

# DIGITAL BANKING USER GUIDE

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*Get ready for a new online and  
mobile banking experience!*

Colonial Farm Credit

April 2023

# DIGITAL BANKING USER GUIDE

Welcome to Colonial Farm Credit Digital Banking! Whether you're using a mobile phone, tablet or laptop, we strive to make your online banking experience easy and convenient. This guide offers instructions for:

- Registering – page 1.
- Logging in – page 6.
- Resetting your password – page 7.
- Unlocking your password – page 10.

## Getting started

### Digital Banking system requirements

Colonial Farm Credit Digital Banking supports Microsoft Edge, Google Chrome, Mozilla Firefox and Safari. Our recommendation is that borrowers maintain the latest version of their preferred browser to ensure that the latest security patches are in place.

If you don't see the loans you're looking for after registering, please use the feature at the bottom of the Account Summary page: "Don't see your loan? Click here to add it." Follow the prompts on the screen to add your additional loans.

## How do I register?

- Type [www.colonialfarmcredit.com](http://www.colonialfarmcredit.com) into your browser and click **Digital Banking**, which is located at the top right-hand corner of the site.

Colonial Farm Credit uses Okta for identity management. If you have previously used this service with us, you may already have a username and password.

- Click **Register** on the **Log in** page.

You must have the following information to register:

- Social Security number or taxpayer ID number.
- Account number or loan number.

**TIP:** Your loan number can be found at the top of your closing documents. Your account number can be found at the top of your billing statement.

- Enter your loan number or account number and the last four digits of your Social Security number or taxpayer ID number.
- Click **Next**.

**Tip:** If you're referring to a billing statement, please enter the last portion of the account number or loan number located at the top of your statement.

If you're referring to a loan document, please enter the last portion of the number in the following format:  
**123456789 or 123456-123.**

- On the next screen, enter your first name, last name and email address.
- Create your password and click **Next**.

## Register


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First name

Last name

Login Email

Password



Password requirements:

- At least 10 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords
- At least 1 day(s) must have elapsed since you last changed your password

**Next**

[Already have an account? Log in](#)



- Set your security methods.

**Set up security methods**

emily.batchelor410+1234@gmail.com

These security methods help protect your account by ensuring only you have access.

**Set up required**

**Email**  
Verify with code sent to your email. [Set up](#)

**Phone**  
Verify with your phone. [Set up](#)

**Security Question**  
Choose a security question and answer that will be used for signing in. [Set up](#)

**NOTE:** You must set up of all required security methods:

- Email.
- Cell phone number.
- Security question.

**Set up security question**

Borrower@gmail.com

☒ Choose a security question  
☐ Create my own security question

Choose a security question

What is the food you least liked as a child? ▾

Answer

.....

[Verify](#)

[Back to security methods](#)  
[Back to login](#)

**NOTE:** When setting up your security question, you can either choose from a predefined list or create your own question.

- You can set up additional security with Okta Verify or skip this step and set up at a later time, if desired.


### Set up security methods

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**Borrower@gmail.com**

These security methods help protect your account by ensuring only you have access.


Set up optional



**Okta Verify**

Okta Verify is an authenticator app, installed on your phone, used to prove your identity

- If you do want this additional security measure, download the **Okta Verify** app from **Google Play** or the **App Store** to your mobile device.
- Open the app and follow the instructions to add your account.
- Tap **Scan a QR Code**.
- Scan the QR code.



Set up Okta Verify

**Borrower@gmail.com**

1. On your mobile device, download the Okta Verify app from the App Store (iPhone and iPad) or Google Play (Android devices).
2. Open the app and follow the instructions to add your account
3. When prompted, tap Scan a QR code, then scan the QR code below:



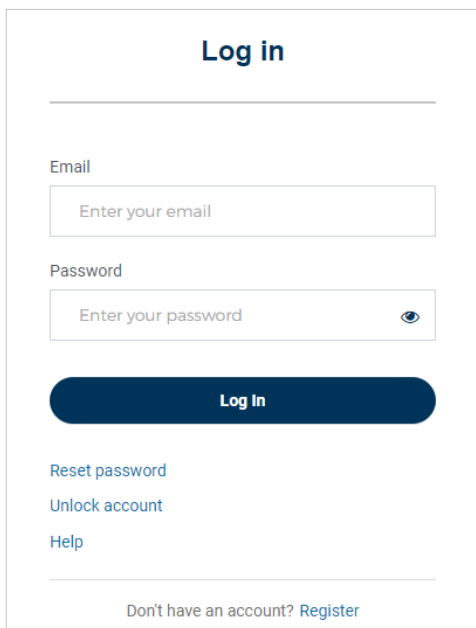
[Can't scan?](#)

- Follow the onscreen instructions to complete set up.

- After successfully verifying the last security method, the **Digital Banking Terms and Conditions** will appear.
- Click **Accept**.
- You should see your **Accounts Summary**.

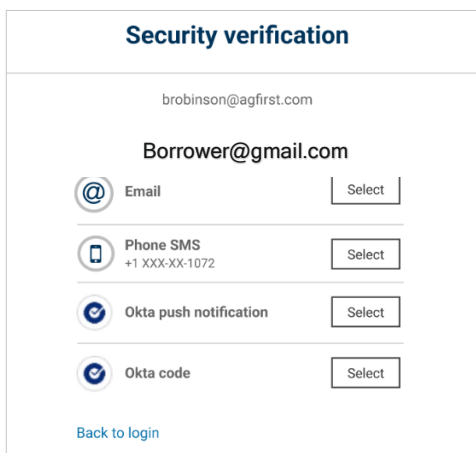
## How do I log in?

- Visit the Colonial Farm Credit website and click **Digital Banking**, which is located at the top right-hand corner of the site.
- Enter your email address and password.
- Click **Log In**.



The screenshot shows a login interface with the title "Log in" at the top. Below the title is a horizontal line. There are two input fields: "Email" with the placeholder text "Enter your email" and "Password" with the placeholder text "Enter your password" and an eye icon for toggling visibility. Below these fields is a dark blue "Log In" button. Underneath the button are three links: "Reset password", "Unlock account", and "Help". At the bottom, there is a link "Don't have an account? Register".

- Select one of the security verification methods.

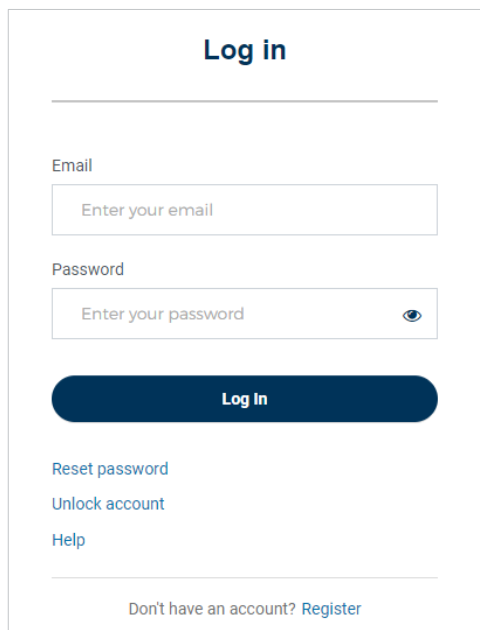


The screenshot shows a security verification interface with the title "Security verification" at the top. Below the title is a horizontal line. The page displays the email address "brobinson@agfirst.com" and "Borrower@gmail.com". There are four security verification methods listed, each with a "Select" button: "Email" (with an @ icon), "Phone SMS" (with a phone icon and the number "+1 XXX-XX-1072"), "Okta push notification" (with a checkmark icon), and "Okta code" (with a checkmark icon). At the bottom, there is a link "Back to login".

After successfully verifying, you should see your **Account Summary**.

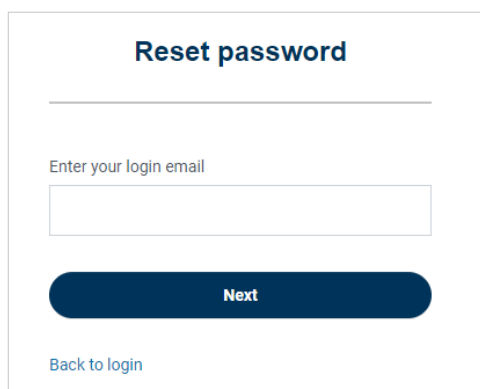
## How do I reset my password?

- Visit the Colonial Farm Credit website and click **Digital Banking**, which is located at the top right-hand corner of the site.
- On the **Log In** page, select **Reset password**.



The screenshot shows the 'Log in' page of the Colonial Farm Credit website. At the top, the title 'Log in' is centered in a dark blue font. Below the title is a horizontal line. The page contains two input fields: 'Email' with the placeholder text 'Enter your email' and 'Password' with the placeholder text 'Enter your password'. To the right of the password field is an eye icon for toggling visibility. Below the input fields is a dark blue rounded button labeled 'Log In'. Underneath the button are three links: 'Reset password', 'Unlock account', and 'Help'. At the bottom of the form, there is a horizontal line followed by the text 'Don't have an account? Register'.

- Enter your email address.
- Click **Next**.



The screenshot shows the 'Reset password' page. At the top, the title 'Reset password' is centered in a dark blue font. Below the title is a horizontal line. The page contains one input field labeled 'Enter your login email'. Below the input field is a dark blue rounded button labeled 'Next'. At the bottom left of the form, there is a link labeled 'Back to login'.


- Select one of the security verification methods.

## Reset password


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Borrower@gmail.com


Select a security method to verify it's you:


Email
Select

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Okta push notification  
Okta Verify
Select

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Phone
Select

[Back to login](#)

- Please answer the **Security question** after verification.
- The **Reset password** screen will appear after the security question has been successfully answered.

## Reset password

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Borrower@gmail.com

Password requirements:

- At least 10 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password

Re-enter password

☐ Sign me out of all other devices

**Reset Password**

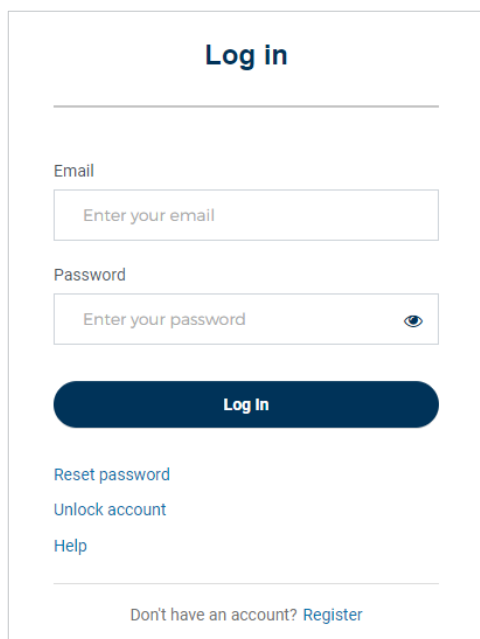
[Back to login](#)



- Create your new password.
- Click **Reset password**.
- You'll receive a confirmation email letting you know you've successfully reset your password.

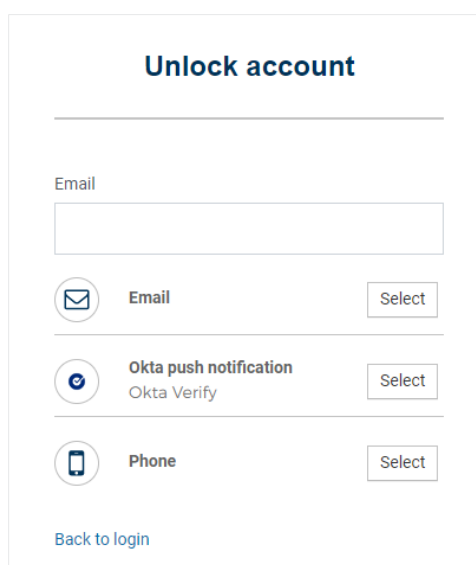
## How do I unlock my account?

- Visit the Colonial Farm Credit website and click **Digital Banking**, which is located at the top right-hand corner of the site.
- Click **Unlock account** on the **Log in** page.



The screenshot shows the 'Log in' page. At the top, the title 'Log in' is centered. Below it is a horizontal line. There are two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter your password' and an eye icon for toggling visibility. Below the password field is a dark blue 'Log In' button. Underneath the button are three links: 'Reset password', 'Unlock account', and 'Help'. At the bottom, there is a link 'Don't have an account? Register'.

- Enter your email address.
- Select a security verification method.



The screenshot shows the 'Unlock account' page. At the top, the title 'Unlock account' is centered. Below it is a horizontal line. There is an 'Email' input field. Below the input field are three security verification options, each with an icon, a label, and a 'Select' button: 'Email' (envelope icon), 'Okta push notification' (Okta Verify icon), and 'Phone' (phone icon). At the bottom, there is a link 'Back to login'.

**NOTE:** Once security validation is complete, enter your password. You'll receive a confirmation email letting you know you've successfully unlocked your account.