

HomeTrust Bank
FOR BUSINESS



First Time Login and Forgotten Password Guide FOR Business Center

Accessing Business Center

To log into Business Center, go to htb.com and click on green Online Banking box in the upper right-hand corner.

Enter your Company ID and User ID in the blue Business Center box. Select LOGIN to proceed to your password.

Hint: Your Company ID is a combination of the first three characters of your company name (in lower case letters, spaces and special characters removed) and the last four digits of your company's tax ID.

Your User ID is the same Access ID that you used in Business Connect, but with any special characters (anything other than numbers and letters) removed.

Here are three examples of how your Company ID may look:

Company Name: John's Deli

Tax ID: 123456789

Company ID: joh6789

Company Name: 10 Woodfin Street Catering

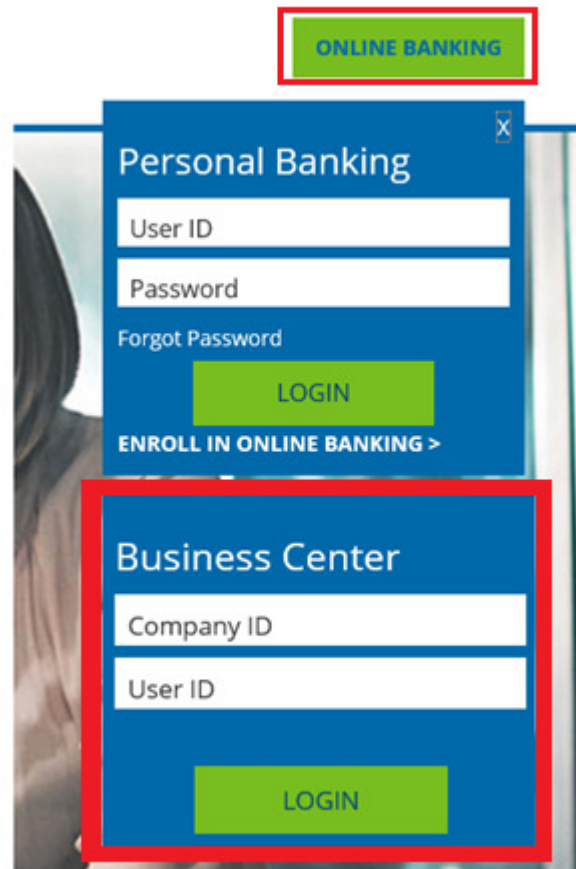
Tax ID: 123456789

Company ID: 10w6789

Company Name: A & B Plumbing

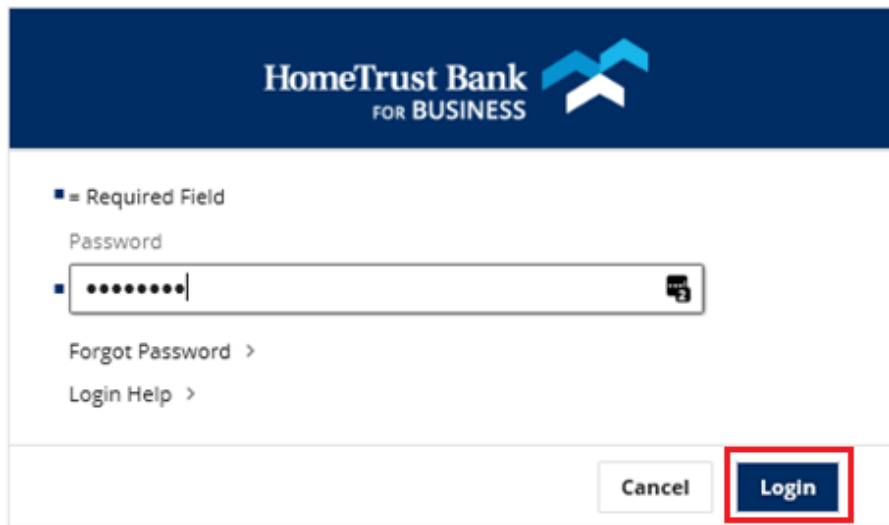
Tax ID: 123456789

Company ID: abp6789



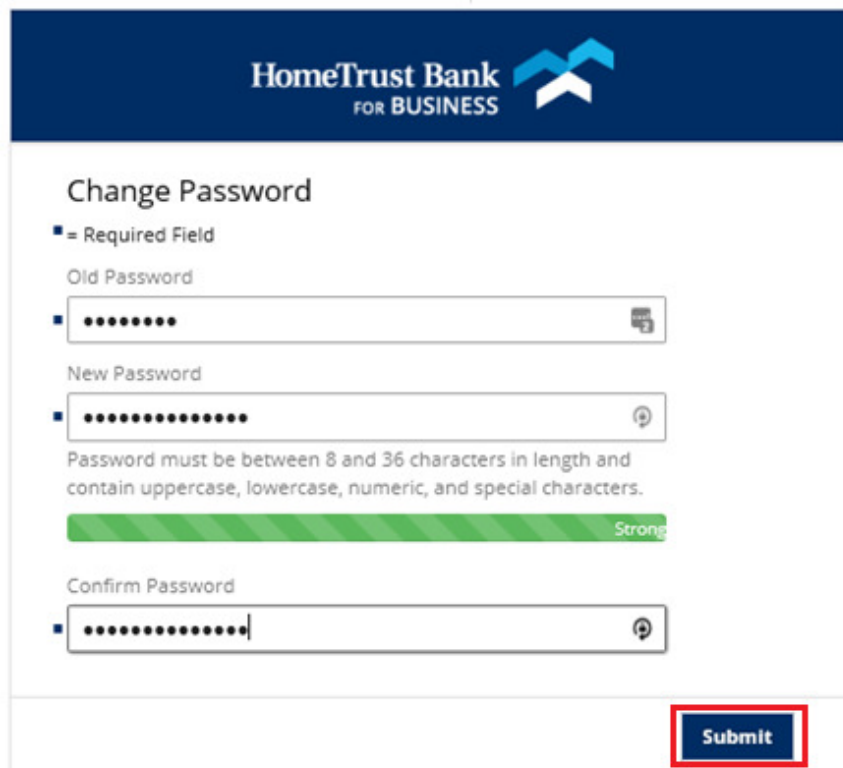
First Time Log In

Enter your temporary password and select **Login**



The screenshot shows the HomeTrust Bank FOR BUSINESS login interface. At the top is the bank's logo. Below it, a legend indicates that a small square icon represents a required field. The 'Password' field is marked as required and contains a temporary password represented by dots. There are links for 'Forgot Password' and 'Login Help'. At the bottom right, there are two buttons: 'Cancel' and 'Login', with the 'Login' button highlighted by a red box.

Enter your temporary password in the *Old Password* section and then create a new password. Enter your new password in the *New Password* section and *Confirm Password* section, then select **Submit**



The screenshot shows the 'Change Password' screen on the HomeTrust Bank FOR BUSINESS website. It features three password input fields: 'Old Password', 'New Password', and 'Confirm Password', all marked as required. The 'New Password' field includes a strength indicator bar that is green and labeled 'Strong'. Below the 'New Password' field, there is a text requirement: 'Password must be between 8 and 36 characters in length and contain uppercase, lowercase, numeric, and special characters.' At the bottom right, there is a 'Submit' button highlighted with a red box.

Reminder: Your password is case sensitive, must be between 8 and 36 characters in length and contain uppercase, lowercase, numeric and special characters

Choose and answer 3 security questions and select **Submit**

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Security Questions

■ = Required Field

Question #1

■ What is the make or model of your first car? ▾

Answer to Question #1

■ Ford

Question #2

■ What is your favorite food ? ▾

Answer to Question #2

■ Pasta

Question #3

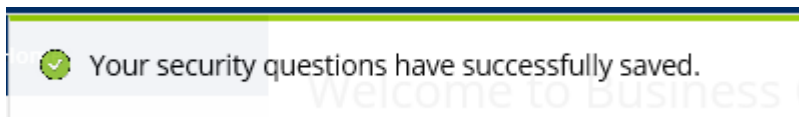
■ What is your mother's maiden name? ▾

Answer to Question #3

■ Smith

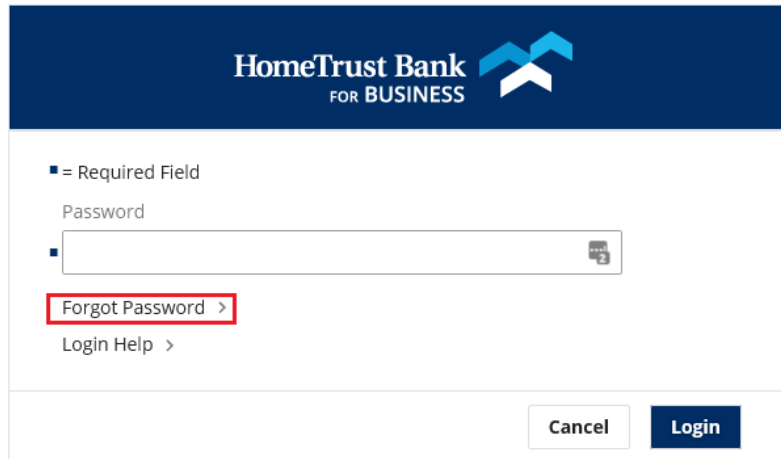
Submit

After successfully answering your security questions you will receive this banner message and be logged into Business Center



Forgot Password

You can reset your own password for Business Center. From www.htb.com enter your Company ID and User ID and select Login. On the password entry screen select **Forgot Password**



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■ = Required Field

Password

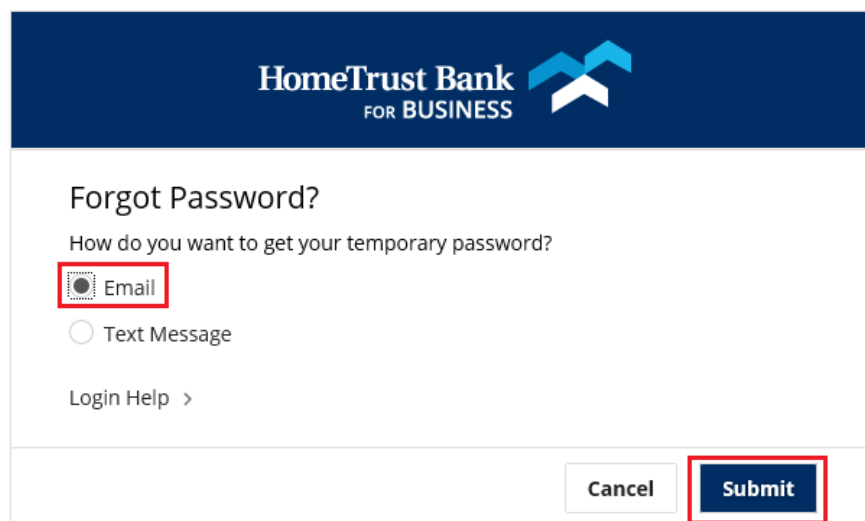
Forgot Password >

Login Help >

Cancel Login

Next, select how you would like to receive your temporary password, either by email to the email address on file or SMS Messaging to the SMS Messaging enabled phone number on file.

NOTE: If this is your first time logging in or you have not enabled SMS Messaging on your profile, you must select Email



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Forgot Password?

How do you want to get your temporary password?

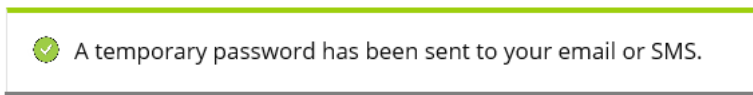
Email

Text Message

Login Help >

Cancel **Submit**

You will receive a confirmation banner that an email or SMS has been sent to you



Retrieve the email or SMS message

User Password Change Report




Report Date/Time 03/29/2019 09:28:39 EDT

Your temporary password phrase is **040473**

Enter the code from the message as your Temporary Password. Create and confirm your new password and **Submit**

Hint: Your new password must be between 8 and 36 characters in length and contain at least one upper case letter, one lower case letter, one number and one special character



Forgot Password: Reset

A temporary password has been sent to you. Please do not close your browser until you have entered the information below to reset your password.

■ = Required Field

Temporary Password

New Password

Password must be between 8 and 36 characters in length and contain uppercase, lowercase, numeric, and special characters.

Strong

Confirm Password