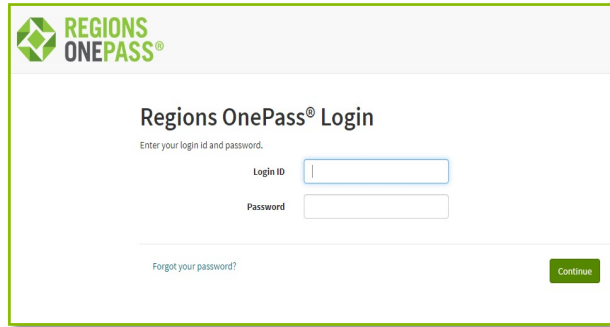




Regions OnePass
Screen Changes

Login/Password Screen Updates



REGIONS ONEPASS®

Regions OnePass® Login

Enter your login id and password.

Login ID

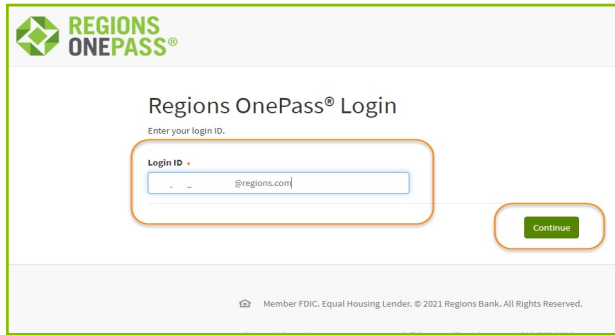
Password

[Forgot your password?](#)

Current



New



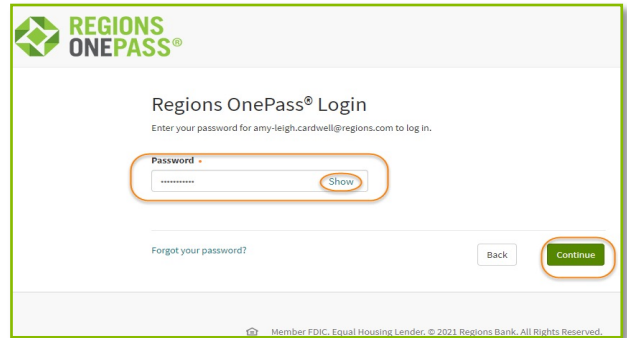
REGIONS ONEPASS®

Regions OnePass® Login

Enter your login ID.

Login ID

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REGIONS ONEPASS®

Regions OnePass® Login

Enter your password for amy-leigh.cardwell@regions.com to log in.

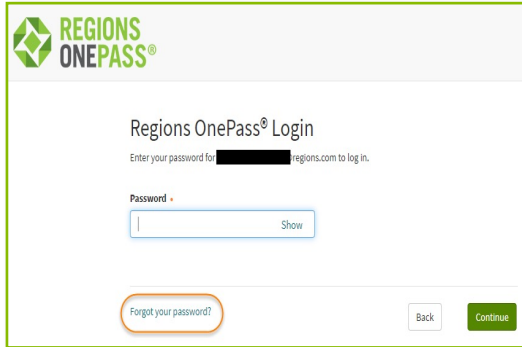
Password

[Forgot your password?](#)

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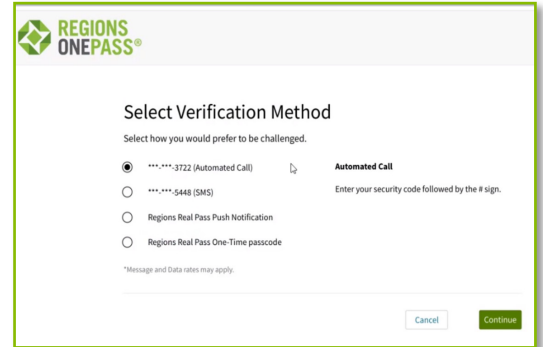
Forgot Your Password Updates

1



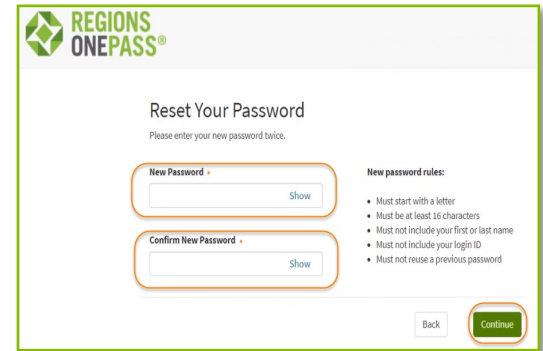
The screenshot shows the Regions OnePass login page. At the top left is the Regions OnePass logo. Below it, the text reads "Regions OnePass® Login" and "Enter your password for [redacted] regions.com to log in." There is a password input field with a "Show" button to its right. At the bottom left, there is a button labeled "Forgot your password?" which is circled in orange. At the bottom right, there are "Back" and "Continue" buttons.

2



The screenshot shows the "Select Verification Method" screen. It asks the user to "Select how you would prefer to be challenged." There are four radio button options: "Automated Call" (selected), "SMS", "Regions Real Pass Push Notification", and "Regions Real Pass One-Time passcode". To the right of the "Automated Call" option, it says "Automated Call" and "Enter your security code followed by the # sign." At the bottom, there are "Cancel" and "Continue" buttons.

3



The screenshot shows the "Reset Your Password" screen. It asks the user to "Please enter your new password twice." There are two password input fields: "New Password" and "Confirm New Password", both with "Show" buttons to their right. To the right of the input fields, there is a section titled "New password rules:" with a bulleted list: "Must start with a letter", "Must be at least 16 characters", "Must not include your first or last name", "Must not include your login ID", and "Must not reuse a previous password". At the bottom right, there are "Back" and "Continue" buttons, with the "Continue" button circled in orange.

- 1) The ***Forgot your password?*** option will be located on the new Password screen as shown above
- 2) Clicking this option will prompt a ROOBA or Real Pass challenge
- 3) Once the authentication method is chosen and the user is authenticated, the ***Reset Your Password*** screen will display

Authentication Screen Updates


Authentication Steps Screen

Pardon the interruption. We need to take additional steps to verify your identity.

- Please select which phone number you would like Regions to call.

--5828 - Voice


--5828 - Text (SMS)




[Call Me Now](#)
- If you receive a phone call enter your Security Code followed by #.

If you receive a text message enter your Security Code and one time password provided in the text message (without spaces).


* Message and data rates may apply


- After Regions receives and validates your information, your OnePass Application access will be processed.




If you cannot access your phone or did not receive a call/text, click [HERE](#) to cancel the request and contact Client Services at 1-800-787-3905.

New Select Verification Method Screen



Select Verification Method

Select how you would prefer to be challenged.

--3722 (Automated Call)  **Automated Call**
Enter your security code followed by the # sign.

--5448 (SMS)

Regions Real Pass Push Notification

Regions Real Pass One-Time passcode

* Message and Data rates may apply.

[Cancel](#) [Continue](#)

Minor changes are occurring to the Challenge Choice screen. When logging into OnePass or completing a password reset using the Forgot your Password feature, clients will notice the screen changed to **Select Verification Method**. The Authentication Steps screen will be removed.

Note: These changes will only appear when logging in. Once in OnePass, the Challenge Choice and the Authentication Steps screens will remain the same as they are today. They will change at a future date