

Accessing Cape Cod 5's Treasury Management Online Banking

At Cape Cod 5, we are committed to the security of your accounts with us and have implemented a multi-layer authentication process to prevent unwanted access.



Before you log in, please go to the Apple App Store® or the Google Play™ store on your mobile device and search for “VIP Access.” Downloading the VIP Access app will give you access to a secure token that you will use each time you log into Cape Cod 5's Treasury Management Online Banking to provide a secondary layer of security.

Please note: You should have received a link via email to set up your username and password. If you have not received the link, please check your spam folder or contact our Treasury Management staff at 508-247-1699 or treasurymanagement@capecodfive.com.

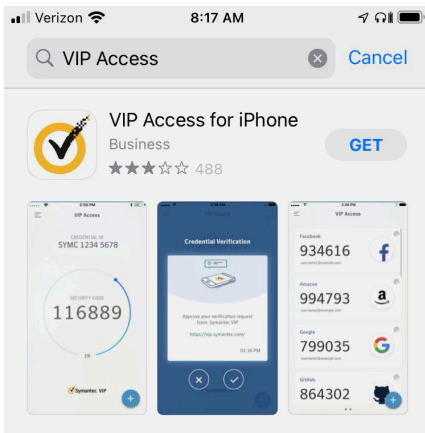


Follow the steps below to download the VIP Access app and log in to your Treasury Online Banking account.

- ☐ If you have an iPhone, access the Apple App Store®



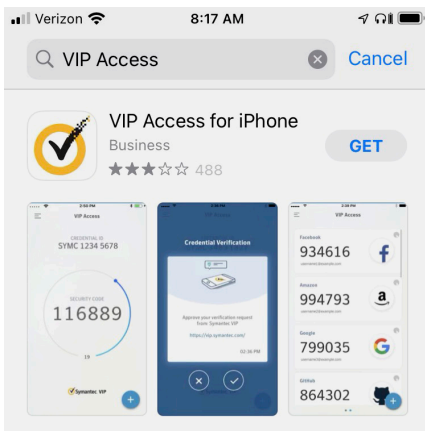
- ☐ Download the “VIP Access for iPhone” app as seen in the following image:



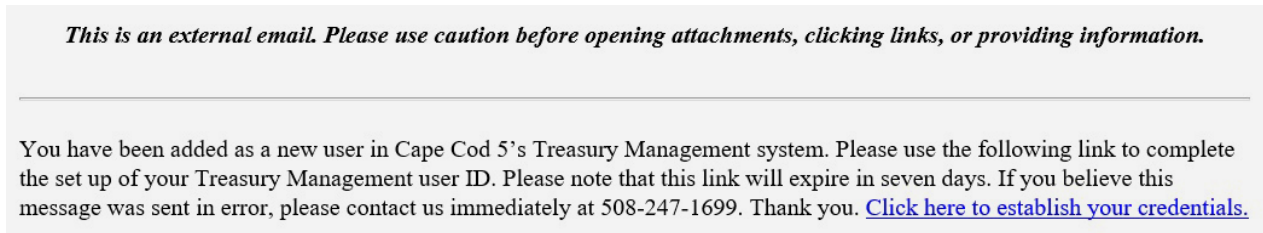
- ☐ If you have an Android phone, access the Google Play™ store



- ☐ Download the “VIP Access” app as seen in the following image:



- ❑ After downloading the app, click on the link in the email you receive from Cape Cod 5. The following image is an example of the email:



- ❑ You will be taken to the "Activate Account" screen and prompted to create a user ID and password:

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For assistance, please contact the Customer Service Center at (888) 225-4636. [Session Key](#)

Activate Account

Notification of New Treasury Management User
Please create a NetTeller ID and password to complete the setup of your Cape Cod 5 Treasury Management user ID. If you believe this message was sent in error, please contact us immediately at 508-247-1699.

Create your new Cape Cod 5 Treasury Management credentials

Cape Cod 5 Treasury Management ID

Cape Cod 5 Treasury Management Password

Confirm Cape Cod 5 Treasury Management Password

- ❑ You will then be prompted to register your token after entering your user ID and password. Click **Yes** to register your token.

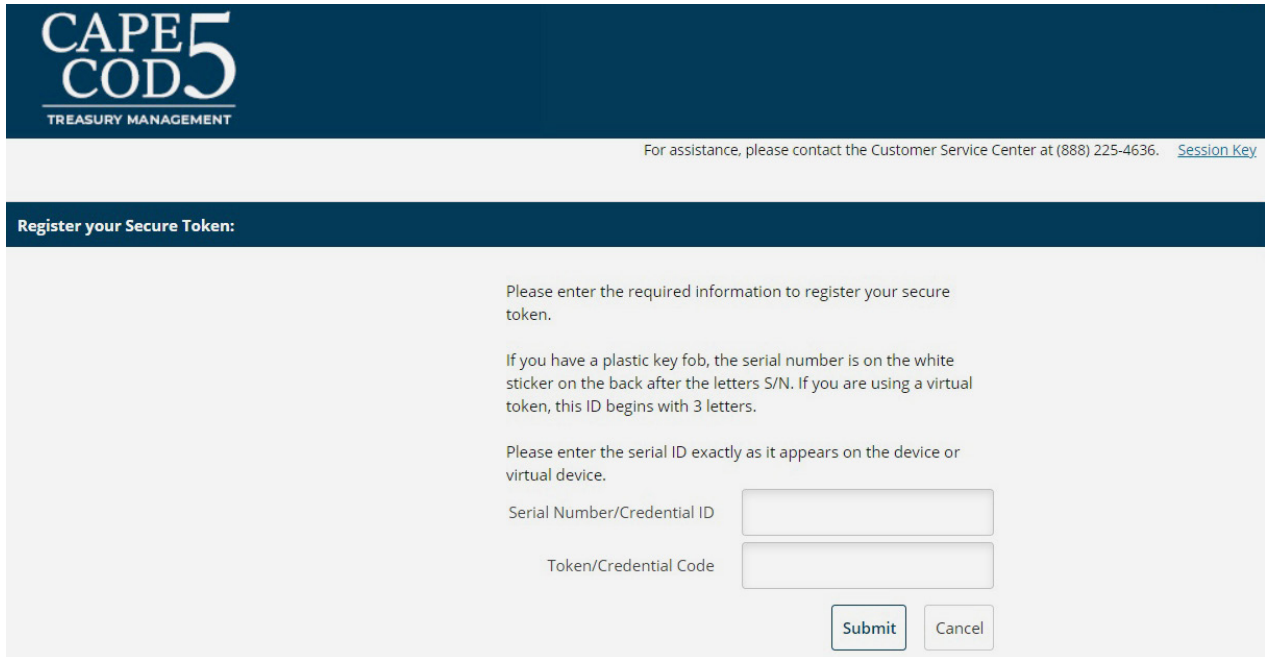
CAPE COD 5
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Register your Secure Token:

Have you received or downloaded your secure token yet? If yes, please click **"Yes"** and follow the instructions to register your device. If not, click **"No"** to continue to online banking. You will be prompted for your token information again during a future login and will have a total of 7 business days to register your token prior to being locked out of online banking.

- ❑ You will then need to use the VIP Access app on your phone or mobile device to obtain the Serial Number/Credential ID and Token Code to be entered on the next screen:



The screenshot shows a web browser window with the CAPE5 COD5 Treasury Management logo at the top. Below the logo is a navigation bar with a link for customer service. The main heading is "Register your Secure Token:". The form contains instructions for entering the serial number and token code, with two input fields and "Submit" and "Cancel" buttons.

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Register your Secure Token:

Please enter the required information to register your secure token.

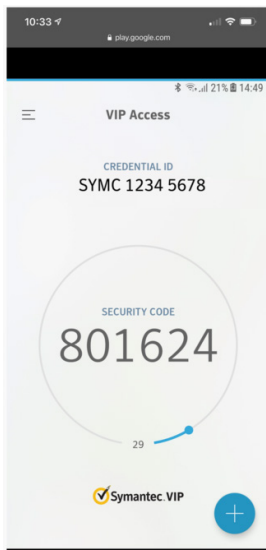
If you have a plastic key fob, the serial number is on the white sticker on the back after the letters S/N. If you are using a virtual token, this ID begins with 3 letters.

Please enter the serial ID exactly as it appears on the device or virtual device.

Serial Number/Credential ID

Token/Credential Code

- ❑ Example of Serial Number / Credential ID: SYMC 12345678
Example of Token Code: 801624



After entering both codes, click **Submit** and your token will be registered. The next time you log in you will be prompted to enter your user ID, password and token code.

Please follow the rest of the log in prompts to add your security questions and phone number.



Questions or need assistance? We're here to help.

If you have any questions while setting up your token please contact Treasury Management at 508-247-1699 or treasurymanagement@capecodfive.com.