Nov. 4, 2022

TO DSBconnect users –

If you use Face/Fingerprint ID to login to the DSB mobile banking app instead of entering a username and password, read on. If not, the following may not pertain to you:

Logging in to the DSBconnect mobile banking app can be done using "biometric" authentication. That is the Face ID on Apple iOS devices and Fingerprint Authentication on Android devices. In order for biometric logins to work, settings have to be enabled by the user on both the mobile device being used to access and in the DSB app itself in the "Profile" section.

There are times when Apple and Android upgrade their applications and system security. Doing so may disable the biometric settings on an app, including DSB's app. This is out of the bank and app developer's control. There are also times when DSB and our app developer upgrade our own app, and the biometric settings are disabled. This happens some, but not all of the time, depending on the types of upgrades made.

When biometric settings are disabled, you will need to login to the DSB app using your valid username and password. If unsure of those, you can click the Forgot Username / Forgot Password link on the login screen for re-sets, or contact us. Then, once logged in to the DSB app, click Profile and re-enable the Face/Fingerprint settings, and then you can resume logging in to the DSB app using biometrics. You may need to check the biometric settings on your device as well.

Android just released a system upgrade this week of Nov. 1, and it did disable the biometric settings on the DSB app.

System upgrades and re-establishment of login authentication are done in the name of protecting your banking information and preventing unauthorized account access.