Business Online Banking
Quick Start Guide

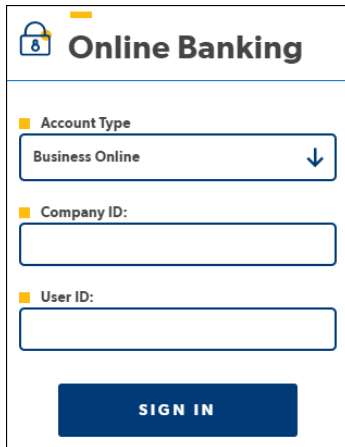![Hillcrest Bank — A division of NBH Bank, Member FDIC]

Accessing Business Online

You will access Business Online from www.hillcrestbank.com. You will also need the following:
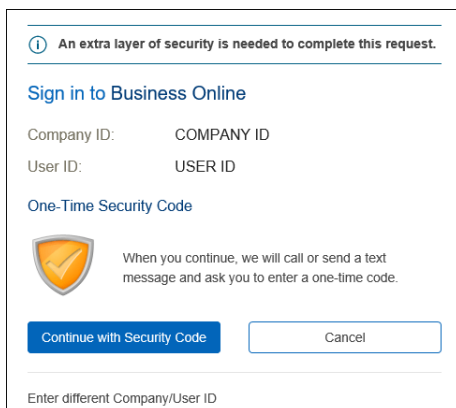
- Company ID
- User ID
- Starter password

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.hillcrestbank.com.
- The 'Sign in to' login box will appear in the top-right corner of the homepage. Select 'Business Online' from the drop down options:
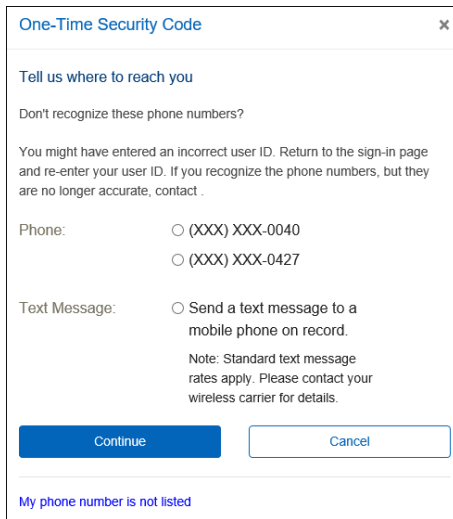

From the Business Online login option:

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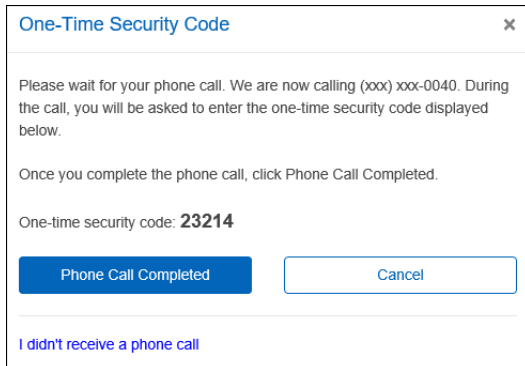- Click Sign on. The Advanced Authentication page appears.

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

One-Time Security Code ✕

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] [Cancel]

My phone number is not listed

- Select the preferred choice of contact. If using Text Message, the 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 ✕

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] [Cancel]
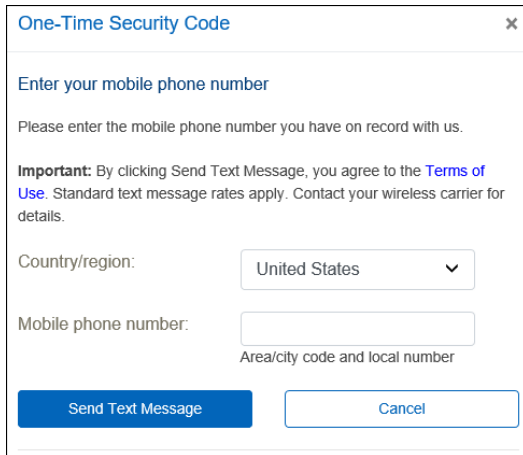
I didn't receive a phone call

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. The Business Online Welcome Page Appears.

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.

- 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.

- Click Submit. The enter password page appears

- 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: ••••••••

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.

Confirm new password: ••••••••

Submit   Cancel

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 Support - 877.936.2467 or TreasurySupport@nbhbank.com