VIDEO BANKING

SYSTEM REQUIREMENTS & INSTRUCTIONS

MINIMUM SYSTEM REQUIREMENTS

1. One of these devices:
   a. Apple iOS 9.0 or later
   b. Android Lollipop or later
   c. Window or Mac based desktop computer or laptop using any of the following browsers: Chrome, Firefox, Safari or Microsoft Edge
2. Video camera, speakers and a microphone
3. Front facing for face-to-face viewing AND rear facing camera for capturing document images
4. Reliable WiFi internet connection or 4G or 5G mobile network connection

VIDEO BANKING INSTRUCTIONS

1. Verified that your system meets the minimum requirements

2. Download the Team One Video Banking app
   a. For Apple devices, visit the Apple Store
   b. For Android devices or Windows devices, visit the Google Play Store
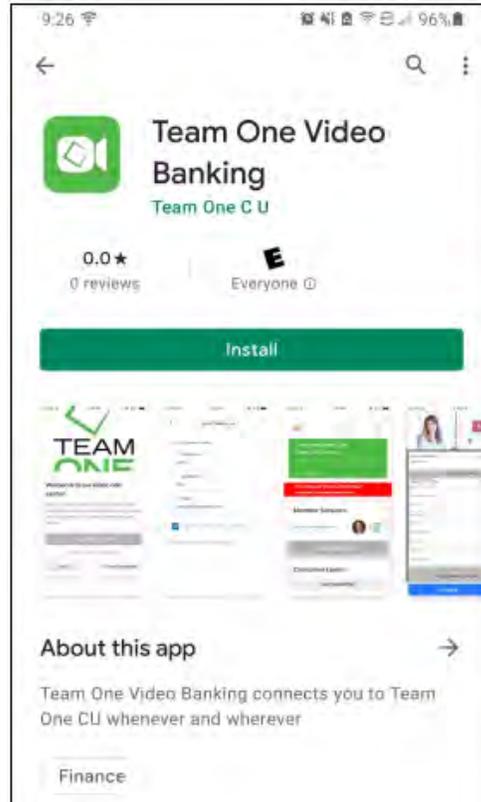
3. Access the app on your device and continue to the log in screen
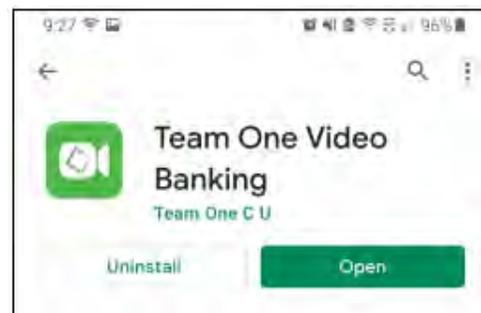
4. From the log in screen, you can:
    a. Conduct a "Quick Video Call"
    b. Log In (if you have an existing video profile)
    c. Create a video profile
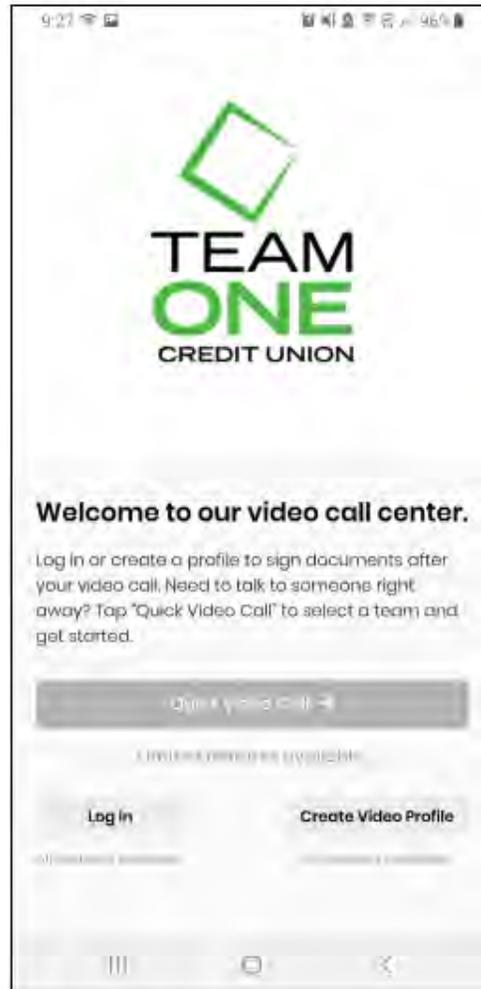
5. To create a video profile, select "Create a Video Banking Profile"
   a. Complete profile information
   b. Create a password
   c. Agree to terms and conditions
   d. Select "Create Account & Log In"

6. Select "Start Video Call" or "Join a Meeting" to begin enjoying the convenience!