



Member
FDIC

MOBILE APP

Enrolled Users Initial Login Guide

Mobile App: Enrolled Users Initial Login Guide

Enrolled users of Hillcrest Bank's online and mobile banking – both Personal Banking and Small Business Banking users – will follow these steps for their initial login to our new mobile banking app if they have not yet logged in through Online Banking.

To begin, download our new mobile app – **Hillcrest Mobile Banking** – from the Apple App Store or Google Play.

1. Log in using your existing Personal ID (now known as Username) and password. Your Username will automatically transfer to the new platform unless the bank notified you otherwise. **DO NOT** click “Need to enroll?”

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

Welcome back

Username

Password

Log in

[Forgot username or password?](#)

[Need to enroll?](#)

You will see a message appear in red as follows: **Welcome to your new banking app. We've sent an email to XXX*****@XXX.com with further instructions.**

2. Access the email received as indicated and follow the link provided to be redirected and continue logging in via an online browser session.

*Please note: if you do not have an email address on file with the bank or if the email is no longer valid, please visit a Hillcrest Bank banking center or call our Client Services & Solutions team at **855.629.7618**.*

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

Enter your verification code

Verification code

Resend code

Cancel Next

4. Create a Password. You may keep your previous password if it meets the new platform's requirements.

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:

Create your login

Choose a password for logging in.

Password

..... Show

Cancel Next

- 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.

Review disclosures

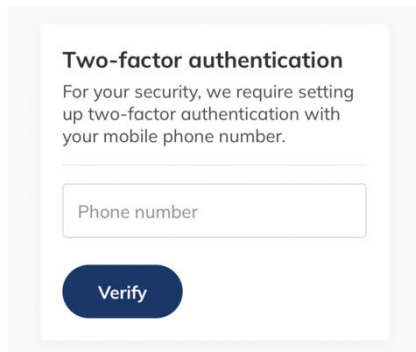
Please click and read through the following disclosures.

- Privacy Notice
- Online Banking Agreement
- E-Consent Agreement

By checking the box and continuing, you are providing a legally binding signature and your consent to the terms and conditions contained in the disclosures above. You also attest that you (1) have accessed and agree to the terms and conditions in the disclosures, including the Online and Mobile Banking Agreement and Electronic Communications Agreement; (2) have a computer or mobile device ("access device") with internet access, a browser and a compatible operating system that satisfies the hardware and software requirements detailed in the disclosures; and 3) have the ability to download and/or print the disclosures through your access device.

Cancel Next

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



Two-factor authentication
For your security, we require setting up two-factor authentication with your mobile phone number.

Phone number

Verify

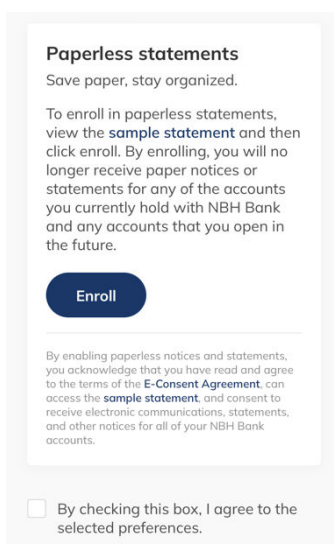
A verification code will be texted to your mobile phone number. Insert the verification code and click “Verify.”

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

7. Next, choose your document delivery preference.

We encourage all clients to sign up for 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.

You will see one of these screens. You must first view the “sample statement”. Then make your selection and click “Finish.”



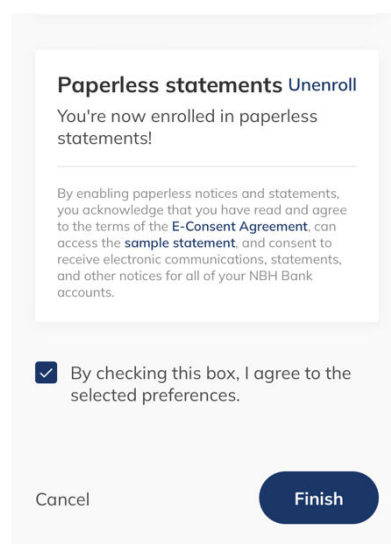
Paperless statements
Save paper, stay organized.

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.

Enroll

By enabling paperless notices and statements, you acknowledge that you have read and agree to the terms of the **E-Consent Agreement**, can access the **sample statement**, and consent to receive electronic communications, statements, and other notices for all of your NBH Bank accounts.

By checking this box, I agree to the selected preferences.

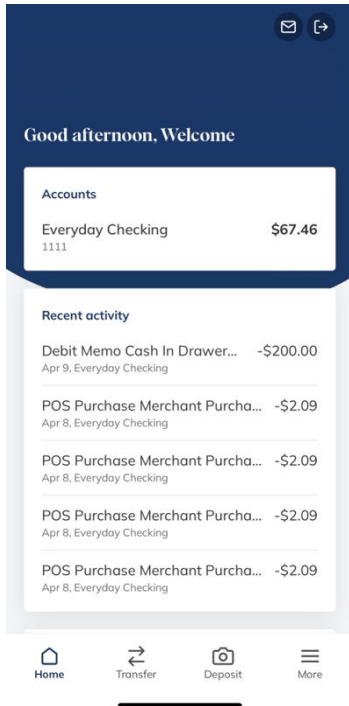


Paperless statements Unenroll
You're now enrolled in paperless statements!

By enabling paperless notices and statements, you acknowledge that you have read and agree to the terms of the **E-Consent Agreement**, can access the **sample statement**, and consent to receive electronic communications, statements, and other notices for all of your NBH Bank accounts.

By checking this box, I agree to the selected preferences.

Cancel Finish



8. You will be brought into your new online banking Dashboard.