

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. Then 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.

The image shows a screenshot of the HTB online banking interface. At the top right, there is a green button labeled "ONLINE BANKING" with a red border. Below this, there are two blue panels. The top panel is titled "Personal Banking" and contains input fields for "User ID" and "Password", a "Forgot Password" link, a green "LOGIN" button, and a link "ENROLL IN ONLINE BANKING >". The bottom panel is titled "Business Center" and contains input fields for "Company ID" and "User ID", and a green "LOGIN" button. Both the "ONLINE BANKING" button and the "Business Center" panel are highlighted with red boxes.

First Time Log In

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



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■ = Required Field

Password

■ [password field]


Forgot Password >

Login Help >

Cancel 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 blue square icon next to a field name means it is 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'. The 'Login' button is highlighted with a red rectangular box.

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



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Change Password

■ = Required Field

Old Password

■ [password field]

New Password

■ [password field]

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

Strong

Confirm Password

■ [password field]

Submit

The screenshot shows the 'Change Password' screen. It features the same logo at the top. Below the legend, there are three password fields: 'Old Password', 'New Password', and 'Confirm Password'. All three fields are marked as required. The 'New Password' field has a strength indicator below it, which is a green bar with diagonal lines and the word 'Strong' to its right. A password requirement message is displayed below the 'New Password' field. At the bottom right, there is a 'Submit' button, which is highlighted with a red rectangular box.

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**

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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

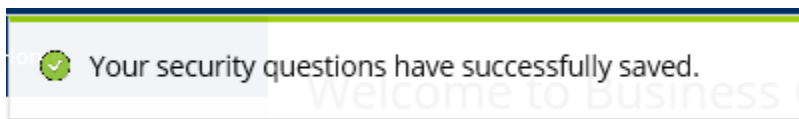
■ What is your mother's maiden name? ▼

Answer to Question #3

■ Smith

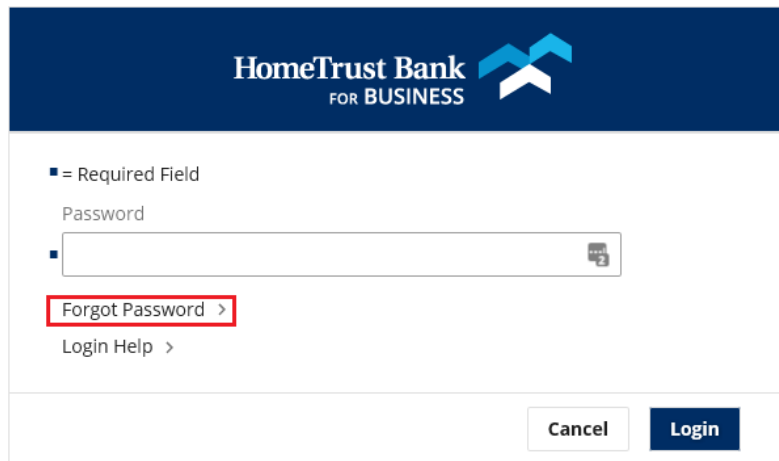
Submit

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

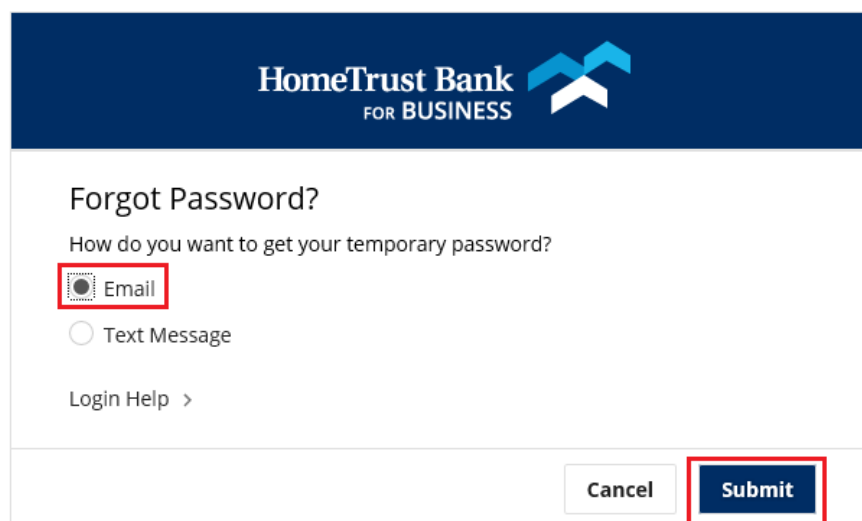
Forgot Password >

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?

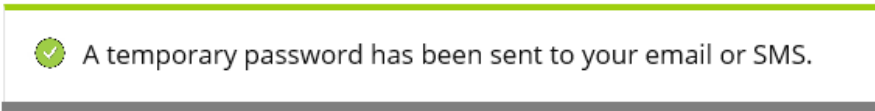
Email

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

Reply Reply All Forward IM

 noreply-business@htb.com <hometrusted@olbanking.com>
HomeTrust Bank - Forgot Password Request

To my_user@mycompany.com

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.



Confirm Password

■

Cancel

Submit