



MOBILE APP

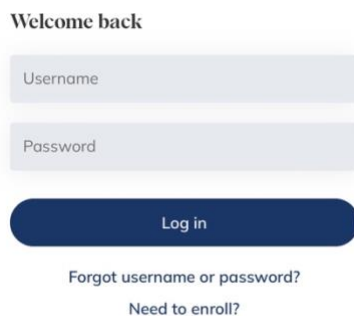
New Small Business Banking User
Enrollment

Mobile App: New Small Business Banking User Enrollment

Small Business Banking clients at Bank of Jackson Hole who are new to **online and mobile banking** will follow these steps to enroll using our new mobile banking app.

To begin, download our new mobile app – **BOJH Mobile Banking** – from the Apple App Store or Google Play. *Please note, our app supports Android 9 and up, and iPhone requires iOS 15.0 or later.*

1. Open the app and click “**Need to enroll?**”



>Welcome back

Username

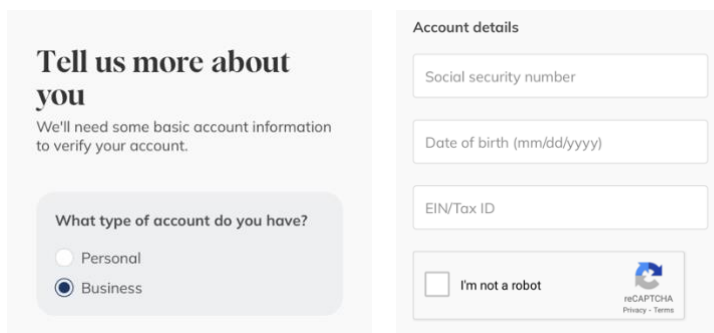
Password

Log in

[Forgot username or password?](#)

[Need to enroll?](#)

2. Select “Business,” then provide your Social Security Number, Date of Birth, EIN/Tax ID of the business, and check the “I am not a robot” box in the reCAPTCHA security box, then click “Next.”



Tell us more about you

We'll need some basic account information to verify your account.

What type of account do you have?

☐ Personal

☒ Business

Account details

Social security number

Date of birth (mm/dd/yyyy)

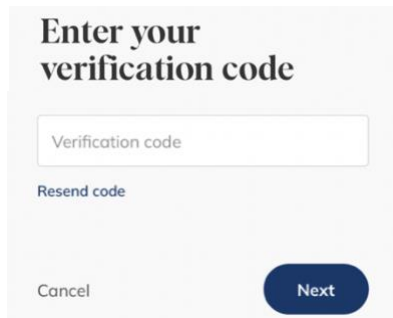
EIN/Tax ID

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

The business owner must complete this. The account owner or admins can grant additional access.

3. Follow the directions to enter the verification code that was provided in the email you received. This is used to authenticate yourself and continue setting up your profile.

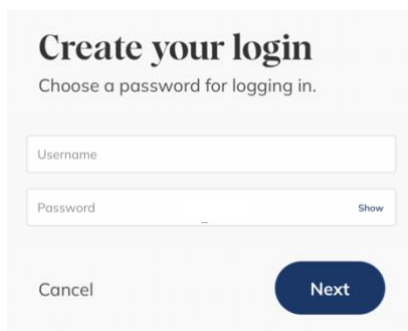


*Please note: if you do not have an email address on file with the bank or if the email is no longer valid, please visit Bank of Jackson Hole banking center or call our Client Services & Solutions team at **877.877.0397**.*

4. Create your Username and Password, then click "Next."

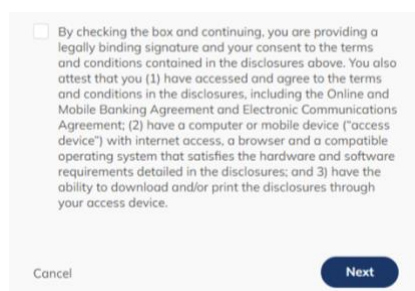
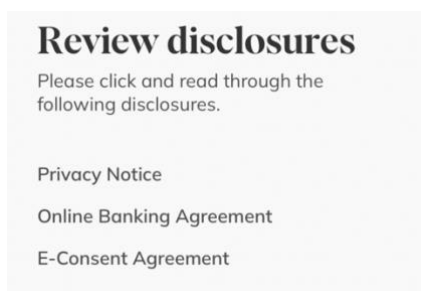
Please note: Usernames are not case-sensitive on the new platform and may contain letters, numbers, or any of the following special characters: ,@,+,,,-

Passwords must be a minimum of 12 characters and must contain at least one upper case and one lower case letter, at least one number, and at least one of the following special characters: ,@,+,,,-. Additionally, by default, the platform enforces the following password safety requirements:

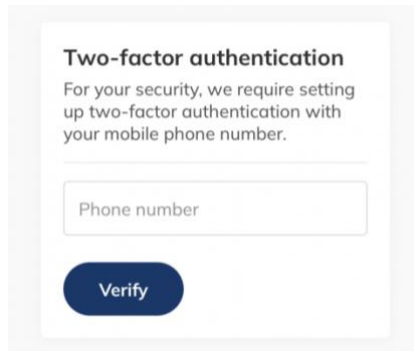


- 1.) Passwords may not be similar to your username, first name, last name, or email.
- 2.) Passwords **are** case-sensitive and may not be among the 20,000 most common passwords.

5. Review disclosures and check the box to agree to the Privacy Notice, Online Banking Agreement and E-Consent Agreement.



- Set up two-factor authentication for enhanced security. To do this, provide your phone number, then click "Verify."

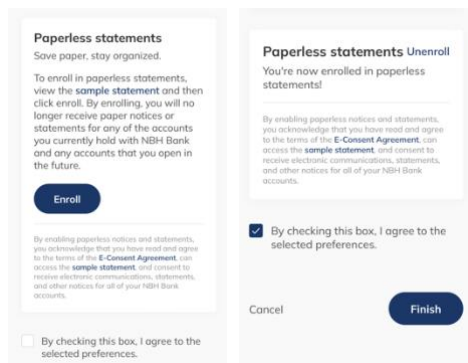
A screenshot of a mobile app screen titled "Two-factor authentication". Below the title, it says "For your security, we require setting up two-factor authentication with your mobile phone number." There is a text input field labeled "Phone number" and a blue "Verify" button below it.

A verification code will be texted to your mobile phone number. Insert the verification code and click "Verify."

If the phone number you entered is not a mobile phone, you will receive a call with your verification code.

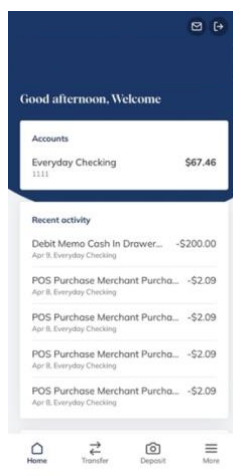
- Next, choose your document delivery preference.

We encourage all clients to sign up online paperless documents, which include statements and notices. Electronic delivery provides quicker, secure access to account documentation and benefits the environment. When choosing this option, all documents related to all your accounts may be provided electronically.

A screenshot of a mobile app screen titled "Paperless statements". It says "Save paper, stay organized." and "To enroll in paperless statements, view the sample statement and then click enroll. By enrolling, you will no longer receive paper notices or statements for any of the accounts you currently hold with NBH Bank and any accounts that you open in the future." There is a blue "Enroll" button. Below it, there is a checkbox labeled "By checking this box, I agree to the selected preferences." which is checked. At the bottom, there are "Cancel" and "Finish" buttons.

To enroll in Paperless Statements and Notices:

- Click on "sample statement"
- Click on "Enroll"
- Click on the box that indicates you agree to the selected preferences
- Click "Finish"

A screenshot of a mobile app dashboard. At the top, it says "Good afternoon, Welcome". Below that, there is a section titled "Accounts" showing "Everyday Checking" with a balance of "\$67.46". Below that, there is a section titled "Recent activity" showing a list of transactions: "Debit Memo Cash In Drawer..." for -\$200.00, and three "POS Purchase Merchant Purcha..." for -\$2.09 each. At the bottom, there is a navigation bar with icons for "Home", "Transfer", "Deposit", and "More".

- When complete, you'll be brought into your new online banking Dashboard.