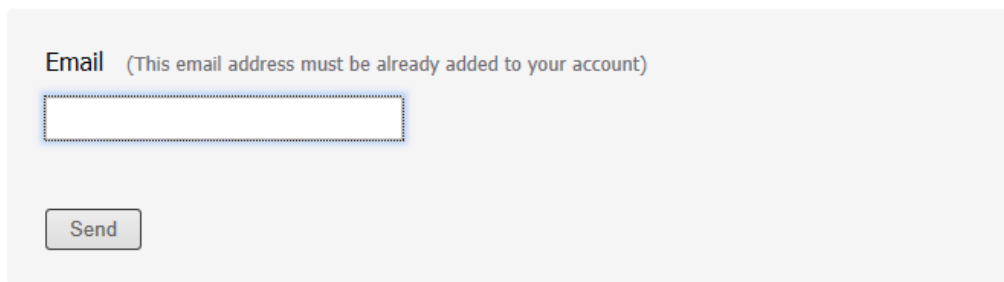Just provide the following information and we'll send you a new password.

Phone number
This phone number must be already added to your account.

+1 ▼   (xxx) xxx-xxxx

Username

Enter username

Go back to login
I forgot my username

Send me a new password

You will be prompted to enter the e-mail address linked to the Online Banking Profile

Forgot your username?

No worries, we can email your username. Just enter the email address you use for online banking below.

Email   (This email address must be already added to your account)

Send

At the top of the page, you will be notified that the username was sent to the e-mail address that was provided as shown in the image below.

Once the username was received, please follow the directions in the first page. If the password was forgotten, please follow the directions on page 4.