UMPQUA BANK

PERSONAL MOBILE BANKING - SETTING UP TOUCH ID® & FINGERPRINT LOGIN

Keeping customer information confidential and secure is a vital part of our responsibility to you and we take this responsibility seriously. We offer touch login with our *Umpqua Bank Mobile Banking* app for select devices to keep your mobile access simple and secure. Remember, in order to use touch login with our app, you must first have the feature set up on your device.

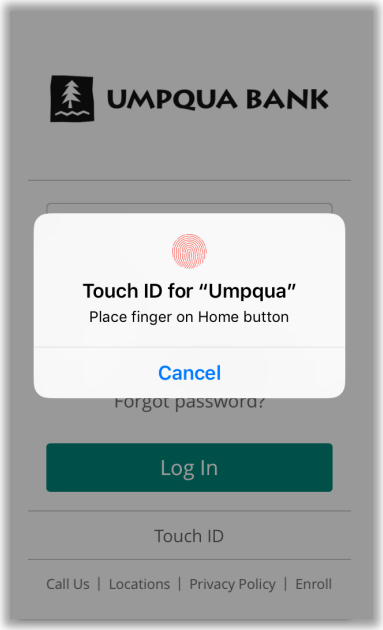
APPLE TOUCH ID®

Log in to Mobile Banking

Make sure you have downloaded our *Umpqua Bank Mobile Banking* app to your Apple device. When you log in to the app, use your existing Login ID and Password. You must select to Register Device during this or a prior login from your mobile device.

Touch ID Enrollment

1. If your app is enabled for Touch ID, the app displays the Touch ID fingerprint prompt to authenticate into the app. If it doesn't display, tap *Touch ID* from under the *Log in* button.
2. If your app is not enabled, select *Touch ID* from under the *Log in* button to enroll.
3. The *What Is This Feature* page will display. Review message and select *Enroll Now*.



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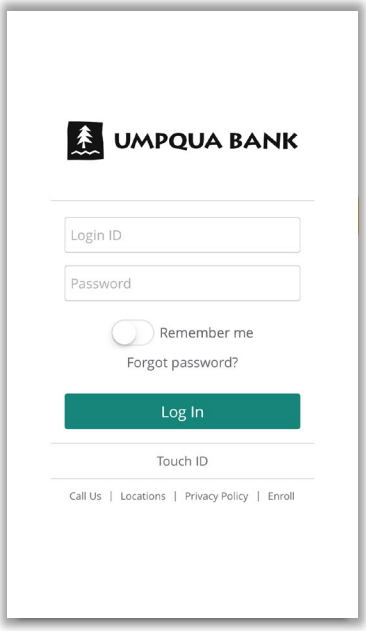

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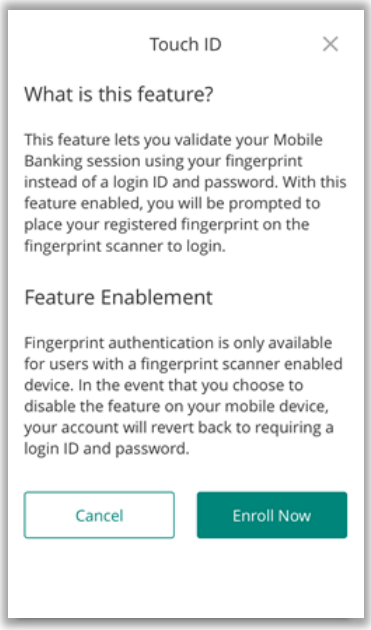

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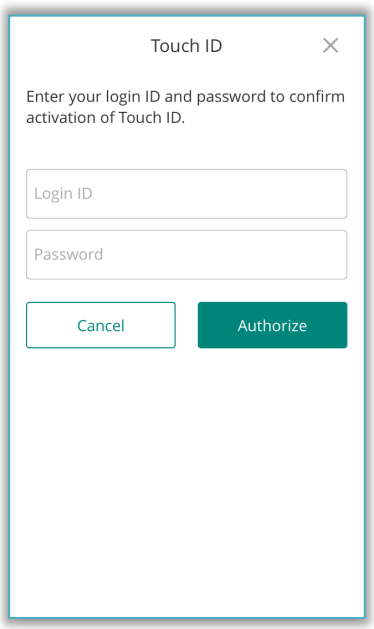
TOUCH ID ENROLLMENT, CONTINUED

4. You will be prompted to re-enter your Login ID and Password to confirm and authorize activation of Touch ID. Then tap *Authorize*.
5. When prompted, touch your finger to the Home button (use the finger you normally use for Touch ID authentication).
6. Once your fingerprint is authenticated, the Touch ID option in Security Preferences will show as On. You have successfully enabled Touch ID for the *Umpqua Bank Mobile Banking* app!



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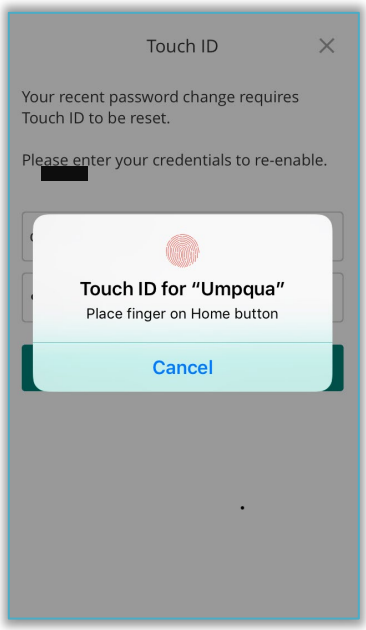

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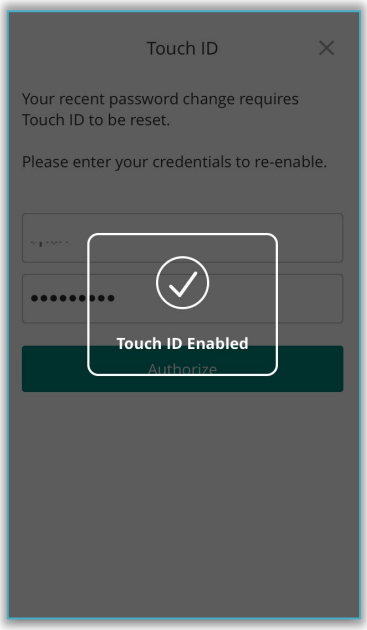

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Now that you have enabled Touch ID, you may use it to log in to the *Umpqua Bank Mobile Banking*.

UMPQUA BANK

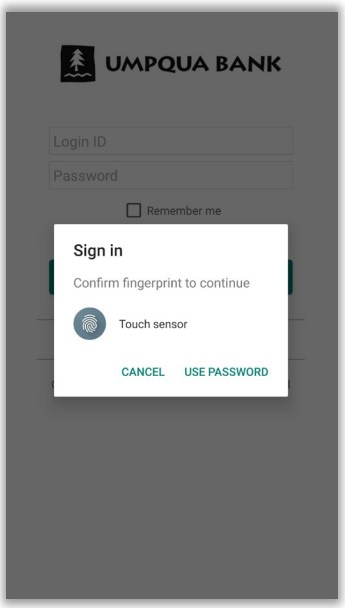
ANDROID FINGERPRINT LOGIN

Log in to Mobile Banking

Make sure you have downloaded our *Umpqua Bank Mobile Banking* app to your Android device. When you log in to the app, use your existing Login ID and Password. You must select to Register Device during this or a prior login from your mobile device.

Fingerprint Login Enrollment

1. If your app is enabled for Fingerprint Login, the app displays the fingerprint prompt to authenticate into the app. If it doesn't display, tap *Fingerprint* from under the *Log in* button.
2. If your app is not enabled, select *Fingerprint* from under the *Log in* button to enroll.
3. The *What Is This Feature* page will display. Review message and select *Enroll Now*.



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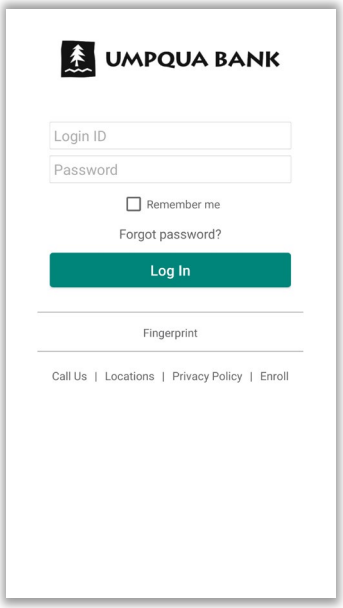

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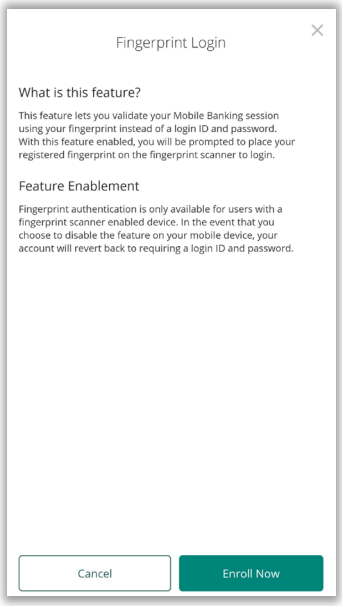

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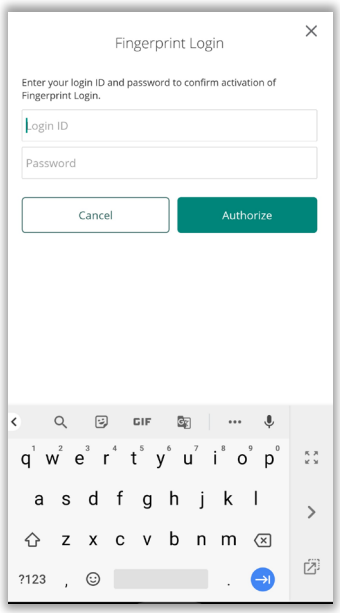
Fingerprint Login Enrollment, CONTINUED

4. You will be prompted to re-enter your Login ID and Password to confirm and authorize activation of Fingerprint Login. Then tap *Authorize*
5. When prompted, touch your finger to the sensor (use the finger you normally use for fingerprint authentication).
6. Once your fingerprint is authenticated, the *Fingerprint Login Enabled* confirmation screen appears and the Fingerprint option in Security Preferences will show as On. You have successfully enabled Fingerprint Login for the *Umpqua Bank Mobile Banking* app!



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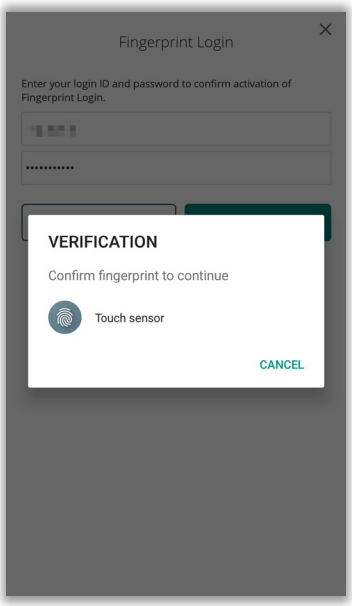

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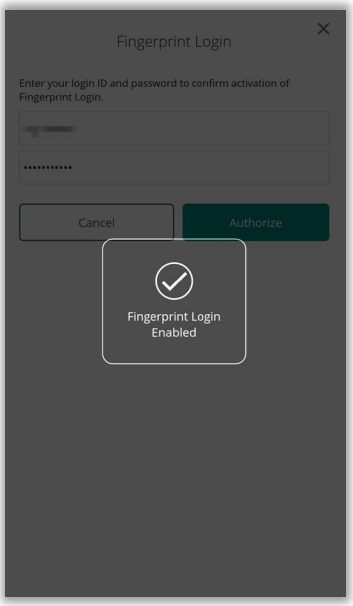

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Now that you have enabled Fingerprint Login, you may use it to log in to the *Umpqua Bank Mobile Banking*.

Questions? Need additional assistance?

Contact us at 1-866-4UMPQUA (1-866-486-7782) or send us an email at customerservice@umpquabank.com. When contacting us, please provide the name and version number of your mobile device (example: Apple® iPhone® 6, etc.) and operating system.