

## First-Time Login Instructions

To log into the new Business Online Banking platform for the first time, simply follow the First-Time Login instructions outlined below.

### Step 1: Enter your Company ID, User ID & Password

On the login page, enter your **Company ID**, **User ID**, and **password**, and click the **LOGIN** button to get started.

#### Company ID/User ID

The new platform requires that your Company ID and/or User ID not exceed 12 characters in length.

- If your Company ID and/or User ID has 12 or fewer characters, you can continue to use your existing ID to log into your account on the new platform.
- If your Company ID and/or User ID exceeds the 12 character limit, your ID will automatically be shortened to include only the first 12 characters. *For example:* If your Company ID and/or User ID was “1820CondoTrust” on the old platform, it will be changed to “1820CondoTru” on the new platform.

### Password for First-Time Login

Company Administrators and Users can use their existing User passwords to log into the new Business Online Banking platform for the first time. Please note that the new platform has an improved 3-part login, which means Company passwords are no longer required to login.



### Step 2: Set up your Security Questions

Once you log in using your Company ID, User ID, and password, you will be prompted to set up three security questions, which will be used as an additional layer of identification when you use the new online self-service *Password Reset* feature.

Select your Security Questions from the drop down menu and type your answer in the appropriate answer box for each question. Security Answer Guidelines are available on the right side of your screen to help you with the setup.

You have the option to register your computer so that your device is recognized for subsequent visits, allowing you to bypass the need to answer your security questions each time you log into Business Online Banking on that device. Please note that your computer is recognized by your browser and IP address. If you use a different browser or clear your computer cookies, you will be prompted to answer your security questions and will need to re-register your computer.

Click the **Submit** button when complete.

**Security Questions**

The following questions will be used as an additional layer of identification when you utilize the online self-service *Password Reset* and *Security Identification Information* features. This information will be added to your user profile. You can access the password reset feature by clicking on the *Password Reset* button on the login page. You can also access and change the security identification information via *Change Security Questions* feature in the online *Security Center*.

Select 3 questions from the drop-down lists below and provide your answers:

Security Question 1	Select a question from the List <input type="text"/>	<b>Security Answer Guidelines</b> <ul style="list-style-type: none"> <li>Use 3 - 50 characters</li> <li>No special characters allowed</li> <li>Each answer must be unique</li> <li>Answers are not case sensitive</li> </ul>
Answer	<input type="text"/>	
Security Question 2	Select a question from the List <input type="text"/>	
Answer	<input type="text"/>	
Security Question 3	Select a question from the List <input type="text"/>	
Answer	<input type="text"/>	

**Remember this computer?**

Yes, remember this computer for subsequent visits.

No, do not remember this computer. (recommended for public or shared computers)

### Step 3: One Time Passcode Setup

Once you see the One-time Passcode screen below, select the method you want to use to receive a Security Passcode to enable you to proceed with Administration tasks or to verify an ACH or Wire Transfer. You can choose to receive your One Time Passcode via **text message and/or phone call**. We encourage you to select both methods.

#### \*Text Message Option:

If you choose to receive your passcode using text messaging, a text will be sent to your phone with an activation code to verify your phone number. Once you receive the text, enter the activation code in the appropriate field and click **Activate** to proceed. Please note that you will need to enter your activation code within 5 minutes of receipt, otherwise you will need to request another passcode. Standard data rates set by your mobile service provider will apply.


What happens now...

We need some additional information to make your session even more secure.  
This information will tell us how to send your passcode.

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**Text Message** Want the option to receive a text message for secure login or challenges?  
Enter your numbers below. Make sure you also activate each number.

Phone Type Number

 Mobile  -  -   By clicking Activate I acknowledge that I have read and accept the full [terms and conditions](#) for this phone.


Message and Data Rates may apply. For help, text HELP from your mobile phone. To disable this service, text STOP to 501060 from your mobile phone. By entering a mobile phone number you certify that you are the account holder or have the account holder's permission to use this number.

By clicking Activate I acknowledge that I have read and accept the full [terms and conditions](#) for this phone.

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**Automated Voice Call** Want the option to receive an automated voice call for secure login or challenges?  
Enter your numbers below.

Phone Type Number



 Mobile  -  -  x

[+ Add another phone number](#)

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When you've completed this section, click **Submit**. A pop-up box will confirm the telephone information. Click **Save** to proceed.

Please confirm your information

 <b>Text message</b> 555-123-4567	 <b>Voice call</b> 555-123-4567
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**Now double check...**

Can you always access at least one of the above options when logging in from work, home and while on vacations?

#### **Step 4: User Password Change**

You will be required to change your password during the first-time login process. This is the final step in the login process. Your new password must meet the following requirements:

- Minimum of 8 characters, maximum of 24
- At least one (1) capital alpha character, one (1) numeric character, and one (1) special character
- Please note that passwords are case sensitive

After creating a new password, click **OK**. A pop-up box will confirm that your password has been changed successfully.

**Password Reset Option:** If you forget your password or want to change your password, you'll be able reset your password using the **Password Reset** button on the login page. Simply enter your **Company ID** and **User ID** and then click the **Password Reset** button.

