

How to log in: First Time Login

To login, retrieve the User ID and password from your email.

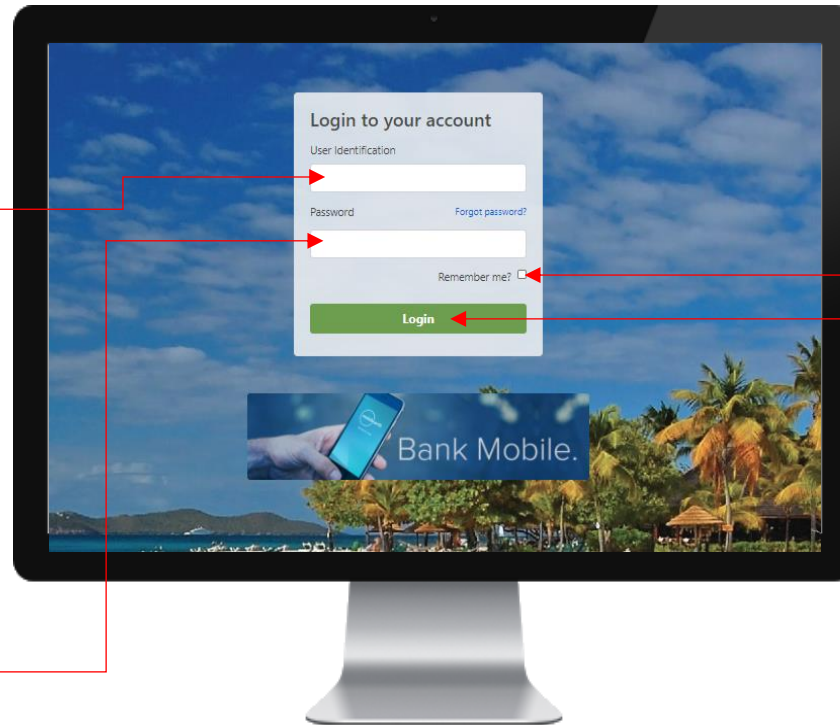
Follow the steps below:

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 ID 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.

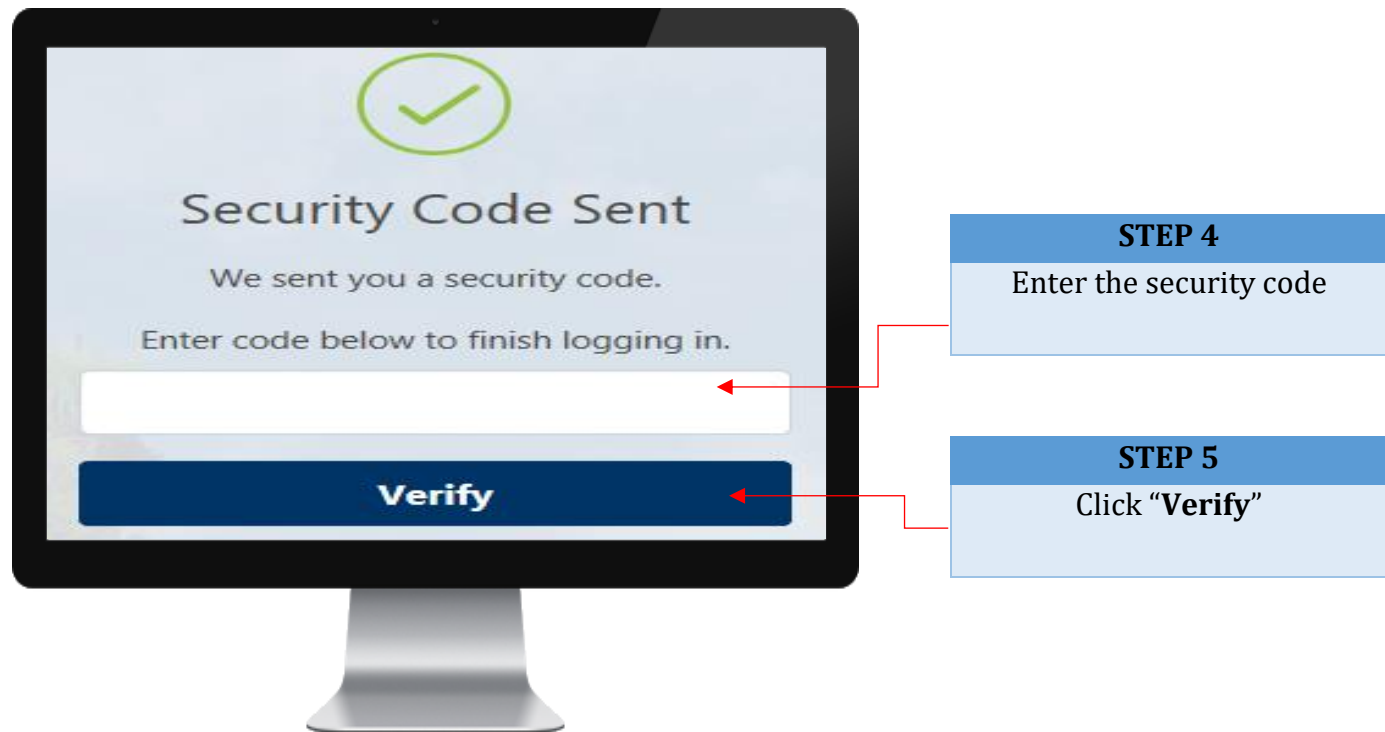
Click “Login” to sign-in.



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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).



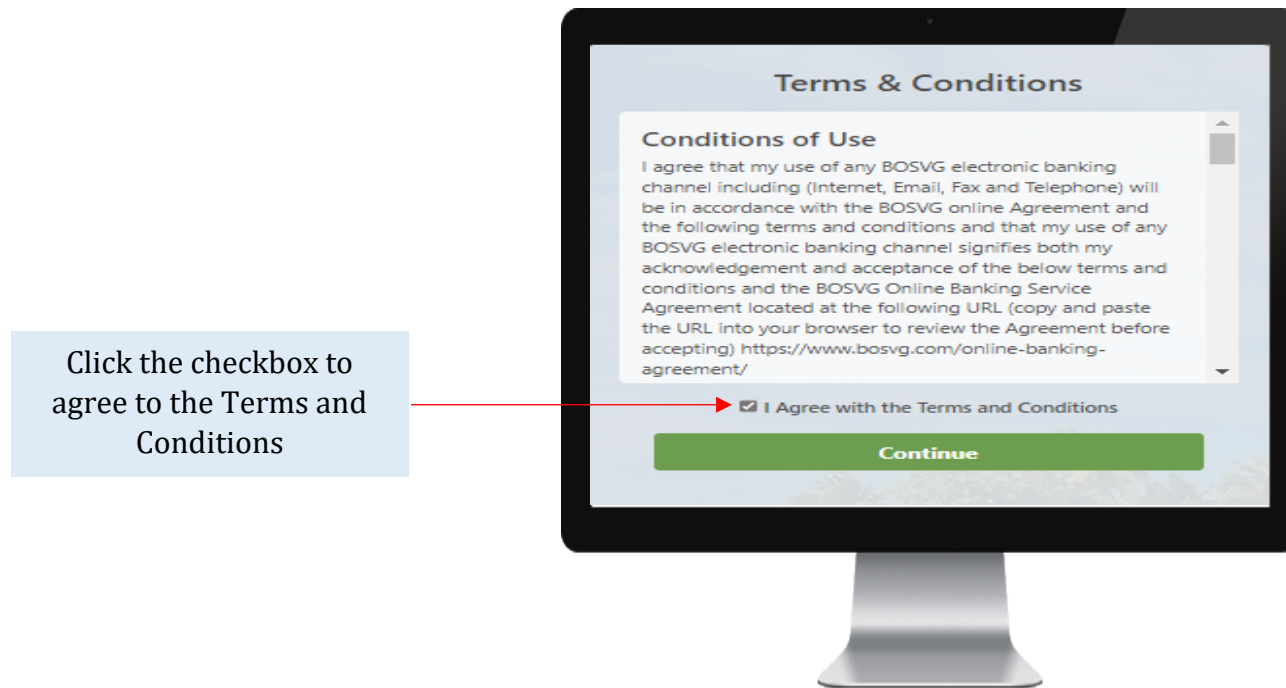
Change your password- New logins are automatically prompted to change the password

The image shows a computer monitor displaying a web form titled "Change Your Password". The form includes a lock icon, a title, a subtitle, and three input fields labeled "Current Password", "New Password", and "Confirm Password". A blue "Continue" button is at the bottom. Red arrows point from callout boxes to the form elements: one to the "Current Password" field, one to the "New Password" field, one to the "Confirm Password" field, and one to the "Continue" button. The callout boxes are:

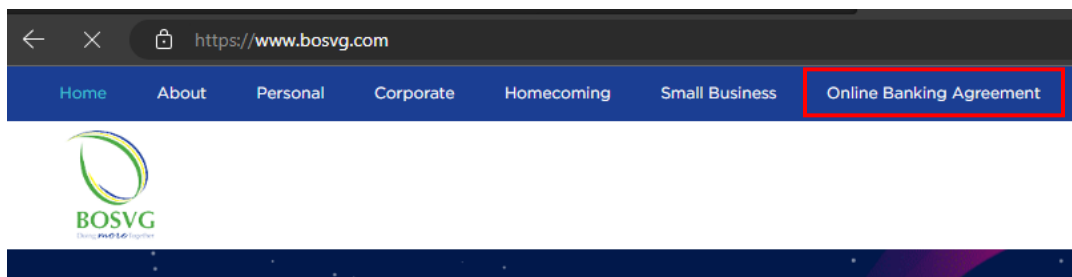
- STEP 6**
Enter your temporary password
- STEP 7**
Enter your new password.
The password must be at least 6-16 characters and may contain a number or special characters ~ ! @ # \$ % . & _ - .
- STEP 8**
Enter your new password again to confirm

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 web form titled "Security Questions". The form has a light blue background with a faint map of the United States. It contains three sections, each with a question number, a dropdown menu for selecting a question, and a text input field for the answer. The dropdown menus are currently set to "Choose an Option". The text input fields are labeled "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

Your Home Screen

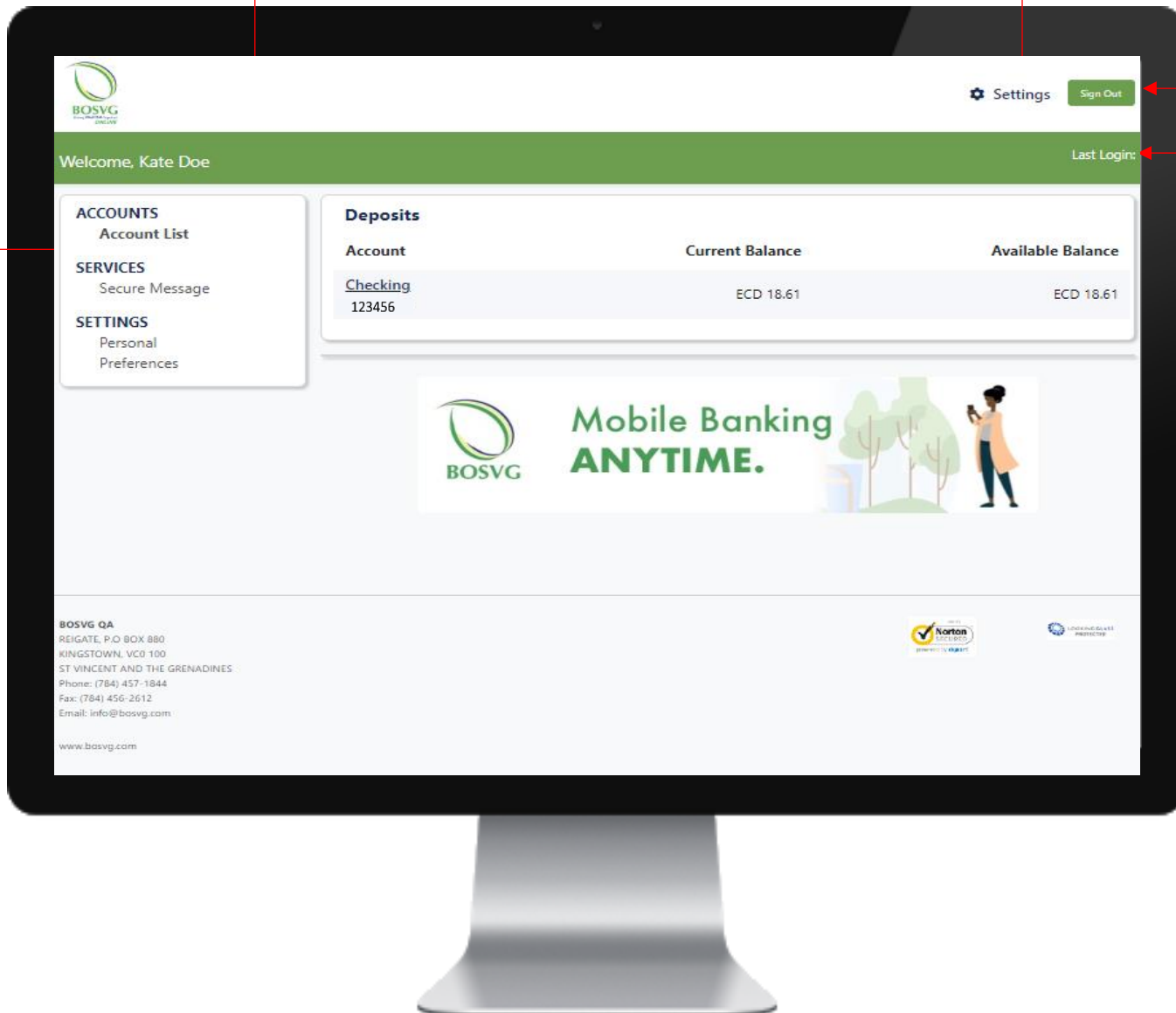
Welcome message

Settings

Log out

Last login date & time

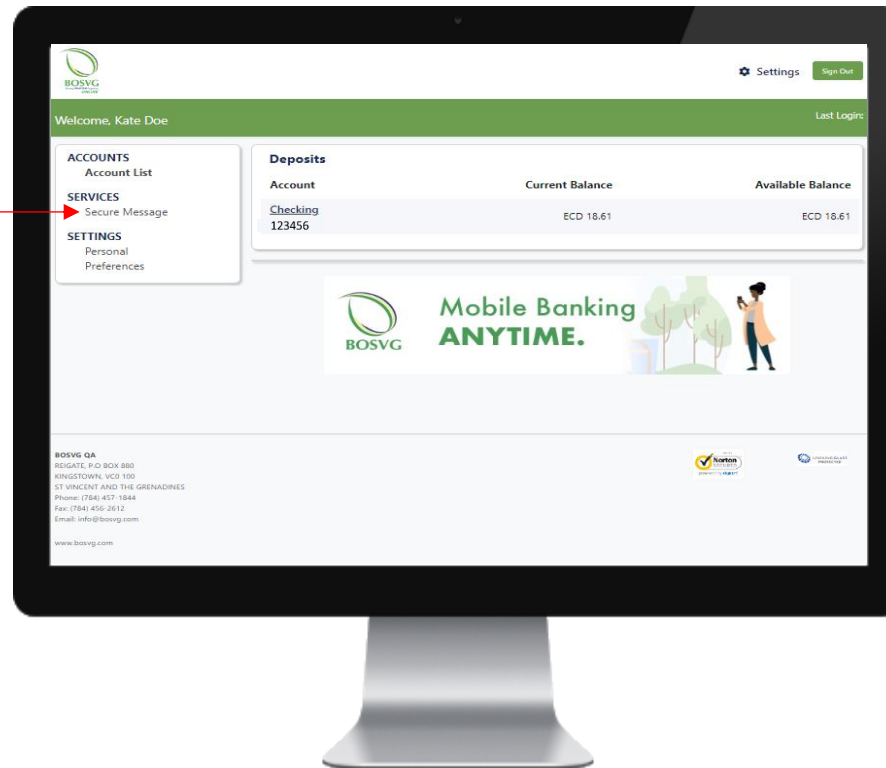
Online Banking menu



How to create a Secure Message

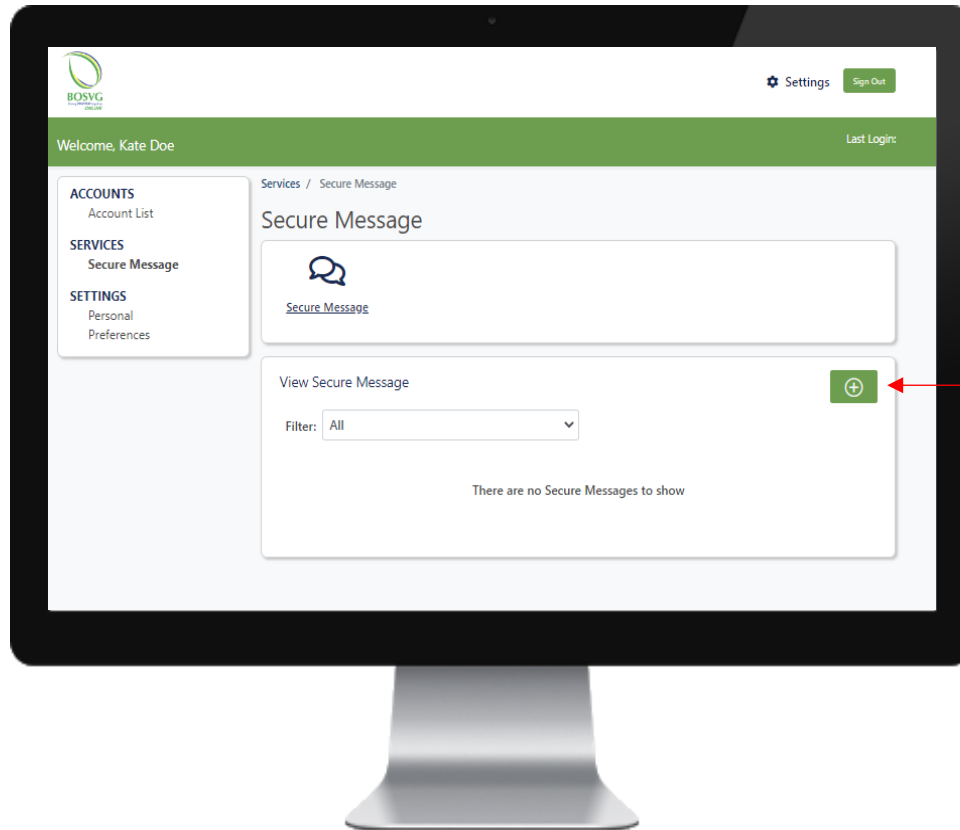
This feature allows you to contact the bank using your Online Banking. You can send a message, attach a file if necessary and track any messages that you have already sent.

STEP 1
Click to open the
secure messages tab

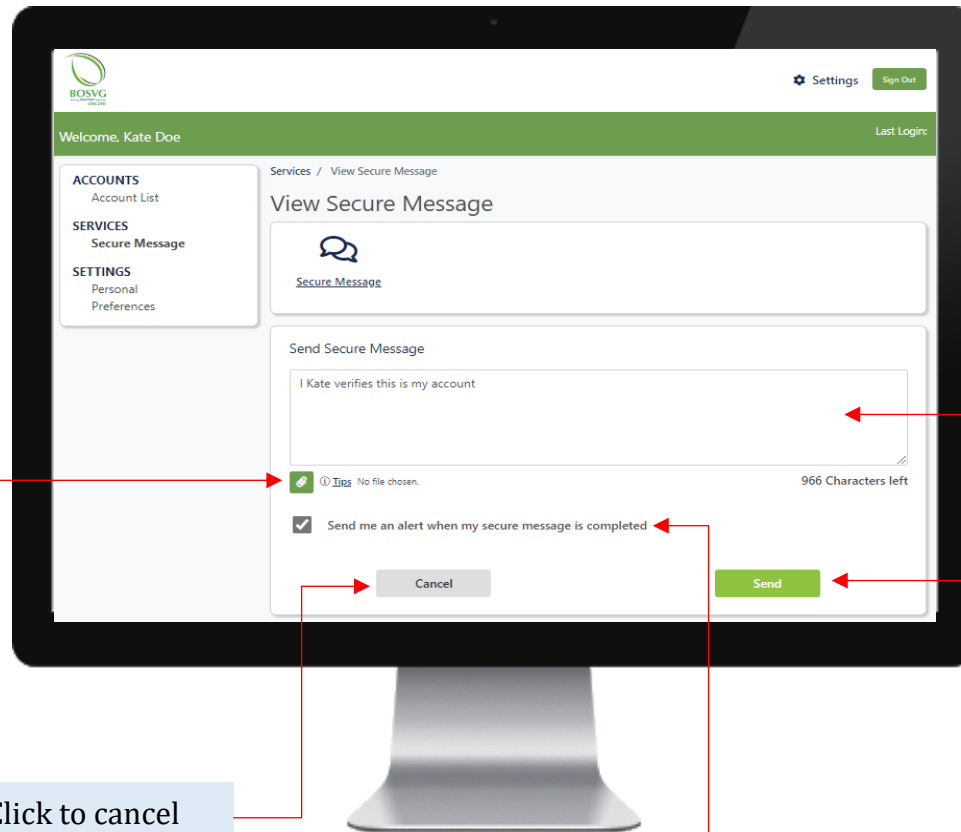


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A dialog box will appear with a reference number



STEP 2
Click to create your message



STEP 4

Add an attachment.
NB: Mobile app would not allow to add an attachment. However, you can take a picture of your photo ID

Click to cancel

Ensures that you are notified when the message is complete

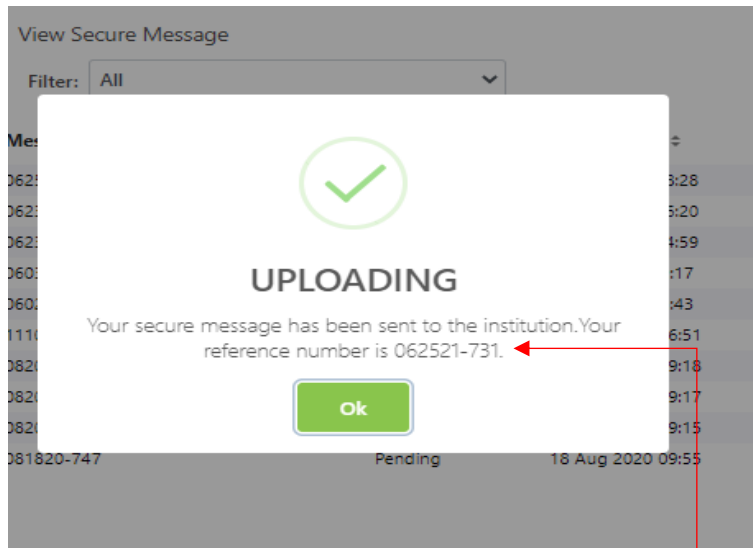
STEP 3

Type your message-.
It should be no more than 1000 characters.

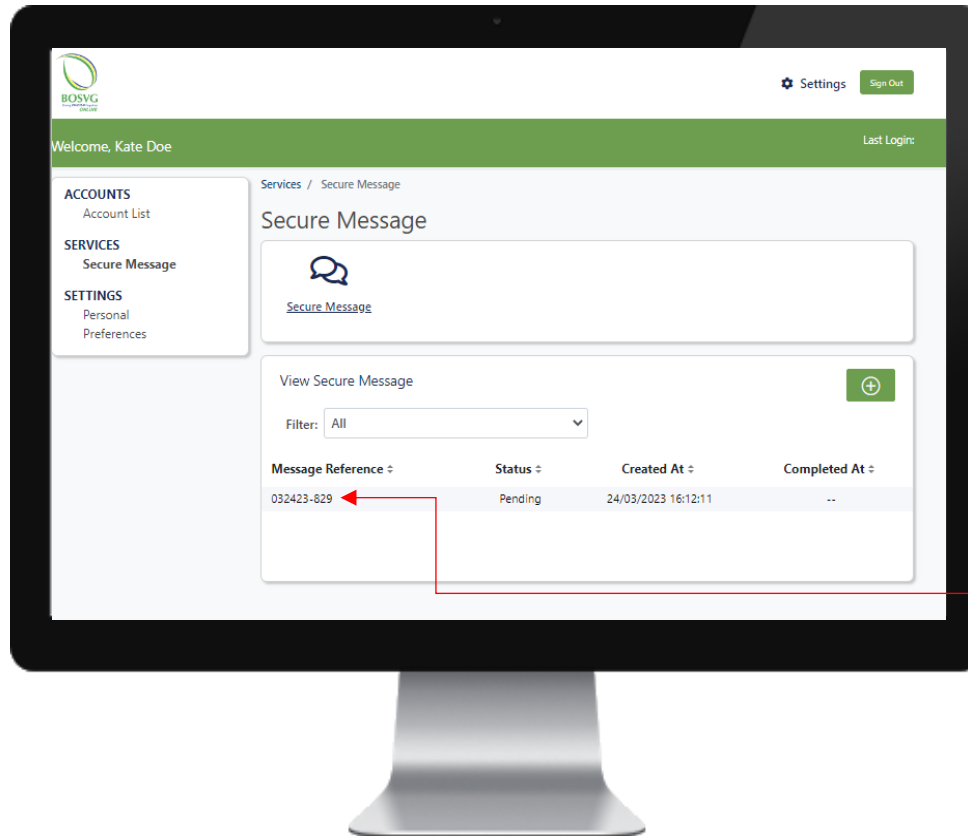
STEP 5

Click to send the message

A dialog box will appear with a reference number



Reference number



Double click on the message to open and view the responses