

How to log in: First Time Login

To login Retrieve the User ID and password from your email.

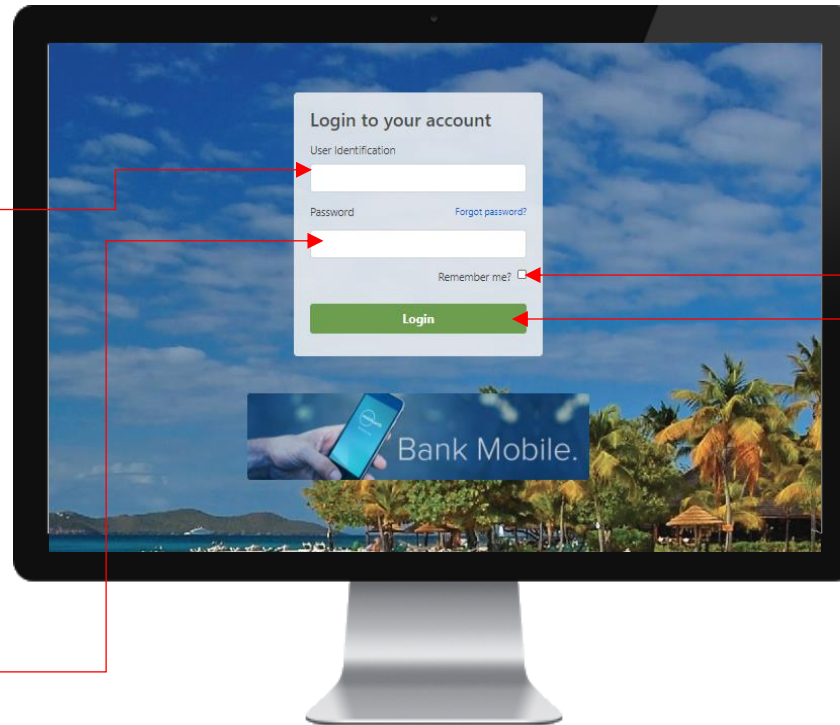
Follow the steps below:

STEP 1

Insert the “User Identification”.

STEP 2

Insert your “Password”.



STEP 3 (OPTIONAL)

You may check the “Remember Me” Checkbox.

This stores the User Credentials and prevents you from having to enter a security code every time you log in.

Do not check this box on a device that does not belong to you.

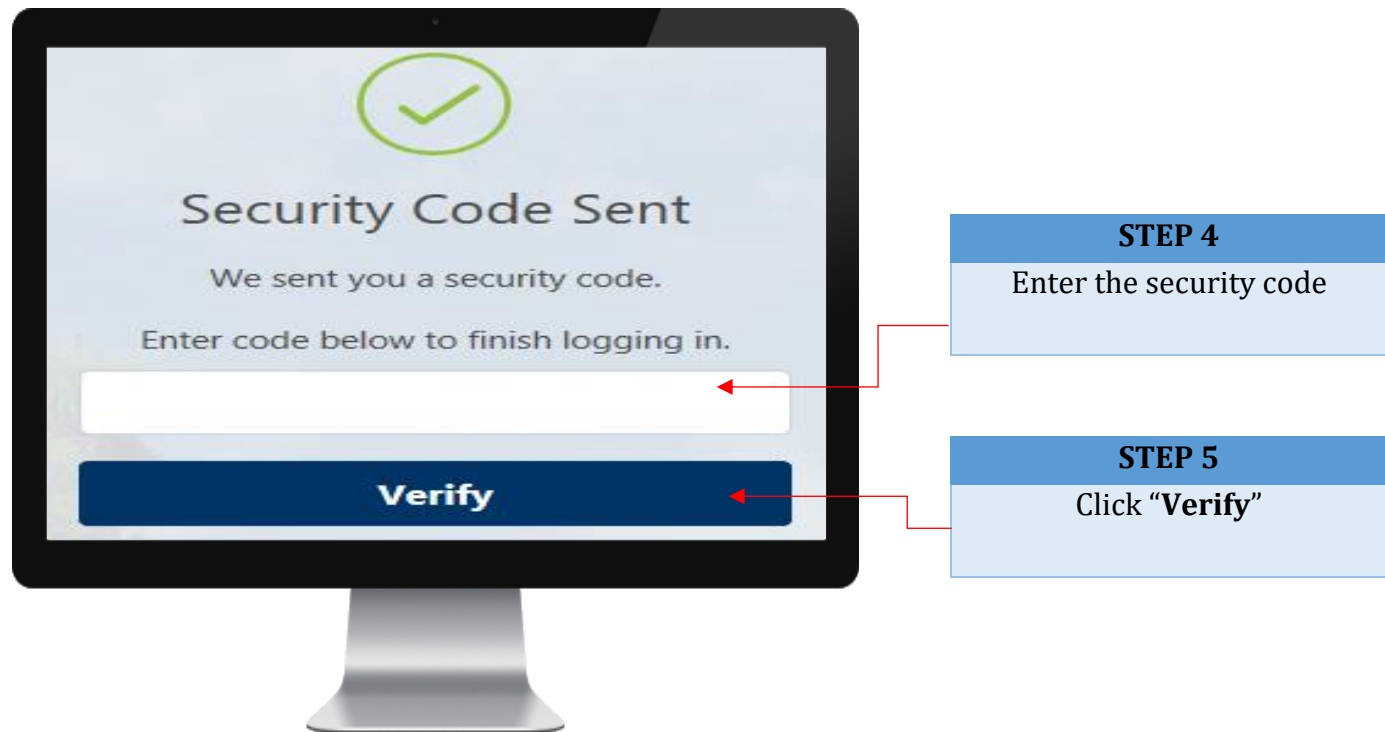
Click “Login” to sign-in.



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Security Code

First time logins and logins from unfamiliar devices would be prompted to enter a security code. Retrieve the code from your email/SMS and enter it into the field. Be sure to check your Junk/Spam folder. (Code should be received within 8 minutes).



Change your password- New logins are automatically prompted to change the password

The screenshot shows a computer monitor displaying a web form titled "Change Your Password". At the top of the form is a green padlock icon. Below the title, the text reads: "Enter your new secure password. Don't forget to use it next time you log in." The form contains three input fields: "Current Password", "New Password", and "Confirm Password". A blue "Continue" button is located at the bottom of the form. Red arrows point from the callout boxes to the corresponding fields and button on the screen.

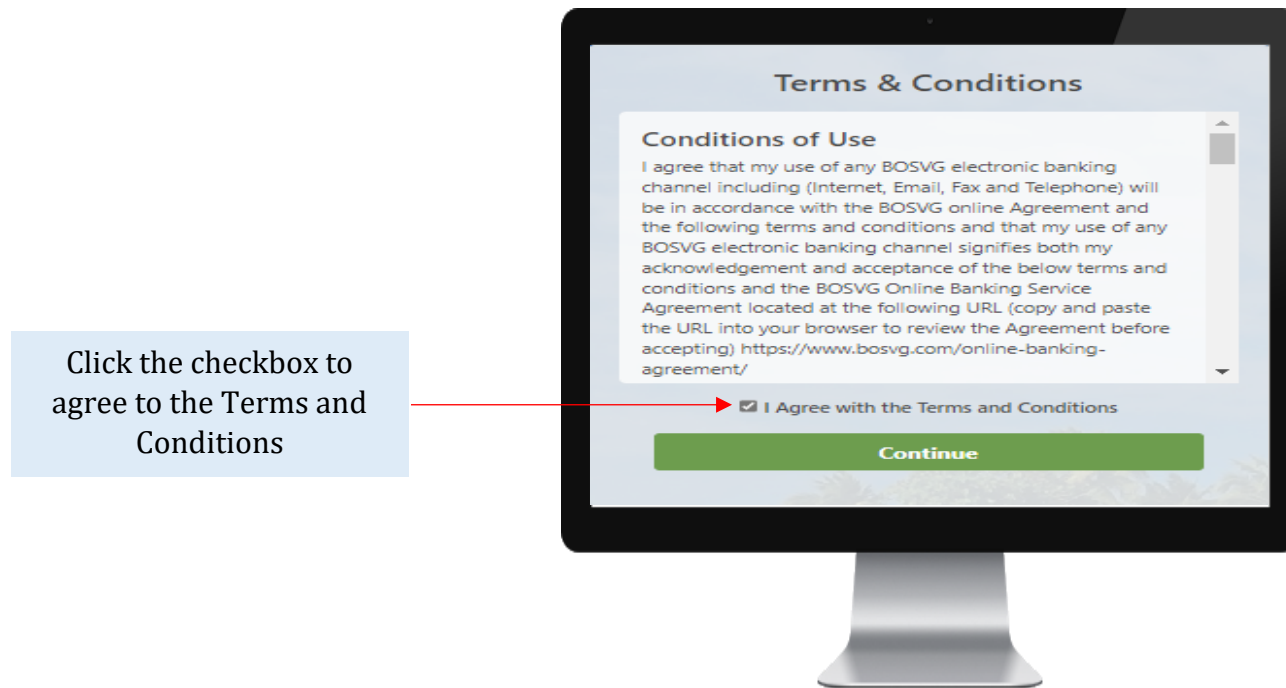
STEP 6
Enter your temporary password

STEP 7
Enter your new password.
The password must be at least 6-16 characters and may contain a number or special characters ~ ! @ # \$ % . & _ -

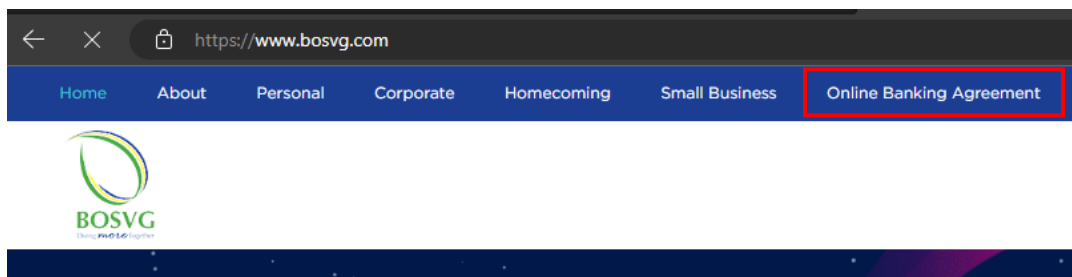
STEP 8
Enter your new password again to confirm

Click to continue

Read the Terms and Conditions.



NB: the full set of terms and conditions can be found on our website www.bosvg.com by clicking on “Online Banking Agreement”.





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Select your three security questions and provide answers for each question. NB: All answers MUST be different.

Review the questions and answers then click continue.

A screenshot of a computer monitor displaying a "Security Questions" form. The form has a light blue background with a faint map of the United States. At the top, it says "Security Questions" in bold. Below that, a paragraph explains: "We use these questions to help you out when you forgot your password. Please answer the security question(s) so we'll have them on file for you." There are three sections, each labeled "Question 1", "Question 2", and "Question 3". Each section contains a dropdown menu with "Choose an Option" and a text input field with "Answer (4-15 characters)". At the bottom of the form is a green "Continue" button.

Security Questions

We use these questions to help you out when you forgot your password. Please answer the security question(s) so we'll have them on file for you.

Question 1

Choose an Option

Answer (4-15 characters)

Question 2

Choose an Option

Answer (4-15 characters)

Question 3

Choose an Option

Answer (4-15 characters)

Continue

How to validate the other users under your company

The screenshot shows the user interface of the iBANK... MobilEarth Web Portal. The interface includes a top navigation bar with 'Settings', 'Alerts', and 'Sign Out' options. A green banner displays the user's name 'Welcome, James Doe' and the last login date and time 'Last Login: 25/03/2023 10:01:31'. The main content area is divided into several sections: 'ACCOUNTS' (Account List, Download History, Download Statement, View Maintenance, Scheduled Transactions), 'TRANSFERS' (Internal Transfer), 'PAYMENTS' (Make a Payment, Payment History, Manage Payees), 'ORDERS' (Cash Order, Cheque Order, Draft Order, Electronic Funds Transfer, Wire Transfer, Order History, Templates), 'SERVICES' (Card, Secure Message, Stop Payment), and 'SETTINGS' (Admin, Personal, Preferences, Alerts). A 'Deposits' table shows account balances for 'Checking' and 'Saving' accounts. A 'Quick Transfer' section allows users to make payments between accounts. The bottom of the screen features a 'Mobile Banking ANYTIME.' banner with the BOSVG logo and an illustration of a person using a mobile device.

Setting

Welcome

Log out

Last login date & time

Online Banking

STEP 1
Select Admin

Account	Current Balance	Available Balance
Checking 444555	ECD 7,440.18	ECD 7,440.18
Saving 123456	ECD 925.19	ECD 925.19

From Account	To Account
Select Account	Select Account

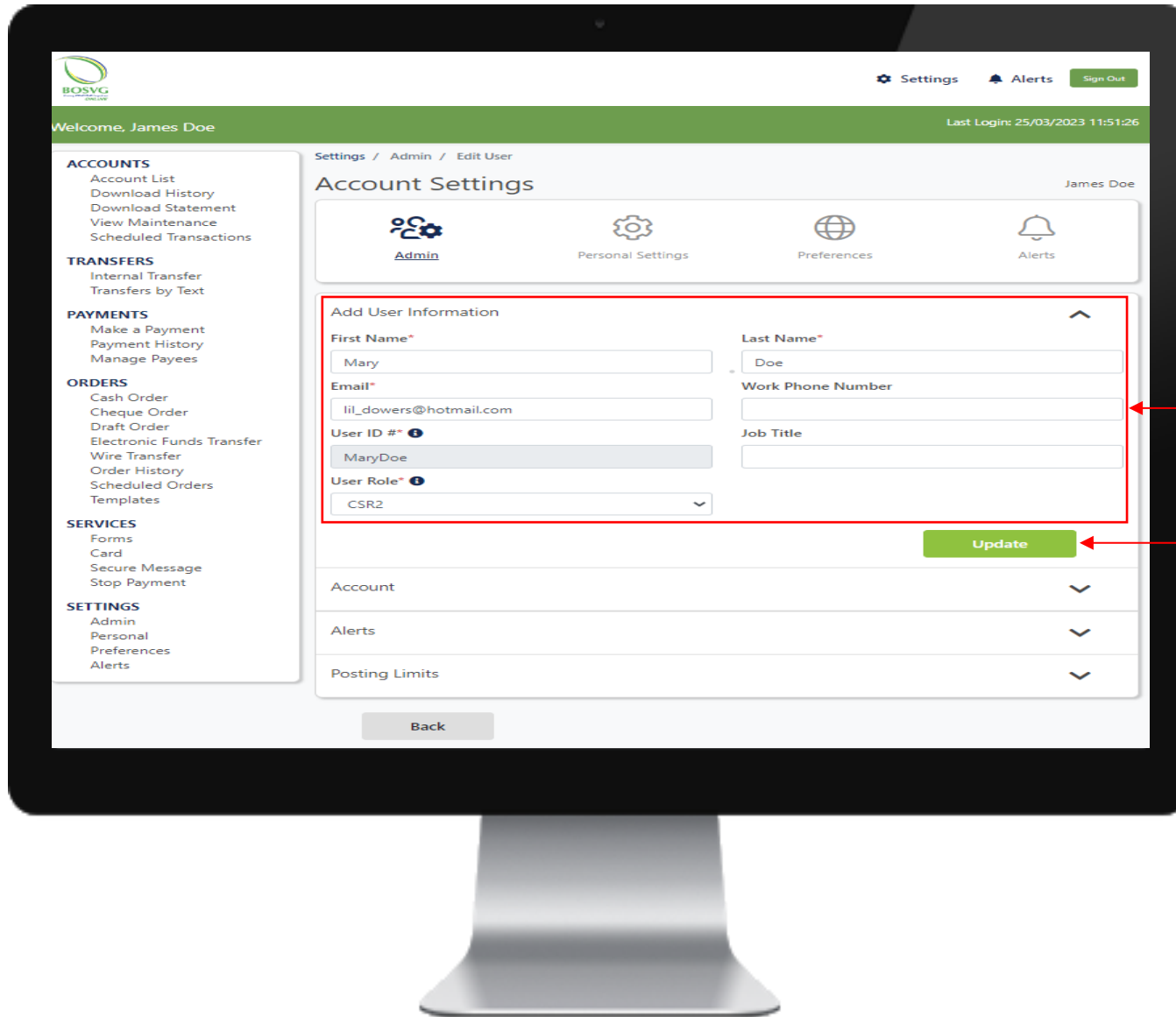
Amount: 0.00 Continue

Admin Tab



STEP 2
Select the Drop-Down List

STEP 3
Select Edit User

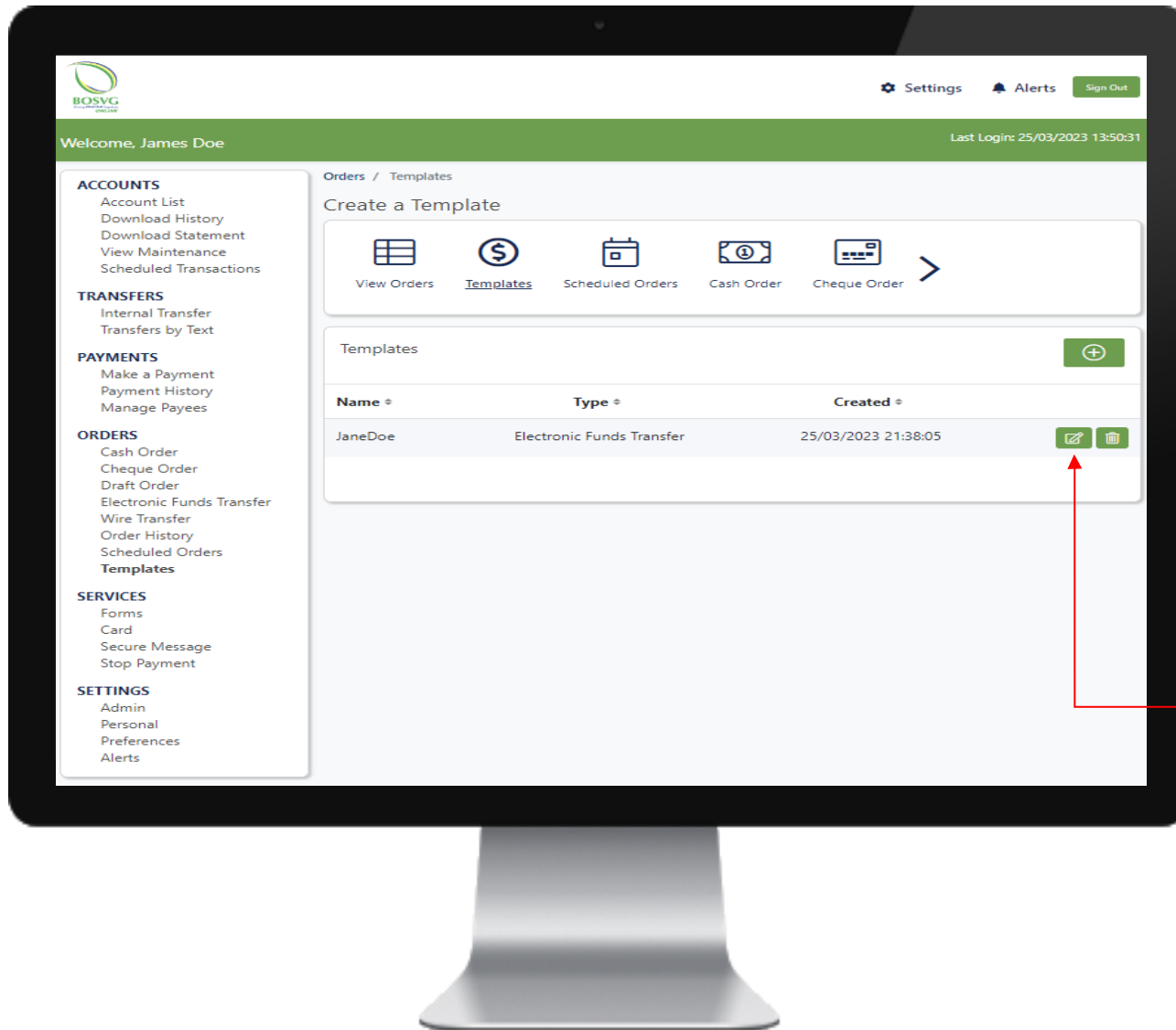


STEP 4
Validate the user information.

STEP 5
Select Update

Verifying your Templates





STEP 7
Select the Edit Icon

Confirm the template details then click “Continue”.

Transfers by Text

PAYMENTS
Make a Payment
Payment History
Manage Payees

ORDERS
Cash Order
Cheque Order
Draft Order
Electronic Funds Transfer
Wire Transfer
Order History
Scheduled Orders
Templates

SERVICES
Forms
Card
Secure Message
Stop Payment

SETTINGS
Admin
Personal
Preferences
Alerts

Template Name*
JaneDoe

Ordering Customer Information ⓘ

Account #
Saving - 123456 ECD 925.19

Address*
Halifax Street

City*
Kingstown

Country*
Saint Vincent and the Grenadines ✓

Beneficiary Bank Information ⓘ

Name *
Bank of St. Lucia

Country*
Saint Lucia

Routing # *
00000369

Branch
Castries

Beneficiary Customer Information ⓘ

Account # *
123456

Account Type*
Savings

Name*
Jane Doe

Address
Morne Girard St

City
Castries

Country
Saint Lucia ✓

Addenda (Remittance Information)*
To purchase office supplies

Send me an alert when my order is completed ⓘ

Disclaimer:
Please NOTE Any files received after 2:00pm will be processed on the following business day. The Bank is not liable for delays or failures in performance resulting from acts beyond BOSVG's reasonable control.

Cancel Continue ←

STEP 8
Select continue