

Soft Token Set Up Instructions

You will receive two emails from Dundee Bank containing your username and temporary password for Online Banking. Login here: [Login - Dundee Bank Business](#)

Soft Token Set Up Instructions

1. Download the App “DIGIPASS for Business Banking” in the App Store



[Apple App Store](#)

[Google Play Store](#)

2. Login to Online Banking: [Login - Dundee Bank Business](#)

- Enter the username and password that you received via email.
- Enter and confirm password.
- Verify email address is correct.

3. Click “BEGIN ACTIVATION” in both Online Banking and the DIGIPASS App.

4. Scan the QR code shown on in Online Banking using your phone’s camera within the DIGIPASS app.

5. Enter in the 16-digit Device Code given. 

6. Enter Device Nickname (example - “Jane’s iPhone”)

7. Create a 4-digit pin that you will remember

8. Enter Security Question: _____ (example - “Favorite Bank”)

Enter Security Answer: _____ (example - “Dundee”)

9. Select Continue.

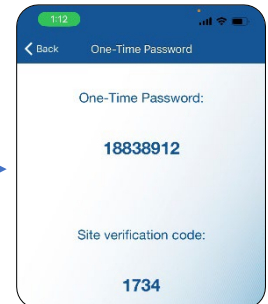
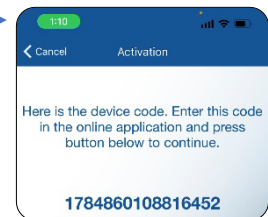
10. Press “Scan Image” at bottom of screen on the app.

11. Scan the new barcode in Online Banking.

12. You may activate biometric protection (fingerprint / face scanner) if your phone prompts you.


13. Enter one time password in Online Banking. 

14. Select “Complete Activation”.



Logging in Post-Activation

1. Go to <https://www.dundeebanking.com/>

2. Select the “business” bubble, then “business login” 

- Enter your Online Banking username.
- Open DIGIPASS App and select click “One Time Password”.
- Password is 8 digits from your token + your 4-digit PIN (12-digit password total)
- Ensure the verification # is the same on both screens – if yes – Click “Verified”



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Building a New ACH Transfer

1. Once logged in, select “Payments & Transfers” from the top bar of the Home page.
2. Click on the black ACH box.
3. Select “New Payment” or “New Collection” from the top right. Details on each type of transfer below.
 - a. New Payment → sending money out of your account
 - i. If paying an individual, select “Prearranged Deposit – PPD” or “Payroll”
 - ii. If paying a business, select “Company – CCD”
 - b. New Collection → pulling money into your account
 - i. If collecting from an individual, select “Prearranged Deposit – PPD”
 - ii. If collecting from a business, select “Company – CCD”
4. Complete **New ACH** Information:
 - a. Description-Name of transfer. Examples: Rent, HOA dues, etc. You will be able to search for the transfer by the description.
 - b. Effective Date - Day that transfer will process. It can be scheduled up to 30 days in advance.
 - i. A same day ACH can be scheduled if it is before 2pm CST. Check the Same Day box and transfer will be sent that afternoon.
 - ii. If you are trying to send as soon as possible but it is after 2pm CST, check Same Day box anyways and transfer will be sent out early the next morning
 - c. Check box for “Repeat” if you would like to set up recurring transfer
 - i. Select Frequency and End Date once menu appears
5. Complete the **Pay from** or **Pay to** Information
 - a. You will need the Name, Account #, Account Type, Routing #, and Amount for the individual or company you are paying or collecting from.
 - b. Select **your** account where funds will be debited (if you are making a payment) or credited (if you are making a collection).
 - c. The **Total batch withdrawal** amount must match the **Total batch deposit** amount to process the ACH.
6. Once everything is entered correctly, select **Complete ACH** to process the ACH.
 - a. If you hit Save For Later, it will save the template on your end, but the ACH will not be processed.

Building a New ACH Transfer using an Existing ACH

1. Search for the existing ACH and select “Copy”.
2. Edit the date, amount, etc. as necessary.
3. When finished, select “Complete ACH” to process the ACH.

Changing an Existing ACH Transfer

1. Search for the ACH you need to modify and select “Edit”.
2. To add new information, click “Add another pay to/from”.
3. Complete necessary information and select “Complete ACH”.

Deleting an ACH Transfer

1. Search for the ACH.
2. Select “Delete”.
3. In top section, select whether to delete all future transfers there or just this one.
4. Scroll to the bottom and select “Delete ACH” to permanently delete.