

Online & Mobile Banking

HOW TO LOG IN THE FIRST TIME

How to Log in to Your Online Banking Account

To access your online account, personal and business banking customers may log in after 10:00 a.m. on Monday, March 16. You do not need to re-enroll; however, you will need to log in the first time using a temporary password. For security reasons, please refer to the printed version of this Welcome Packet for additional information or call 978.922.0857.

1. Goto northshore-bank.com.
2. Click on the red **'Online Banking'** button at the top right corner of the home page. In the drop down menu enter your **User ID**, your **temporary password** and then click the **login** button.
3. You will then be asked to accept North Shore Bank's Online Banking and Mobile Banking Terms and Conditions.
4. You will be asked to create a new Password. For security reasons, please refer to the printed version of this Welcome Packet for additional information or call 978.922.0857.
5. Once you are logged in, you will be asked to confirm your email address. If it is not correct you can update it there and then re-type to confirm.
6. Your current security questions will not convert to the new system and you will be prompted to choose three new security questions before you can proceed. If you are not prompted, please call Customer Support at 978-573-1300 during regular operating hours. You also shouldn't be alarmed during the first few weeks of using online banking as you will likely be prompted to answer questions until the system becomes familiar with your banking patterns.

** If your User ID includes a special character (which is anything other than a letter or number), it will automatically be changed. To use your new User ID, just omit the special character(s). Example: If your User ID was P@tr!ot\$20, it will be changed to Ptro20.*

Setting Up Your Mobile Banking Application

The Beverly Bank mobile banking application will no longer work as of Friday, March 13 and you will need to delete the icon and download the North Shore Bank application after 10:00 a.m. on Monday, March 16.

1. Depending on your mobile device, visit either the Apple App Store or Google Play Store and download the North Shore Bank app using the search term "North Shore Bank Mobile."
2. Follow steps 3 through 6 from 'How to Log in to Your Online Banking Account' above.
3. Your current mobile alerts will not be converted and will need to be set up after the conversion — printing or making notes of your preferred alerts before March 13 is advisable.

In late February, we'll be sending online and mobile banking users a separate package in the mail with additional information about how these services will convert to North Shore Bank's products.

Bill Pay

During the conversion, your history, list of payees, eBills, scheduled payments and recurring payments will be converted to the new system. We recommend that you print your history and a list of payees before March 13 just as a reasonable precaution. You will be asked to accept the new Bill Pay Agreement.

If you are a Quicken or Quickbooks user you will need to disconnect your Quicken or Quickbooks account from the current Beverly Bank BID number and reconnect to the North Shore Bank BID number. If you are a Direct Connect customer you will also need to enroll in Direct Connect through the North Shore Bank iBanking Service Center.