

# Quick Start Guide

## **Business Online™**

User Version

First-time Login Instructions



## Log In for the First Time

1. In the **Access ID** field, enter your Access ID, and click **Log In**.
2. In the **Password** field, enter the password provided by your financial institution and click **Log In**.

Access ID:

Password:

## Complete Multifactor Authentication Enrollment

First-time users are automatically directed to the Multifactor Authentication enrollment page.

1. Provide your email address, if needed.
2. Select and answer three challenge questions.
3. Select a personal or public computer option button.  
**Note:** Only register personal computers that you frequently use and are not available for public use.
4. Click **Submit**.

You are now registered with the system. Remember your Access ID, Password and authentication details for future use.

**Contact Information**

email Address:

Confirm email Address:

**Challenge Questions and Answers**

Question 1:    
Your answer:

Question 2:    
Your answer:

Question 3:    
Your answer:

Select One of the Following Options:

This is a personal computer. Register it.

This is a public computer. Do not register it.

All Fields are Required and may Only Contain A through Z and 0 through 9.

## Change Password

Once you have completed Multifactor Authentication enrollment, log in to online banking using your current Access ID. Click **Log In**. You will be asked to change your password. It must be at least 8 characters in length, and contain 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character.

**Change Password**

Current Password:

New Password:  Please choose a new password. It must be at least 8 characters in length, and contain 1 uppercase letter, 1 lowercase letter, 1 number and 1 special character.

Confirm Password:

## Log In with Multifactor Authentication

Each time you log in to online banking, your financial institution assesses whether it recognizes your computer.

If your computer is recognized you will be prompted to enter your password.

**If your computer is not recognized,** you will be presented with a Security Challenge prompting you to answer one of the challenge questions set up during enrollment.

1. Correctly answer your challenge question.
2. Select a personal or public computer option button.

**Note:** Only register personal computers that you frequently use and are not available for public use.

3. Click **Submit**.

After successfully completing the Security Challenge, enter your password, and click **Log In**.

Log In

Access ID:

Log In

Access ID: myAccessID123

Password:

Security Challenge

This is not a recognized PC. Please answer the security challenge question to continue.

What is the name of your first pet?

Your Answer:

Select One of the Following Options:

This is a personal computer. Register it.

This is a public computer. Do not register it.

Log In

Access ID: myAccessID123

Password:

## **Connect With Us**

For questions, call:  
Business Client Services  
855-274-2800

