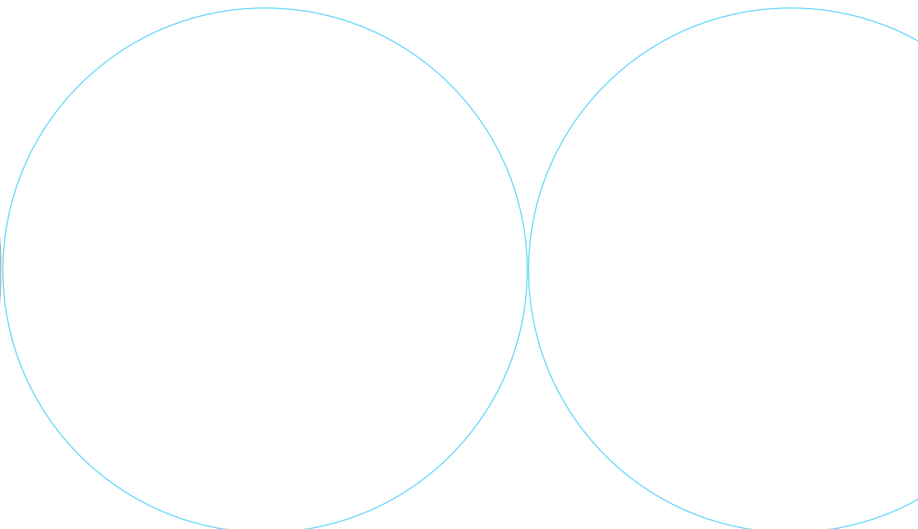


# Migrating to Banno from goDough™ and NetTeller™

- ✓ Moving from goDough to Banno Mobile®
- ✓ Moving from NetTeller to Banno Online®

Welcome to Banno. We're excited to have you on board! Here are a few things your accountholder can expect the first time they log in after you transition from goDough and NetTeller to Banno.



# moving from goDough to Banno Mobile: the first login experience

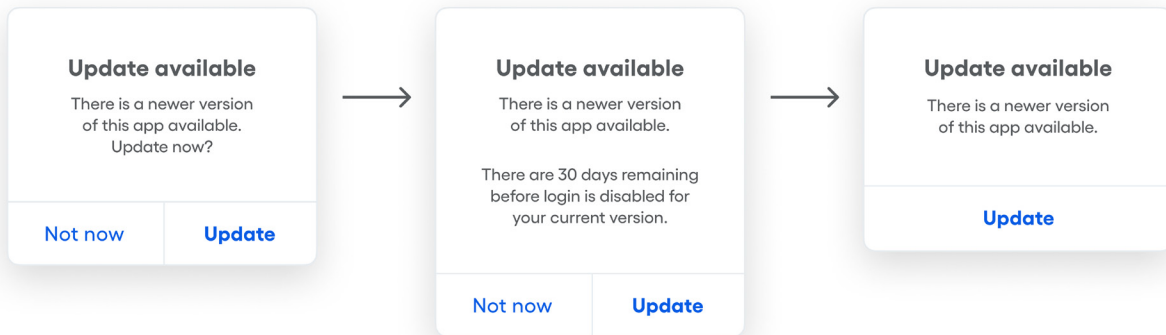
## Users are prompted to update

When replacing the underlying technology that supports a user experience, we aim to minimize feelings of disruption that could be associated with that experience.

It begins with letting the user know that a change is coming. To make this easy for you, we've built actionable prompts that appear in-app at the time of login. This communicates the change *and* gives the user a sense of control over the change they are experiencing.

## Easily transition your users in three phases

Your financial institution can decide at which phase you'd like to start, and for how long you'd like to remain in a phase.



### 1. Soft-prompt phase

Users will be prompted from within goDough to download the Banno app from the app store, with a link to take them to the new app. The prompt will appear every time they open the app, but the user can dismiss the prompt and continue to use goDough.

### 2. Countdown phase

When you, the financial institution, have decided to pursue the hard-prompt phase, you can institute a countdown phase leading up to the hard-prompt (you can set the length of this phase, but 30 days is typical). Users will see the number of days left until the hard-prompt is enacted.

### 3. Hard-prompt phase

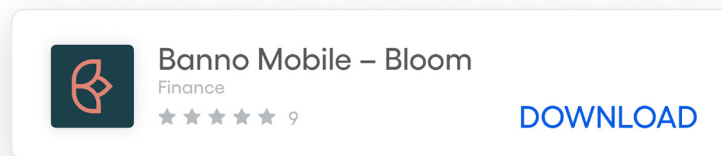
Once the app has entered the hard-prompt phase, users can no longer dismiss the prompt.

## The update is simple

We understand that change can be hard, so we've taken every measure to make the update experience as painless as possible.

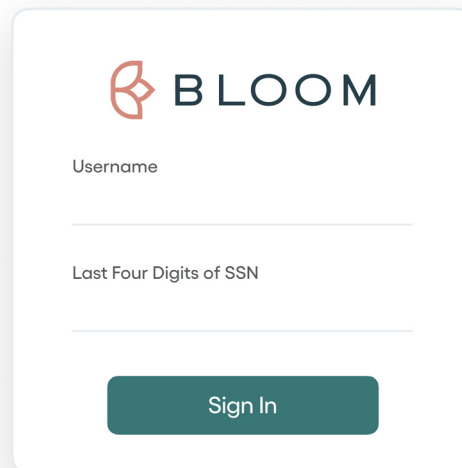
## Download easily

When the user hits "update," their favorite app store opens and presents Banno Mobile, branded as your financial institution's app. All they have to do is hit "download."



## Authenticate effortlessly

When opening the app for the first time, the user will be asked for their username and the last four digits of their social security number to authenticate them. We do it this way because few people know their password these days (thanks, Face ID).



## Set up 2FA

Lastly, users will be prompted to set up two-factor authentication (2FA) the first time they access Banno with their device. They can choose to meet their second authentication requirement by receiving a code via text message, phone call, or an authentication app, like Authy (the first was fulfilled when they entered their password).

In order for the user to receive their code via text or call, you'll need their current phone number. To eliminate the burden of accountholders having to call you if they haven't kept you up-to-date on their number, the user simply enters their phone number as part of 2FA setup. Your records will be updated, and the user will be certain to receive the code they need to authenticate.

### Easy as that

At this point, your accountholder will have successfully logged into your new digital banking solution powered by Banno.

The image displays two sequential screenshots of the Banno digital banking platform's two-factor authentication (2FA) setup process. Both screens feature a green padlock icon at the top center.

**Screen 1: Secure your account**  
This screen explains that two-factor authentication adds an extra layer of security. It prompts the user to provide an email and a phone number. The form includes an 'Email' field, a 'Country' dropdown menu (currently showing '+ 1'), and a 'Phone' field (currently showing 'US/Canada'). A green 'Next' button is located at the bottom.

**Screen 2: Enter verification code**  
This screen informs the user that a code has been sent to the phone number \*\*\*-\*\*\*-6075. It instructs the user to use the Authy app to retrieve the code. Below this, there is an 'Enter code' label and a text input field. A green 'Verify' button is positioned below the input field. At the bottom, there is a link that says 'Didn't receive a code? RESEND or TRY ANOTHER WAY'.

## moving from NetTeller to Banno Online: the first login experience

Your accountholders will have to do very little to start enjoying Banno Online. From their perspective, they will just log in one day to your update.

## Just log in and increase security

The first time logging in to your digital banking experience powered by Banno Online will be second-nature for your accountholders. It's as simple as entering a code that we deliver right to them.

## Accountholders log in to digital banking as they always do

Your accountholder will enter the same username and password as always in the same place on your website as always.

## Set up 2FA

Here comes the part that is different: users will be prompted to set up two-factor authentication (2FA) the first time they login to Banno on a new device.

They can choose to meet their second authentication requirement by receiving a code via text message, phone call, or an authentication app, like Authy (the first was fulfilled when they entered their password).

In order for the user to receive their code via text or call, you'll need their current phone number. To eliminate the burden of accountholders having to call you if they haven't kept you up-to-date on their number, the user simply enters their phone number as part of 2FA setup. Your records will be updated, and the user will be certain to receive the code they need to authenticate. *See the 2FA user interfaces on page 4.*

## That's it

At this point, your accountholder will have successfully logged into your new digital banking solution powered by Banno.

# glad you're with us

We're always here to answer questions. [digitalexperience@jackhenry.com](mailto:digitalexperience@jackhenry.com)

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).