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.
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.

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