

## Virtual Keyboard Instructions

### How to use the Virtual Keyboard:

Using the Virtual Keyboard is similar to using a regular keyboard except for the positions of the keys that change every time.

- 1- Use the regular keyboard to enter your Customer ID
- 2- Use the mouse to enter your Password by clicking on the Virtual letters instead of using a regular Keyboard.
- 3- To change from small letters to capital letters use the mouse and click on the Caps Lock button on the Virtual Keyboard.
- 4- To delete the character (s) from the Password field use the mouse and click on the Backspace button on the Virtual Keyboard.
- 5- To login to the system and to view your account (s) click on the Login buttons
- 6- For enhanced security and confidentiality, you are required to change your password for the first time you login. Use the Virtual Keyboard to create a password of your choice and click on the "submit" button.  
A new PIN code should also be created using the Virtual Keyboard.

Notes: the password should consist of minimum 8 alphanumeric characters (combination of numbers and letters). We recommend that you create a password that is easy for you to remember but difficult for others to guess.