



Troubleshooting Guide

If you're logging in for the first time after registration:

- ✓ **DO** login using a browser for your first login (Google Chrome, Mozilla Firefox, Safari – do not use Internet Explorer)
- ✓ **DO** enter your USER ID and Password
- ✓ **DO** choose a secret question and answer that is easy to remember, but ones that are not common knowledge

For previous online banking users who had never used the mobile app :	For previous online banking users who were also users of the mobile app :
<ul style="list-style-type: none"> ✓ DO select SMS (text message) as your second factor authentication and ensure the correct mobile number is inserted ✓ DO insert the security code you will receive as an SMS (text message) and continue into the new system! 	<ul style="list-style-type: none"> ✓ DO download the RepublicMobile - SR app from your App Store ✓ DO select RepublicMobile – SR App as your second factor authentication method ✓ DO use your mobile device to scan the QR code or enter the coupon code displayed on your browser to sync the mobile app

- ✓ **DON'T** open RepublicMobile –SR app until requested via the browser
- ✓ **DON'T** use any special characters when setting your new password
- ✓ **DON'T** close your browser when selecting your second factor authentication
- ✓ **DON'T** use your previous mobile banking password when logging in to the app. Use your new password (the one you would have just set)
- ✓ **DON'T** delete your mobile app after logging in, as you will have to sync your mobile device again as your second factor authentication method
- ✓ **DON'T** sign in to the app and web at the same time. Only one connection will be allowed.