



How to Login into UBB with MS Edge, Google Chrome, or FireFox

Install the DigitalPersona Lite Client

The following simple steps will guide you through a process to allow you and your staff to begin using Microsoft Edge, Google Chrome or Firefox. While other modern browsers may also work, UBB does not support or recommend browsers other than Edge, Chrome or Firefox. The process will show you how to 1) un-install the current Digital Persona Online Client, version 5.5.1, and 2) install the new DigitalPersona Lite Client. Then, you can start using the new browsers right away. As the process of un-installing and installing software requires admin rights on the device, you may need your local IT support to perform these steps. Anyone following these instructions will be able to complete the steps in about 10 minutes, while an IT person will complete the steps much faster. Should you experience any problems, there is some help section at the end and you can call UBB Operations for help at 800-558-6878. Let's get started!

1. As we will be restarting the device, it's a good idea to close out of all applications.
2. Right click on the Windows icon in the bottom left corner of the screen



3. A menu will appear. Click on top item which is "Apps and Features", to get the screen below:

Apps & features

Choose where to get apps

Installing apps only from Windows Store helps protect your device.

Apps & features

[Optional features](#)

[App execution aliases](#)

Search, sort, and filter by drive. If you would like to uninstall or move an app, select it from the list.

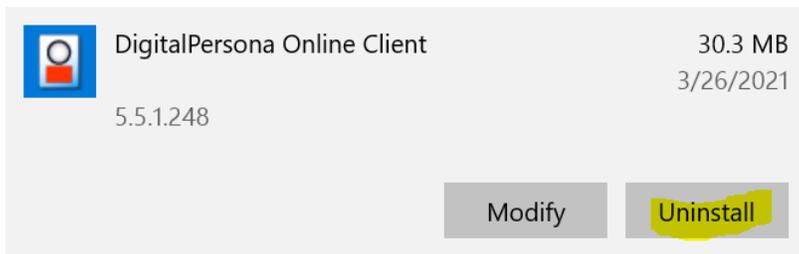
Sort by: Name Filter by: All drives

	DigitalPersona Online Client	30.3 MB 3/26/2021
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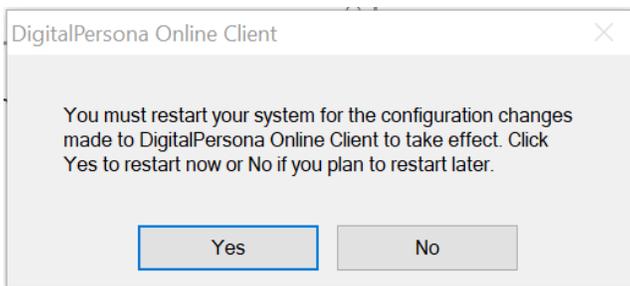
4. In the highlighted text box under "Search, sort, filter by drive", type "digital" and the Digital Persona Online Client you have installed will appear as shown above.
5. Click once on the wording, "DigitalPersona Online Client" that just displayed on the screen above.

6. Now, you will see a command button to "Uninstall". See below:

Sort by: Name ▾ Filter by: All drives ▾



7. Click on "Uninstall"
8. You will then get a message, "Do you want to allow this app to make changes to your device?"
9. Click "Yes"
10. After the Windows installer removes the client, you will get another message telling you that you need to restart.



11. Click "Yes".
12. Now start either MS Edge or Google Chrome and go the SSO website, which is <https://sso.unet.ubb.com>
13. Then, click on the "Login" Tab, see below.



14. Click on the wording, "Install DigitalPersonal Lite Client", as highlighted below.

Username



Fingerprint logon is not supported.
⚠ Install DigitalPersona Lite Client.

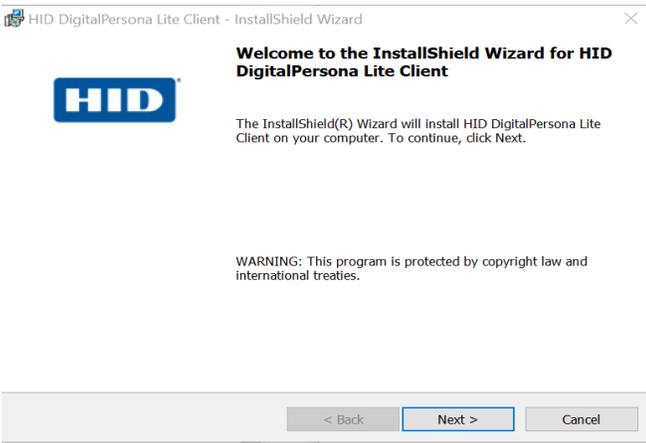
15. You will get this message at the bottom of your screen:



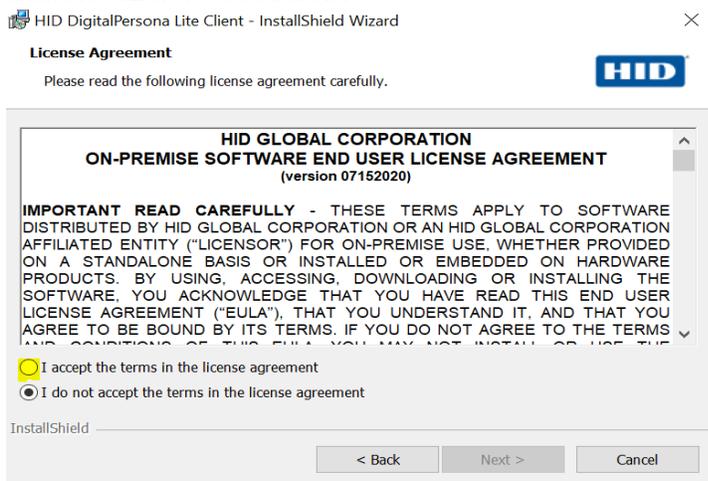
16. You can click run. If you wish, you can also click SAVE, and go to whenever you choose to save the file, "digitalPersonaClient.Setup64.exe". Then, double click on the file to run it.
17. After you click "Run" or double-click on the saved "digitalPersonaClient.Setup64.exe", you will get a message, "Do you want to allow this app to make changes to your device?"

18. Click "Yes"

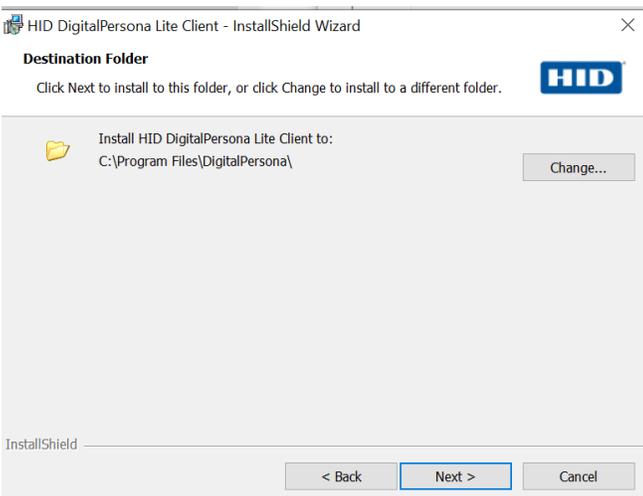
19. Click "Next" on the screen below,



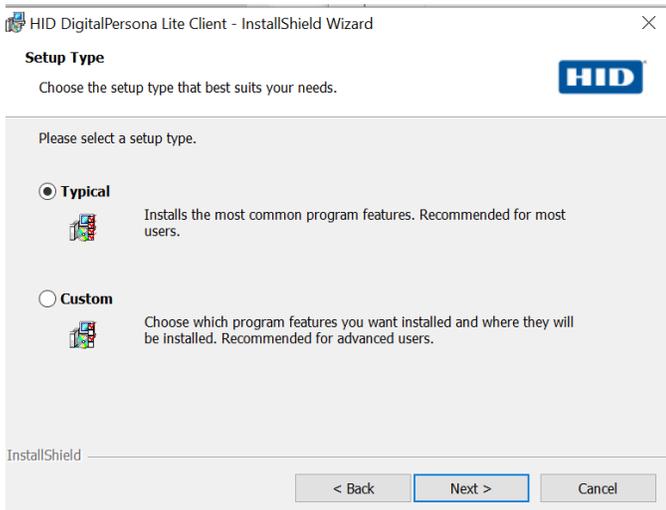
20. Next, click the radio button highlighted below, next to "I accept the terms of the license agreement". And, then, click on 'NEXT". See below:



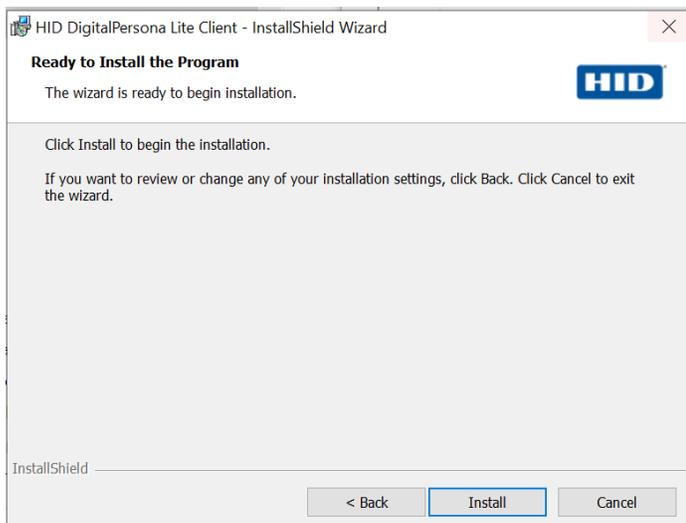
21. On the screen below, click "Next".



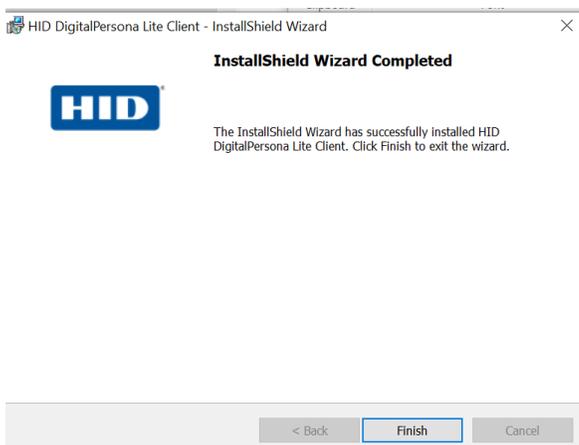
22. Click "Next" on the following screen,



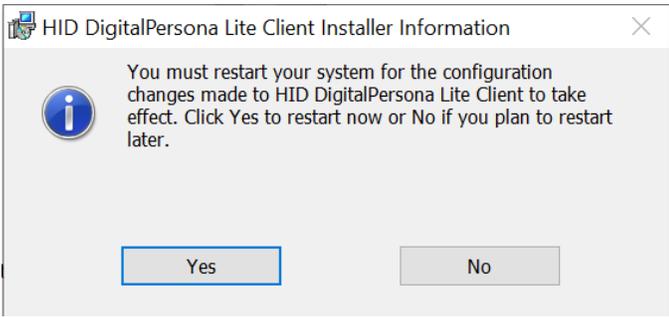
23. Then, click "Install" on the screen below.



24. You will see a screen showing the installation progress, followed by this screen below. Click "Finish".



25. Finally, you will see the screen below telling you that a restart is necessary. Please click "Yes"



26. Your computer will restart. When it comes back up, it's time to use MS Edge, Google Chrome, or Firefox browser! The example shows MS Edge, though other browsers will have the same experience.

27. Start MS Edge browser.

28. Enter the url for United Bankers' Bank's Single Sign On site, <https://sso.unet.ubb.com>

29. Now click on the "Login" tab



30. You will now see the "Scan an enrolled finger" message as in the screen below. If you don't see this, there was a problem installing the new Lite Client. See possible problems on the next page

31. If you do see "Scan an enrolled finger", enter your username and touch your fingerprint sensor to login.

Yeah! From now on, use the "Login" tab. If you like, you can bookmark <https://sso.unet.ubb.com/Login/LoginLite.aspx> to default to the "Login" tab.

Since you installed the DigitalPersona Lite Client, anyone using this device must use MS Edge, Google Chrome or FireFox to login or register a fingerprint from this device.

Possible Issues

1. The new Lite Client that you download from UBB's Single Sign On Site (SSO) is a 64 bit version. If you need a 32 bit version, go to <https://sso.unet.ubb.com> and click on the "Troubles" tab.  There you will see links to download either the 32-bit version or the 64-bit version of the Lite Client. If you installed the 64-bit Lite client, you will need to un-install it and then install the 32-bit version.
2. In Step 30, if don't see "Scan an enrolled finger", check to be sure the Lite Client is installed. You can confirm that the Lite client is installed by following steps 2-4. If you see "HID DigitalPersona Lite Client" listed, the correct



HID DigitalPersona Lite Client

client is installed.

- a. If you see the "DigitalPersona Online Client" instead of the "Lite" Client, you need to start over at step 1.
- b. If "HID DigitalPersona Lite Client" is installed,
 - i. Insure you are using either MS Edge, Google Chrome, or Firefox. Internet Explorer will not work if the Lite Client is installed on any Login tab.
 - ii. Insure you are clicking on the "Login" tab.
 - iii. If using MS Edge, Chrome or Firefox with the Lite Client installed and clicking on "Login" tab without success, please call UBB Operations Support at **800-558-6878**.