

CommunityBank

NEW Community Bank Online Banking and Mobile App

Community Bank is excited to announce that its new Online Banking & Mobile App platform is **NOW AVAILABLE**.

Below we outline the steps required to access the new Community Bank applications as well as highlight new features available.

How to access the new Community Bank applications:

- **Mobile App**
- Download the NEW mobile app from www.DoDCommunityBank.com by:
 - Select your app store icon located at the top left corner.
 - Select the “Department of Defense Community Bank” icon, which will take you to the new app
 - Select install.
- Download the NEW mobile app from your app store by:
 - Searching for DoD Community Bank.(Community Bank app will have a tan background and labeled as “Department of Defense Community Bank”)
 - Select the app
 - Select install
- **Online Banking (Desktop)**
 - Access the new desktop link from our Public Website (www.DoDCommunityBank.com) by selecting “SIGN IN” located at the top left corner.
 - Any attempts to log in to the previous Online Banking will redirect you to the new site.

What has changed?

- An all NEW enhanced user interface for both desktop and mobile: **This will require reestablishing recurring/scheduled transfers/payments on the new platform (find these instructions below).**
- Customizable shortcuts to include quick access to:
 - List of “Favorites” transactions
 - Upcoming payments and scheduled transfers
 - Recent payments and transactions
- Integrated exchange rate calculator for all currencies (£, €, ¥, ₩)
- Announcements section
- One-time passcodes (received via text (text rates may apply) or email)
- User will be required to reset their password the first time logging in to the new platform
 - Username - Will remain the same (no changes)
 - Password – Follow the One-Time Passcode instructions received via email.
 - Enter a new password of your choosing with the following requirements:
 - 8 to 15 characters in length
 - Must have at least one alpha and one numeric character

New to Mobile (Individual Accounts):

- Enroll directly from your mobile device
- The mobile app now mirrors the desktop version
- Fingerprint and facial recognition log in enabled
- Bill Payment Options (both local currency and USD, we note not all businesses accept this form of Bill Payment).

New to Desktop (Individual & Organizational Accounts):

- Set up alerts via text (text rates may apply) and/or email
- New supported browsers (Chrome, Edge, Firefox, Safari)

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Reestablishing recurring/scheduled transfers and payments on the new platform:

Adding Payees:

1. Select “Payments” from the side bar menu and then select “Manage Payees”.
2. Select “Euro”, “Sterling” or “USD”.¹
3. Select “Add Payee” and complete all required fields in the “Payee Details” section and then select “Save”.
4. Enter One Time Passcode (received via text (text rates may apply) or email) and select “Confirm”.

Initiating Payments:

1. Select “Payments” from the side bar menu and then select “Pay Bills”.
2. Select “Euro”, “Sterling” or “USD”.¹
3. Select the account and enter all required fields in the “Enter Bill Details”.
4. Select if the payment is to be processed “Now” or “Later”.
5. Select “Yes” if the payment is to be a recurring payment, and “No” if the payment is a one-time payment, then select “Next”.
6. If recurring payment, a pop-up will populate to select the recurring payment details and then select “Submit”.
7. Review the payment details on the “Review & Confirm page, and then select “Next”.
8. Enter One Time Passcode (received via text (text rates may apply) or email) and select “Confirm”.
9. A confirmation page will verify that the payment has been successfully scheduled.

¹ Euro is only available for Germany, Italy, & The Netherlands. Sterling is only available for the United Kingdom. USD is available in all countries.

We are here to help:

We appreciate the opportunity to serve your financial needs. If you have any questions about the above, please contact or visit your local Community Bank during operating hours. You may also contact Customer Service at 00-800-2265-3279 (Europe) or 1-800-239-9427 (U.S. and all other locations), Monday-Friday, 0100-1800 U.S. Central Standard Time, holiday hours may vary.