

1. If applicable, from the app store on your new phone, download the *DIGIPASS for Business Banking* app (by Fiserv or Vasco).
  2. Go to [dlevans.com](https://dlevans.com) and click on **Online Banking Login**.
  3. Select **Business Online Banking**.
  4. Click on **Lost or Damaged Token**.
  5. Enter your **Username** and in the Password/PIN field, enter only your **PIN**. Click **Begin Verification**.
  6. Answer your Security Question (**note: case-sensitive**). Click **Complete Verification**.
  7. Click **Deactivate Token**.
  8. A log in screen will display. In the green banner, click on the text hyperlink "**reset it**".
  9. Enter your **Username**, **Mother's Maiden Name** (case-sensitive), and **Email**. Click on **Reset Password or PIN**.
  10. A green banner will display indicating an email with reset instructions has been sent and the email it was sent to.
  11. Go to your email and click on the link you received in the email from [onlinebanking@dlevans.com](mailto:onlinebanking@dlevans.com).
  12. Create a new password, meeting the requirements listed.
  13. You will then be brought to the Home screen. Click on **Profile**.
  14. In the **Token** section, click on View.
  15. Click on **Add Device**.
  16. Enter the password you just created and click **Begin Verification**. Do not use your PIN.
  17. Answer your Security Question (**note: verify answer as this is case-sensitive**). Click **Complete Verification**.
  18. Click **Begin Activation** on the website. On your phone in the DIGIPASS for Business Banking app, tap **Begin Activation**.
- CAUTION: Do not allow your phone to lock or timeout during this process.**
19. On your phone, if prompted, **allow** all permissions the app requests.
  20. Scan the Cronto image with your phone.

21. Enter the **Device Code** displayed on the app.
22. Enter a **Device Nickname** such as “my phone”. Click **Continue** on the website. On your phone, tap **Scan image**.
23. Scan the Cronto image with your phone. If available, the app will ask you if you’d like to enable biometrics (Face ID or thumbprint) – enabling this will require your phone, moving forward, to verify you with your face ID or thumbprint before giving you a one-time password. Tap **Yes** or **No**.
24. Enter the **One-Time Password** displayed on your phone. On the website, click **Complete Activation**. On your phone, tap **Done**. (You do not need to record the serial number displayed)  
  
**Note:** If you receive an error message that your one-time password is invalid, verify you entered the digits correctly. If you receive the error message again, your phone may have timed out during the process. Please contact us at 833-393-0022 for assistance.
25. On the website, a green banner will display indicating “Your token was successfully activated.”
26. If applicable, **Delete** your old device from the list of devices. You can verify which device to delete by looking at the “Activated” date. Your new phone will have been activated as of the current day.

Before you can process an ACH file or wire transfer, you will need to log out and log back into Business Online Banking.