

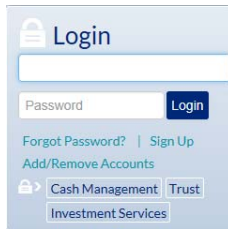


ONLINE BANKING TROUBLESHOOTING TABLE OF CONTENTS

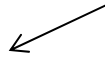
www.oceanfirst.com

- Page 2- How to Log In**
- Page 3- Device Verification**
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- Page 5- Username Recovery**
- Page 6- Username Recovery**

1. The customer will input their username and password. The customer will then click Login.

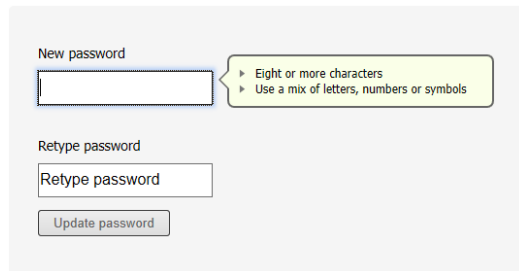


The screenshot shows a login interface with a blue header containing a lock icon and the word "Login". Below the header is a white input field for the username. Underneath is a "Password" label followed by another white input field and a blue "Login" button. At the bottom of the form, there are links for "Forgot Password?", "Sign Up", and "Add/Remove Accounts". Below these links are two buttons: "Cash Management" and "Trust", and a link for "Investment Services".



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.

✔ Success! You need to change your password.



The screenshot shows a password change form. It has a "New password" label above a white input field. To the right of the input field is a yellow callout box with two bullet points: "Eight or more characters" and "Use a mix of letters, numbers or symbols". Below the "New password" field is a "Retype password" label above another white input field. At the bottom of the form is a button labeled "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

--0383

e*****@oceanfirst.com

Either of these

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 account, we're going to send you a verification code to type in.

📞 **Enter your verification code below**

851392 [Didn't get the code?](#)

Common

[I don't have access to verification option\(s\) listed on this page](#)
If you do not have access to verification options, we will contact you at 888-888-8888. You can also contact us at 888-888-8888.
[Click here](#)
[Why must I 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.

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?](#)

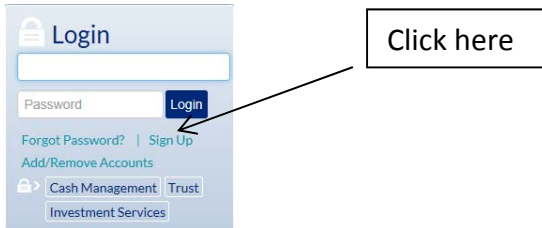
💻 **Save time by registering your computer.**

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

[I don't have access to verification option\(s\) listed on this page](#)
If you do not have access to verification options, we will contact you at 888-888-8888. You can also contact us at 888-888-8888.
[Click here](#)
[Why must I remember](#)

Password Recovery

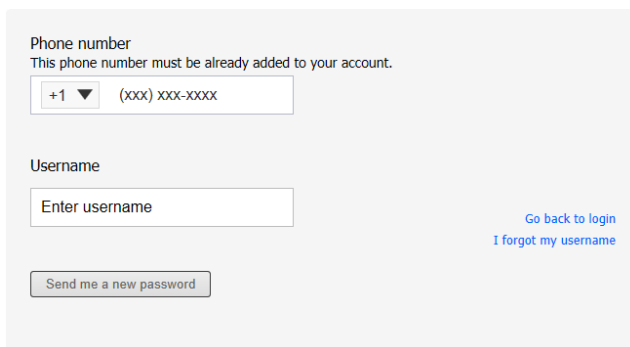
Click on “Forgot Password?”



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

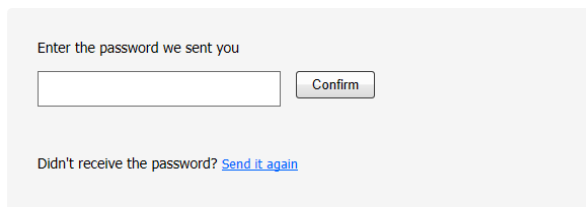
Can't access your account?

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

A light gray form for account recovery. It starts with the label "Phone number" and a note: "This phone number must be already added to your account." Below this is a text input field with a dropdown menu showing "+1" and a placeholder "(xxx) xxx-xxxx". The next section is labeled "Username" and has a text input field with the placeholder "Enter username". To the right of the username field are two blue links: "Go back to login" and "I forgot my username". At the bottom of the form is a button labeled "Send me a new password".

You will then enter the password that was sent to your device.

We just sent you a new password at

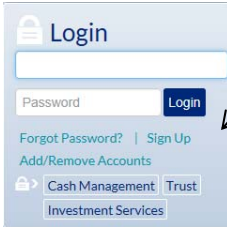
A light gray form for entering the received password. It has the label "Enter the password we sent you" above a text input field. To the right of the input field is a button labeled "Confirm". Below the input field is a link: "Didn't receive the password? [Send it again](#)".

[Go back and try a different number](#)

Once this has been completed, please go to step 2 in the second page.

Username Recovery

Click on “Forgot Password?”

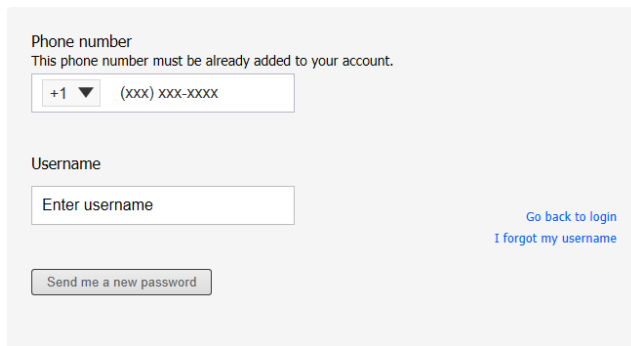


A screenshot of a login page. At the top left is a lock icon and the word "Login". Below this are two input fields: one for a username and one for a password. To the right of the password field is a blue "Login" button. Below the input fields are several links: "Forgot Password?", "Sign Up", "Add/Remove Accounts", "Cash Management", "Trust", and "Investment Services". An arrow points from the text above to the "Forgot Password?" link.

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.

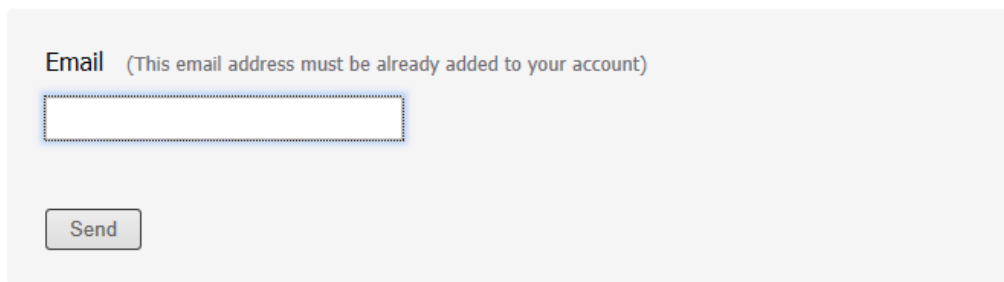


A screenshot of a form for account recovery. It has a light gray background. At the top is the label "Phone number" and the instruction "This phone number must be already added to your account." Below this is an input field with a dropdown menu showing "+1" and a text field with the placeholder "(xxx) xxx-xxxx". Below the phone number field is the label "Username" and an input field with the placeholder "Enter username". To the right of the username field are two links: "Go back to login" and "I forgot my username". At the bottom left is a button labeled "Send me a new password". An arrow points from the text above to the "I forgot my username" link.

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.



A screenshot of an email input form. It has a light gray background. At the top is the label "Email" followed by the instruction "(This email address must be already added to your account)". Below this is a large empty input field. At the bottom left is a button labeled "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.

✓ **We sent your username to:** .

Once you receive your username you can [go to Login](#) to access your account. If you do not receive an email from us, [try again](#) by entering a different email or [contact us](#).

Forgot your password as well?

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

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.