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. Then enter you 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.

First Time Log In

Enter your Company ID Enter your temporary password and select **Login**

Enter your temporary password and then select a new password and enter it twice to confirm, then select **Submit**

Reminder: Your password is case sensitive, must be between 8 and 36 characters in length and contain uppercase, lowercase, numeric and special characters
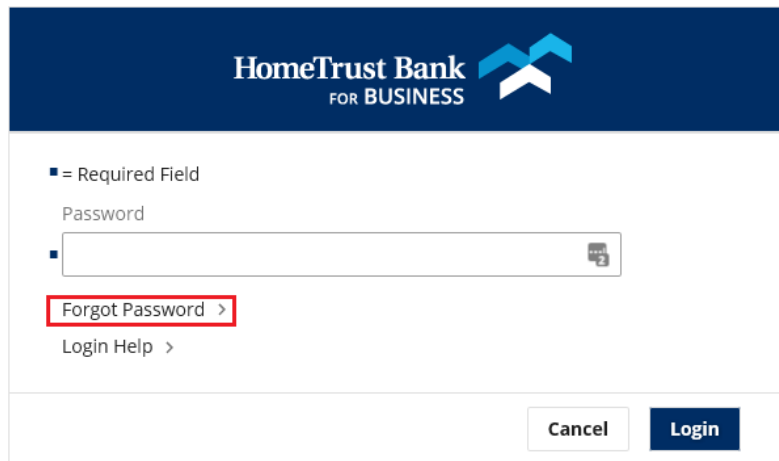
Answer the 3 security questions and select **Submit**

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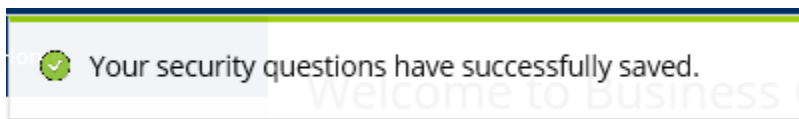
Forgot Password

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**
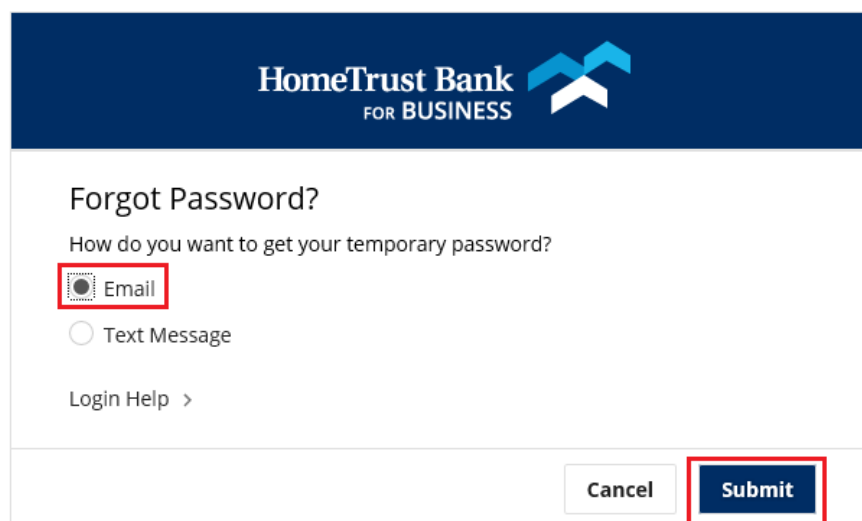

Next, select how you would like to receive your temporary password, either by email to the email address on file or SMS Messaging to the SMS Messaging enabled phone number on file.

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

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

✅ A temporary password has been sent to your email or SMS.
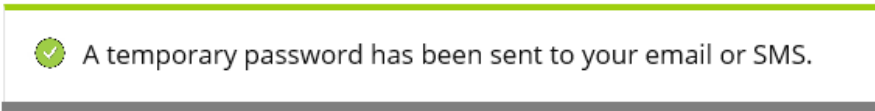
Retrieve the email or SMS message

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

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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

■ | 123456 |

New Password

■ | ********** |

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

| Strong |

Confirm Password

■ | ********** |

Cancel   **Submit**