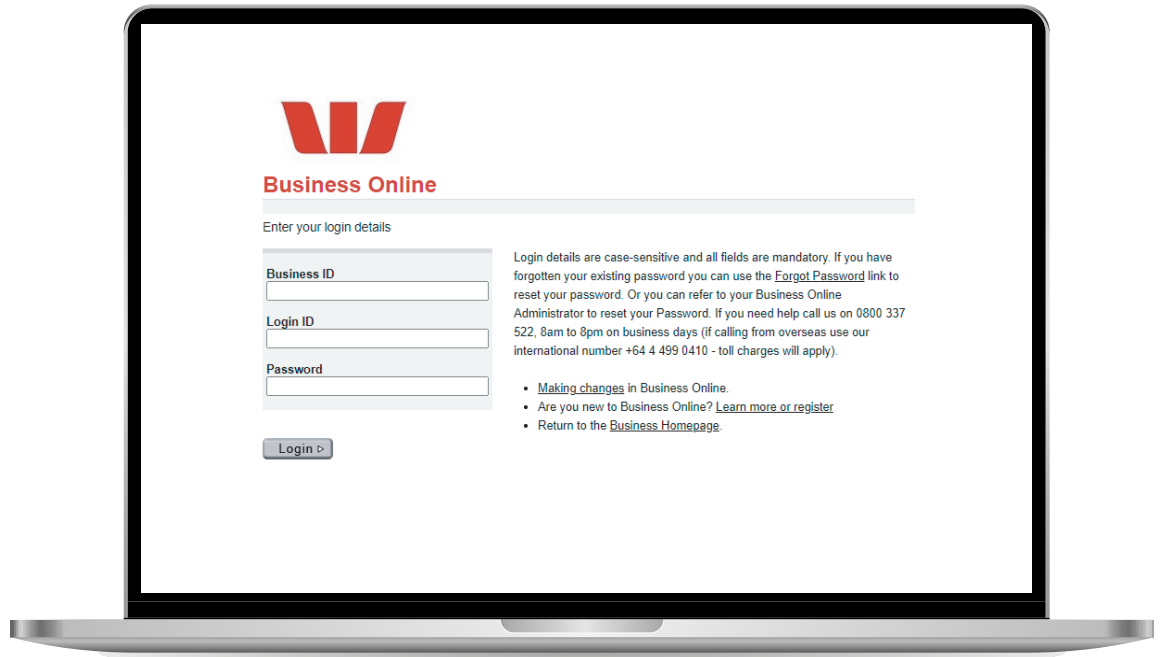


How to login to Business Online for the first time.



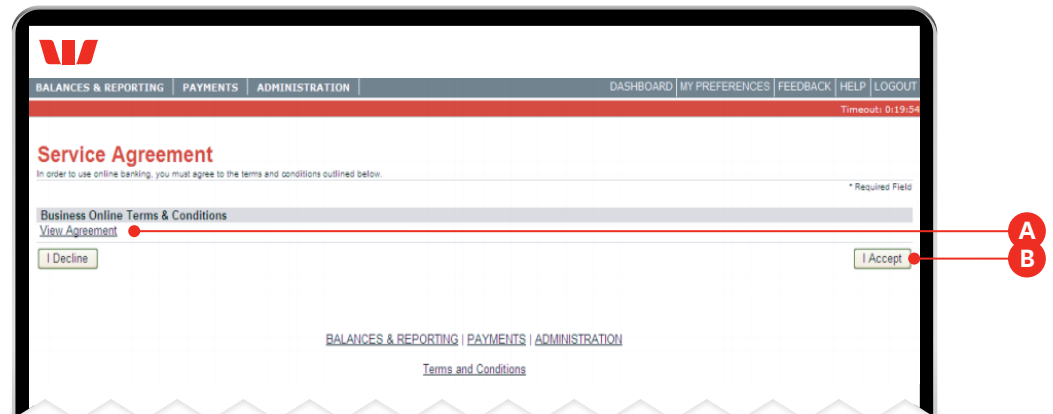
Step 1.

Enter your Business ID, Login ID and temporary password.



Step 2.

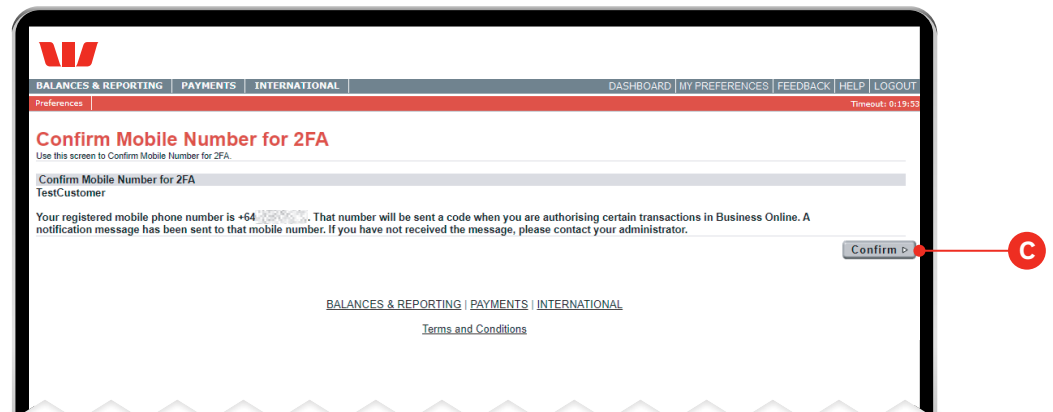
Click **View Agreement** **A** to read the Terms and Conditions and then click **I Accept.** **B**



Step 3.

If you have provided us your mobile number you'll be asked to **Confirm** **C** it is correct.

Note: 2-Factor Authentication (2FA) is an additional security measure to ensure only you can login.



Step 4.

Enter your temporary password, **D** then enter a new password **E** known only to you before clicking **Confirm**. **F**

Note: A temporary password will have been provided to you by the Bank (if you are an Administrator) or by your Administrator. You are required to change this the first time you log on to ensure it remains known only to you.

The screenshot shows the 'Change My Password' page. At the top, there is a navigation bar with links for BALANCES & REPORTING, PAYMENTS, ADMINISTRATION, DASHBOARD, MY PREFERENCES, FEEDBACK, HELP, and LOGOUT. Below this is a 'Preferences' section. The main heading is 'Change My Password' with a sub-heading 'Enter your existing and new password details below.' and a note '* Required Field'. A yellow warning box states: 'Warning: You must change your password before you may access the application.' The form contains three input fields: 'Old Password:', 'New Password:', and 'Confirm Password:'. A 'Confirm' button is located at the bottom right of the form. Three red callout circles labeled D, E, and F point to the 'New Password', 'Confirm Password', and 'Confirm' button respectively.

Password guidelines.

- Your new password needs to be between 8 and 20 characters long.
- Must contain at least one alpha character and one numeric character.
- Passwords are case sensitive.

Step 5.

You will be asked to select and answer three challenge questions.

Click **Continue** **G** once you are happy with your questions and answers to complete your login.

The screenshot shows the 'Establish Challenge Questions & Answers' page. At the top, there is a navigation bar with links for BALANCES & REPORTING, PAYMENTS, ADMINISTRATION, DASHBOARD, MY PREFERENCES, FEEDBACK, HELP, and LOGOUT. Below this is a 'Preferences' section. The main heading is 'Establish Challenge Questions & Answers' with a sub-heading 'Use this screen to establish challenge questions & answers for password reset. These questions may then be used to reset a forgotten password by providing answers, which will trigger the delivery of a temporary password to you from the bank.' and a note '* Required Field'. The form is divided into two columns: 'Pick a Question' and 'Enter an Answer'. Under 'Pick a Question', there are three questions with dropdown menus: 'What was the model of your first car? (Enter model only e.g. Corolla)', 'What is your grandfather's first name on your father's side? (Enter first name only)', and 'In what city/town was your father born? (Enter full name of city/town only)'. Under 'Enter an Answer', there are three text input fields. A 'Cancel' button is on the left and a 'Continue' button is on the right. A red callout circle labeled G points to the 'Continue' button.