

USER GUIDE | DISBURSEMENTS

A Guide to eTRAIN

December 31, 2025

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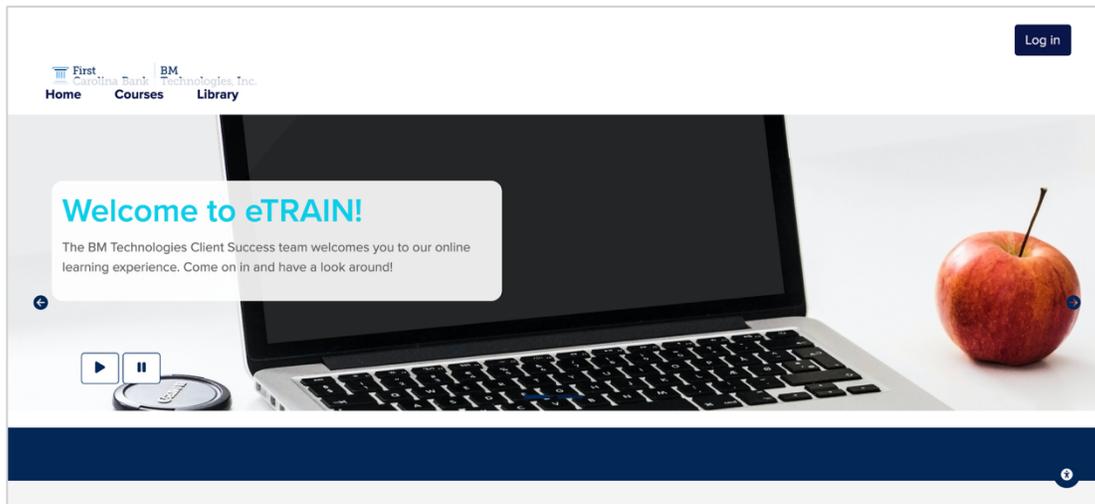
Welcome to eTRAIN

Our Disbursements eTRAIN learning environment was created to educate campus administrators at all levels. Whether you are a Vice President or a front-line staff member, there are courses designed to teach you about the Disbursements program on your campus. eTRAIN offers a variety of lessons with quizzes that will allow you to test your Disbursements IQ.

Our objective is to provide an effective learning environment that caters to the three different individual learning styles:

1. Auditory (learning by hearing)
2. Visual (learning by seeing)
3. Kinesthetic (learning by doing)

By offering various training demonstrations, click-through courses, visual aids, and quizzes, we are able to accommodate learners of all types.

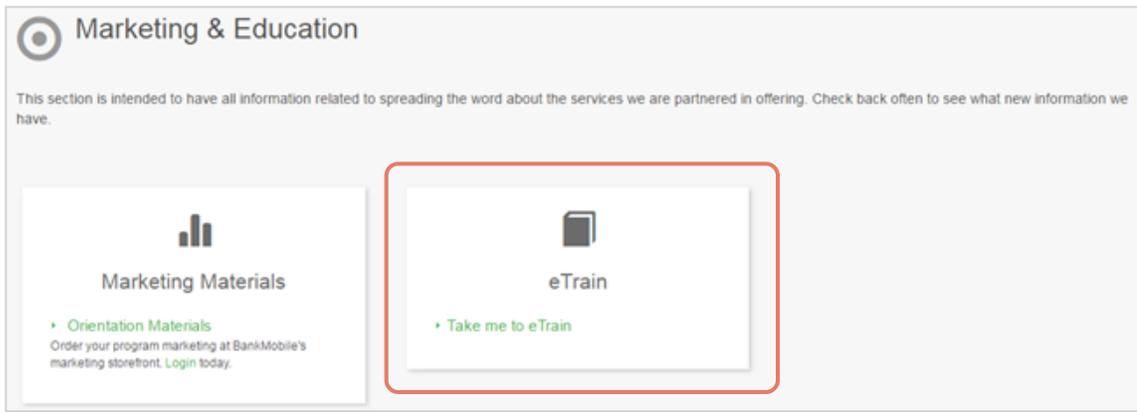


Gaining Access to eTRAIN

Once the campus Security Officer provides a staff member with access to BankMobileAdminSupport.com, eTRAIN access will become available to them the next business day.

There are two ways to access eTRAIN:

1. Log into BankMobileAdminSupport.com and click on Marketing & Education. Click on the “Take me to eTrain” link and enter your login information on the next page.



2. Visit eTRAIN directly and enter your login information.

Login Information: Please note your eTRAIN login information is different than your BankMobileAdminSupport.com login. Your initial login credentials for eTRAIN will be:

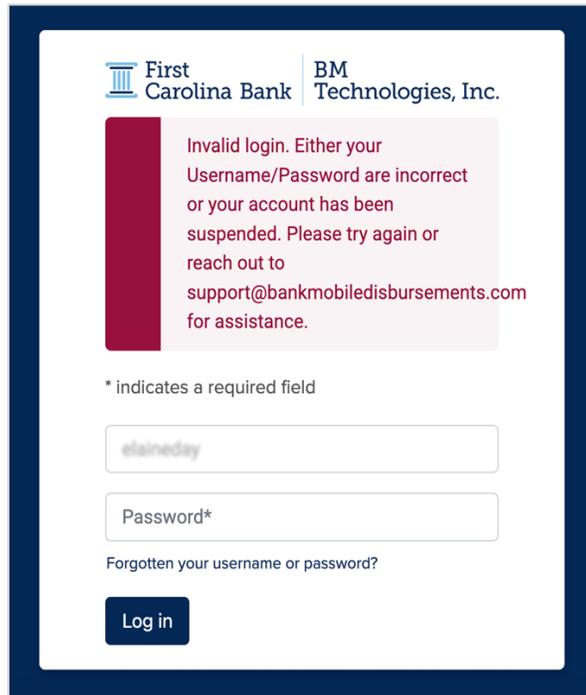
Username: Full campus email address

Password: changeme

Please note: Once you've successfully logged in to eTRAIN with your email address and the default password, you will be asked to update your password for security reasons.

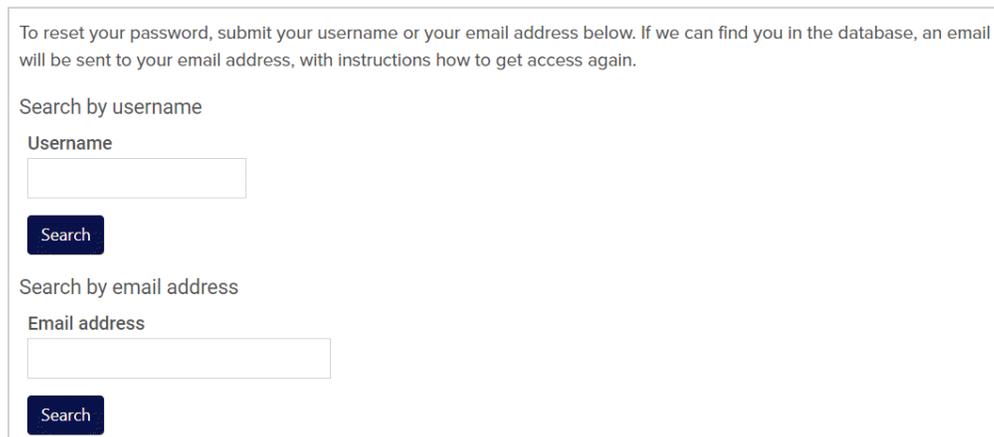
Forgotten Password?

If you are unable to locate your eTRAIN password, you can easily have a temporary password sent to you. When an incorrect password is attempted, you will see the following screen. Click on the 'Forgotten your username or password?' link to begin the reset.



The screenshot shows the eTRAIN login interface. At the top left is the First Carolina Bank logo, and at the top right is the BM Technologies, Inc. logo. A red error message box in the center reads: "Invalid login. Either your Username/Password are incorrect or your account has been suspended. Please try again or reach out to support@bankmobiledisbursements.com for assistance." Below the message is a note: "* indicates a required field". There are two input fields: the first contains the text "elaineday" and the second is labeled "Password*". Below the fields is a link that says "Forgotten your username or password?". At the bottom is a dark blue "Log in" button.

Next, enter your full campus email address into the "Username" field to perform a search for your information.

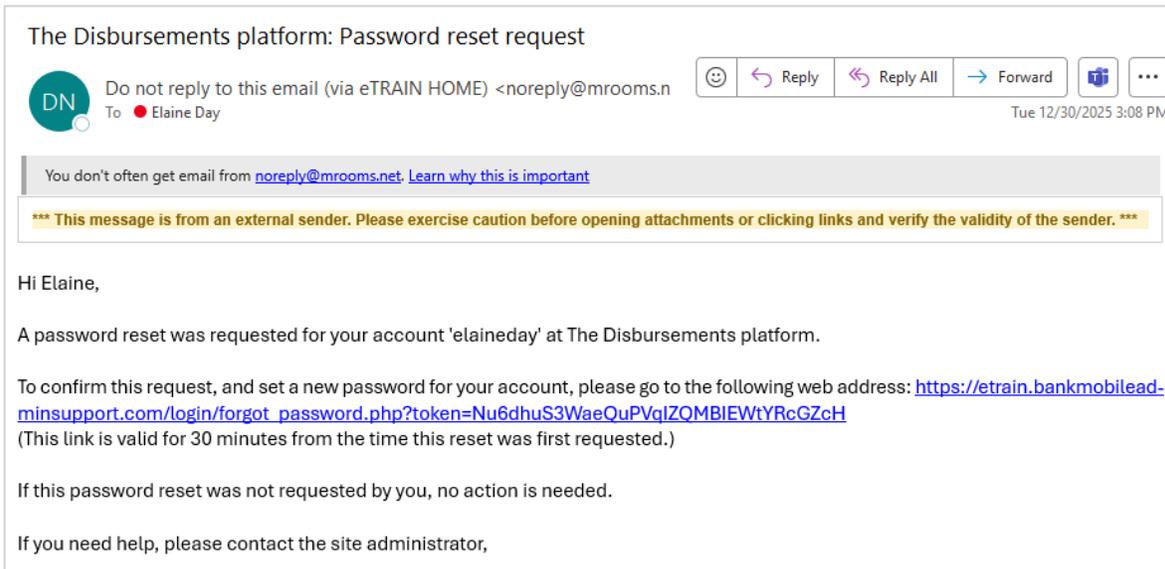


The screenshot shows a form for password reset. At the top, it says: "To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again." There are two sections: "Search by username" with a "Username" label and an empty input field, followed by a dark blue "Search" button; and "Search by email address" with an "Email address" label and an empty input field, followed by another dark blue "Search" button.

If the search results in finding your information, an email will be sent to you. It comes from ETrain Administrator, and the subject line reads, "The Disbursements platform: Password reset request." There will be a link in the email to complete the password reset.

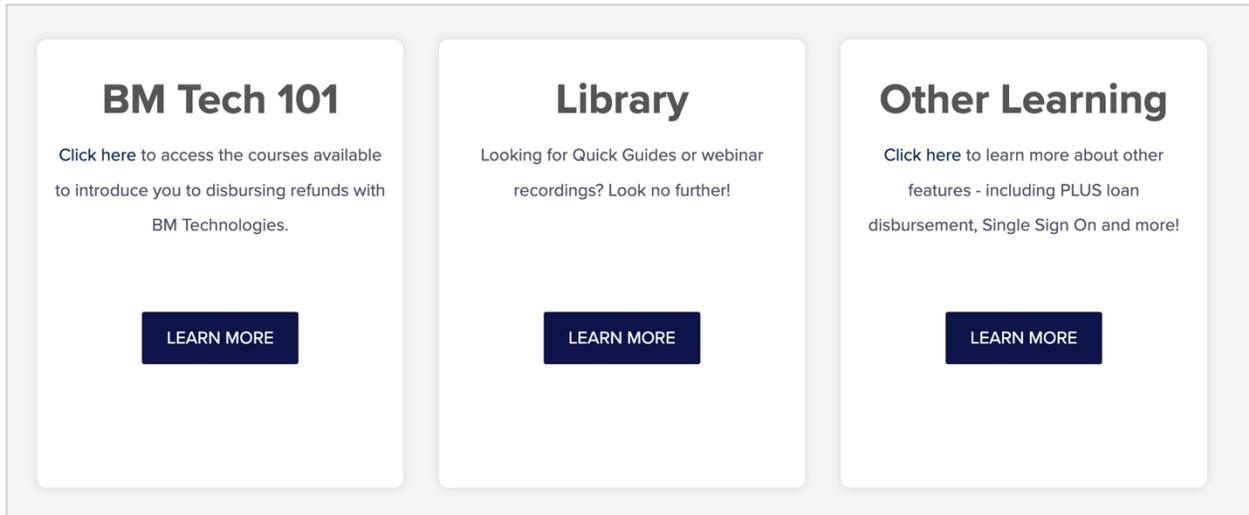
Please note that the link is valid for only 30 minutes from the time the password reset was requested.

The link allows you to choose a new password for your eTRAIN account. And you can immediately log in with your new password!



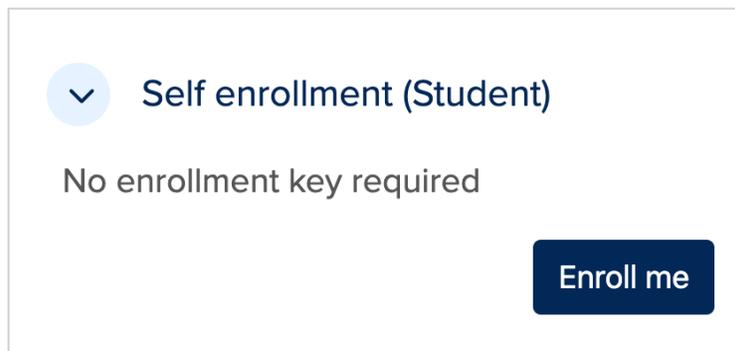
Courses & Lessons

Courses are accessed through either the BM Tech 101 or Other Learning sections of the website. To find introductory courses such as Admin I/Admin I (for Single Sign On) and Admin II, navigate to BM Tech 101 by selecting the “LEARN MORE” button.



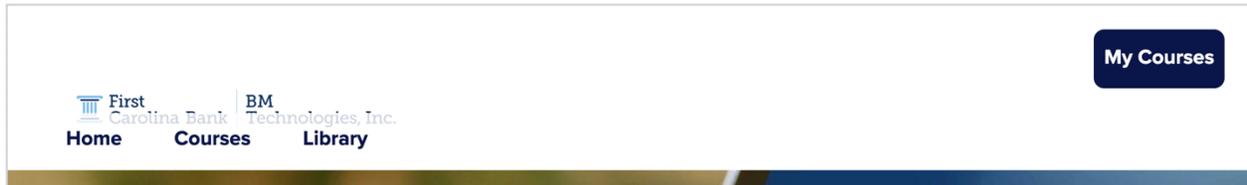
Courses may include a combination of different activities and resources. Examples include page-through lessons, single-page lessons, printable Quick Guides, and assessments.

If it is your first time accessing a course, you will be asked to self -enroll. This is completely normal. Simply click the green “Enroll me” button to continue and then you’ll be able to take the course in full.



Navigating the Website

It's easy to navigate throughout the eTRAIN website! At any time, simply choose the BM Technologies, Inc. logo in the header of any page to return to eTRAIN's homepage. You may also use the 'Back' button in your browser to return to the previous page.



You may also use the menu to navigate to different sections of the learning portal as shown above.

Questions?

BM Technologies, Inc. is pleased to be able to work with you as you bring the program live on campus and throughout our relationship with you. With any training suggestions, questions, or concerns, please reach out to Client Support at clientsupport@firstcarolinabank.com.