



Business Online Banking

Quick Start Guide

Accessing Business Online

You will access Business Online from www.bankofjacksonhole.com. You will also need the following:

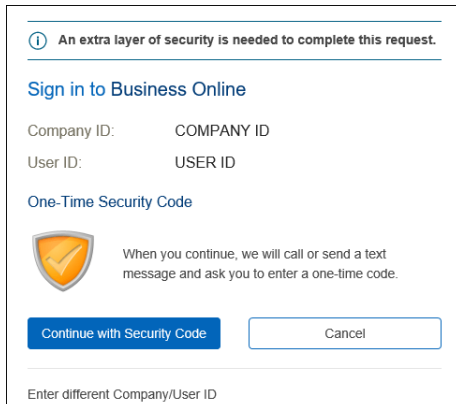
- Company ID
- User ID
- Starter password

The first time you sign in using your initial password, you will be prompted to change your password.

- Start your Internet browser.
- Go to www.bankofjacksonhole.com.
- Click the **'Treasury Management Login'** option to the left of the login button



- Enter the Company ID and the User ID. Click Continue.
- The Advanced Authentication page appears.




An extra layer of security is needed to complete this request.

Sign in to Business Online

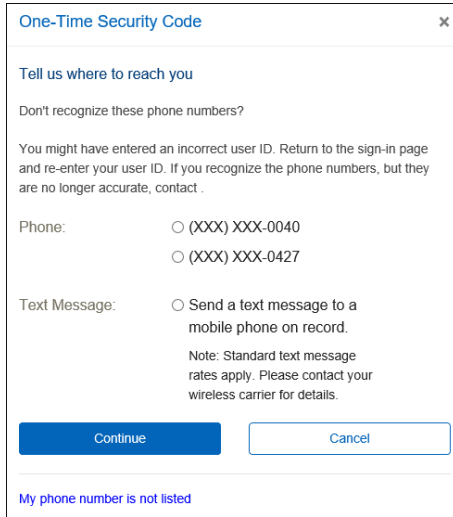
Company ID: COMPANY ID
User ID: USER ID

One-Time Security Code

 When you continue, we will call or send a text message and ask you to enter a one-time code.

Enter different Company/User ID

- Click the Continue with Security Code button. The Tell us where to reach you page appears:



One-Time Security Code [x]

Tell us where to reach you

Don't recognize these phone numbers?

You might have entered an incorrect user ID. Return to the sign-in page and re-enter your user ID. If you recognize the phone numbers, but they are no longer accurate, contact .

Phone: (XXX) XXX-0040
 (XXX) XXX-0427

Text Message: Send a text message to a mobile phone on record.

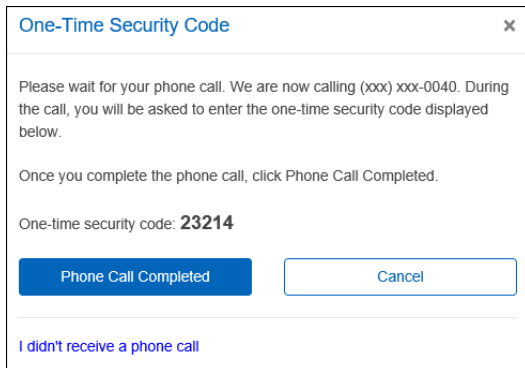
Note: Standard text message rates apply. Please contact your wireless carrier for details.

Continue

[My phone number is not listed](#)

- Select the preferred choice of contact. If using Text Message, the mobile phone number must be registered for the Business Online User.
- Click Continue. Depending on the communication option chosen (telephone or text), the following pages will be displayed:

Telephone Authentication



One-Time Security Code [x]

Please wait for your phone call. We are now calling (xxx) xxx-0040. During the call, you will be asked to enter the one-time security code displayed below.

Once you complete the phone call, click Phone Call Completed.

One-time security code: **23214**

Phone Call Completed

[I didn't receive a phone call](#)

The Business Online user will then receive an automated phone call that instructs the user to enter the one-time security code displayed on the Enter the Security Code dialog.

- Click Phone Call Completed.

Text Message Authentication

The Business Online user will be prompted to enter a mobile phone number where the text message can be sent.

Note: The mobile phone number must be registered for the Business Online User.

One-Time Security Code ✕

Enter your mobile phone number

Please enter the mobile phone number you have on record with us.

Important: By clicking Send Text Message, you agree to the [Terms of Use](#). Standard text message rates apply. Contact your wireless carrier for details.

Country/region: ▼

Mobile phone number:
Area/city code and local number

- Click the Send Text Message button. The One-time Security Code page appears. The security code will be sent to the mobile phone.
- Complete the process by entering the One-time security code.

One-Time Security Code ✕

Enter the security code

We have sent a text message with a one-time security code to XXX-XXX-1234. Once you receive the message, enter the security code and click Submit.

Please note that text messages can take a few minutes to be received.

One-time security code:

[I didn't receive a text message](#)

- Click Submit. The enter password page appears

Sign in to Business Online

Company ID:

User ID:

Password:

[Enter different Company/User ID](#)

- Enter Starter Password

The User will then be asked to create their own password

- Enter New Password Twice
- There are 6 requirements that will highlight as they are met

Reset Password

New password:

Confirm new password:

Password requirements: 6 of 6 requirements met

Your password:

- Must be 8 to 12 characters long.
- Must include at least three of the following: lower case letter, upper case letter, number, special character.
- Cannot include spaces.
- Cannot include a character that repeats more than 3 times.
- Can include the following characters:
!@#\$%^&*()_+=|\/?;:~}{-[]
- Is case sensitive.

Note: Passwords can be a combination of letters, numbers and following special characters; @ # \$! % ^ & * () _ + = | \ ? ; : . } { - []. They are case sensitive.

- The Business Online Welcome Page appears.

For Assistance

Treasury Management Client Services - 877.877.0396 or TreasurySupport@nbhbank.com