Your guide to the new Business Online and Mobile Banking

INTRUST Bank®

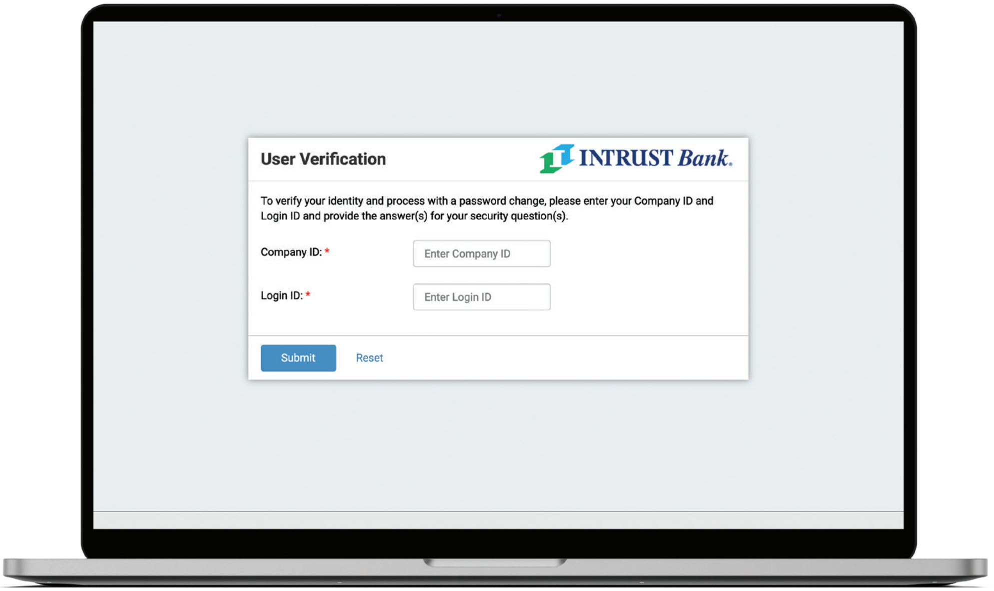
What to expect from the new INTRUST Business Online and Mobile Banking.

Business Online and Mobile Banking are now built on one of the industry's newest digital banking platforms. You can expect a modern user experience, new features, and access to robust account data.

STEP 1

Logging in for the first time

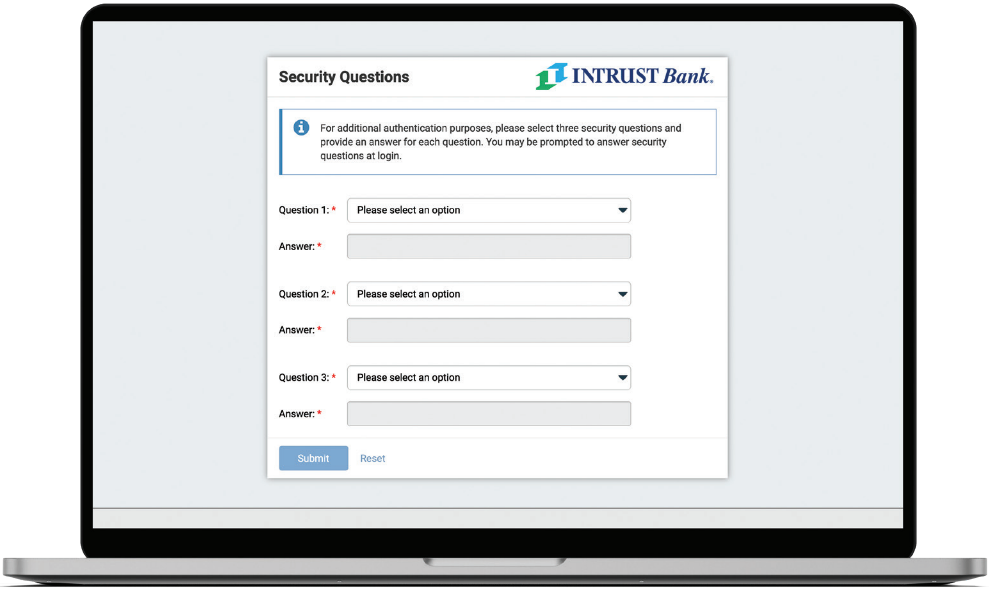
- Visit intrustbank.com and click the blue **LOGIN** button in the upper-right of the screen.
- Click on the **BUSINESS** tab, and then click **LOG IN**.
- On the next screen, click **Forgot Password?**
- Enter your Company ID, Login ID and the email address you have associated with your Business Online Banking profile, and click **Submit**.
- You will receive an email from treasuryservices@intrustbank.com
- Remember to **NEVER** share this password with anyone, including someone claiming to be from INTRUST Bank. We will **NEVER** ask you for your password.



STEP 2

Security questions

- You will be prompted to select **three security questions** and provide answers for each. Select a question and answer that will be easy for you to remember.
- Click **Submit**.
- Review the answers to the security questions you provided and click **Confirm**.

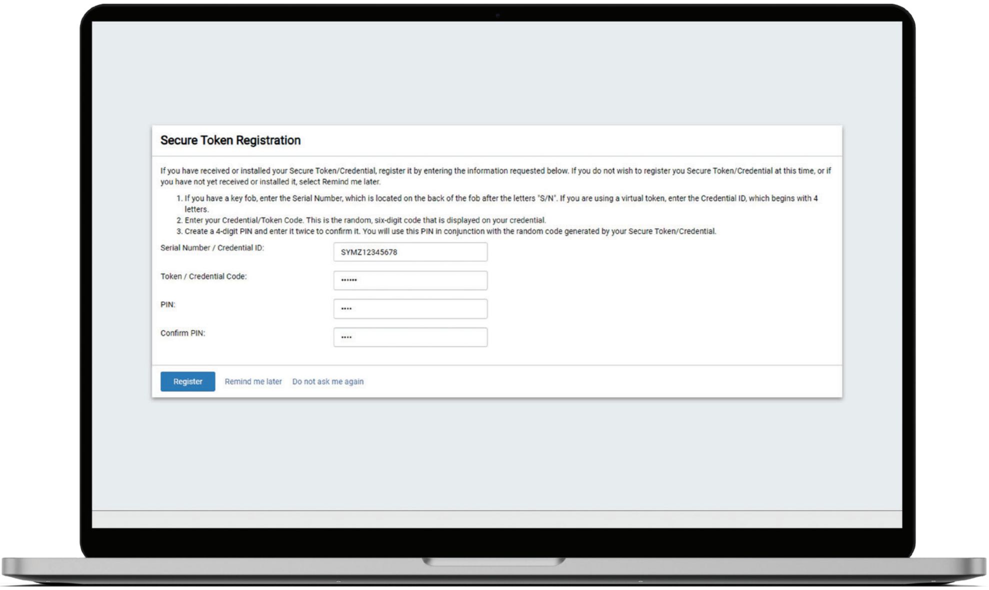


STEP 3

Secure token registration

You will be prompted to register your secure token, which you will use when you attempt to take actions such as originating an ACH or wire payment. Your old RSA token will no longer work. Instead you will utilize a soft token, which you can access via a mobile or desktop app.

- Visit https://vip.symantec.com to download and install the VIP Access app to your computer or mobile device.
- Follow the directions on-screen to enter your token's **Serial Number** or **Credential ID**, the temporary Token/Credential Code and a **4-digit PIN**.
- **DO NOT** skip the Token set up during your first login. If you do, you will not be able to conduct ACH or Wire transactions or log in again.

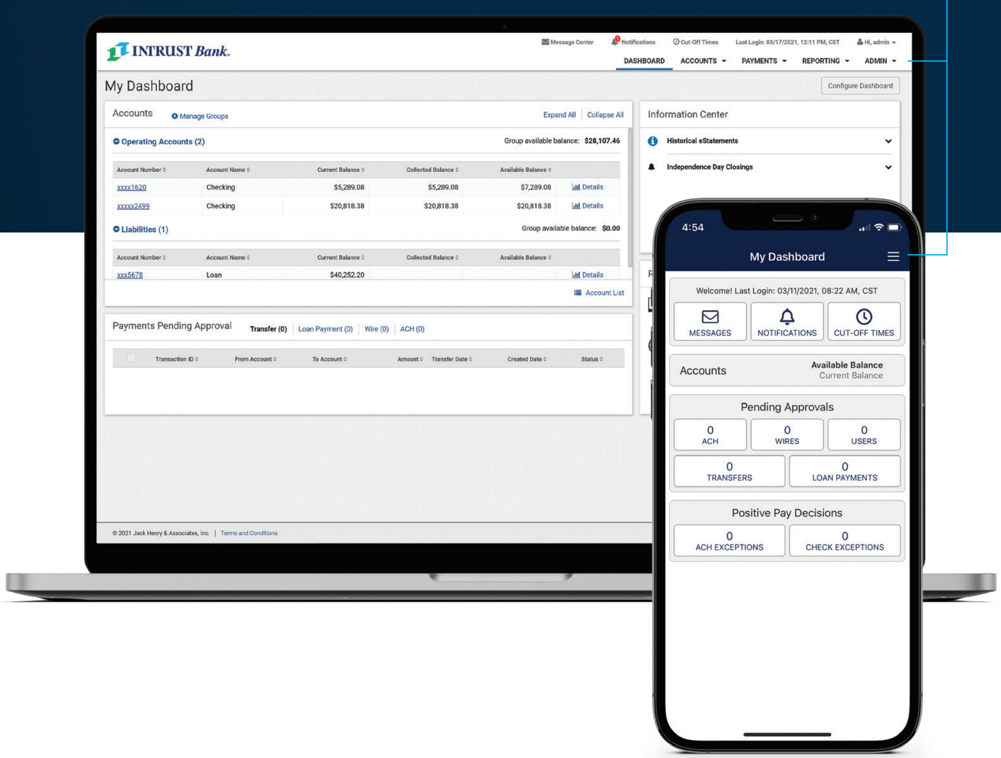


- Review and accept the Terms & Conditions.
- ***You're logged in.***

Features to review for all users.

Once logged in, you'll start at the dashboard, where you will have a quick snapshot of your account balances and can navigate to other tools.

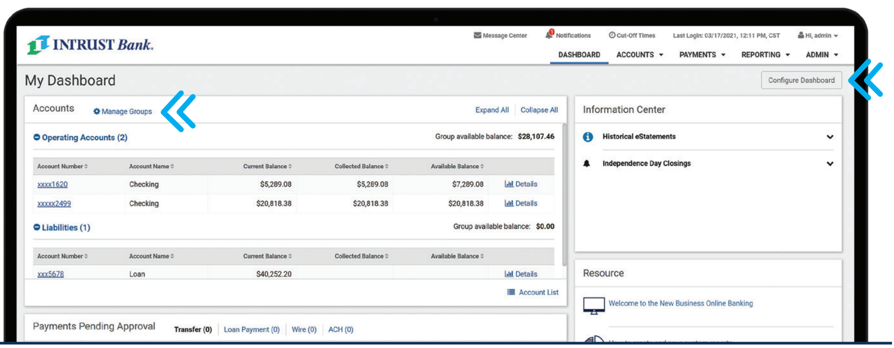
Navigation can be found on the upper-right side of the screen in online banking, or by tapping the menu icon at the upper-right side of the screen in the mobile app.



Dashboard

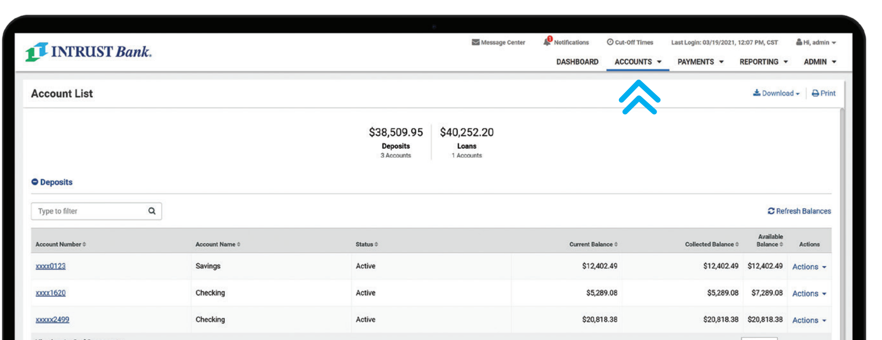
The dashboard is comprised of widgets that can be added, rearranged or removed in whichever way helps you manage your accounts most efficiently. Widgets offer both helpful information and tools to take quick action on your accounts, such as approving ACH payments or initiating a transfer. If you do not have access to something you believe you should, contact your company administrator.

- To customize your dashboard, select **Configure Dashboard**.
- When you first log in, no accounts will be listed in the Accounts widget. To add accounts to the widget, select **Manage Groups**.



Accounts

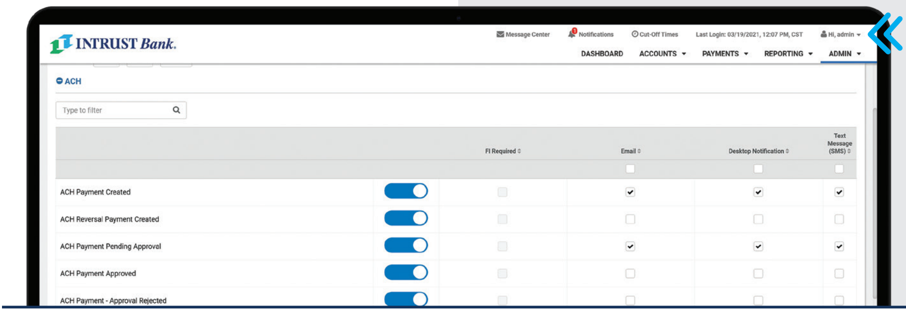
- To view a list of all your accounts, from the main menu, select **Accounts**, then **Account list**. Your accounts are grouped by account type.
- Review the list of accounts to confirm the expected accounts are displayed.
- If you believe any accounts are missing, contact your company administrator or INTRUST Treasury Services.



Notifications

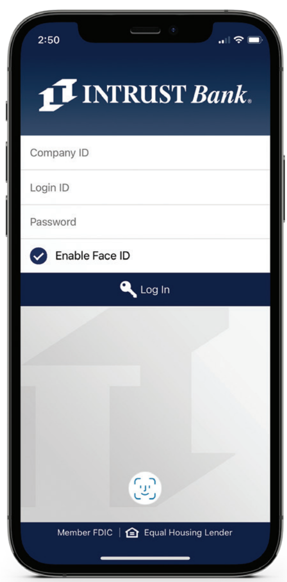
- To review available notifications and enable them, click the **user icon** in the upper-right of the screen and then **Notification Setup**.

ACTION REQUIRED:
Any notifications that you had previously created will not transfer to the new platform, and you will need to set up new notifications.



Mobile App

- Once you have logged in to the new INTRUST Business Online Banking, you will have access to the corresponding mobile app.
- **After June 11**, if you have the current INTRUST Business Banking app on your phone, **delete it**.
- After logging in to online banking on **June 14**, visit the **Apple App Store** or **Google Play** and search for **INTRUST Bank Business**.
- Once you have located the app in the store, you can **install** it on your device.
- **Log in with the new credentials** you set up for online banking.



Use your smartphone's camera to scan the code to download the app on your Apple® or Android™ phone.

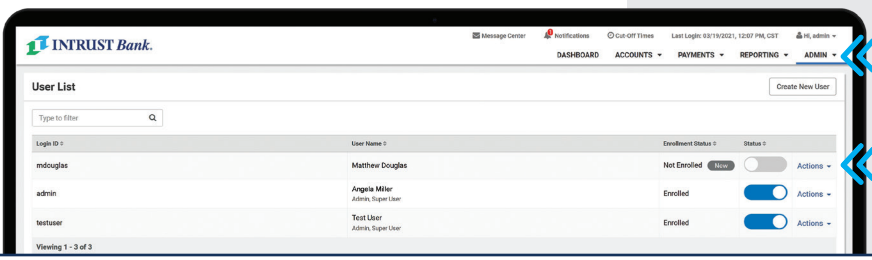
Features to review for administrators

User Management

If you manage additional business online banking users, we recommend reviewing their settings. Use the User Setup Guide you previously downloaded from the previous version of online banking as a reference.

- From the main menu, select **ADMIN > User List**.
- For each user, select **Actions > View User**.
- Use the menu on the left to review their access, entitlements and limits.
- If you need to edit any of these values, select **Edit**.

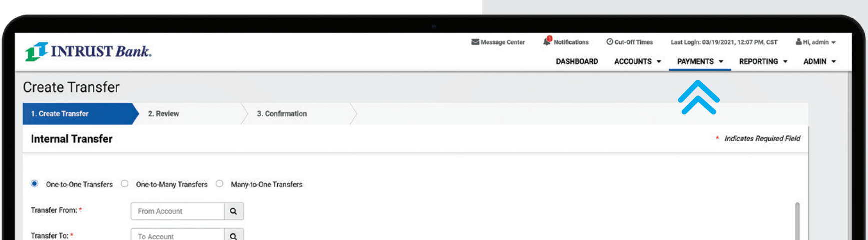
ACTION REQUIRED: Review your list of users and their entitlements and limits.



Transfers

- From the main menu, select **Payments** and then **Create Transfer** under **Transfers** to create a new one-time or recurring transfer.

ACTION REQUIRED: If you previously scheduled transfers to occur **after June 11, 2021**, you will need to recreate those.



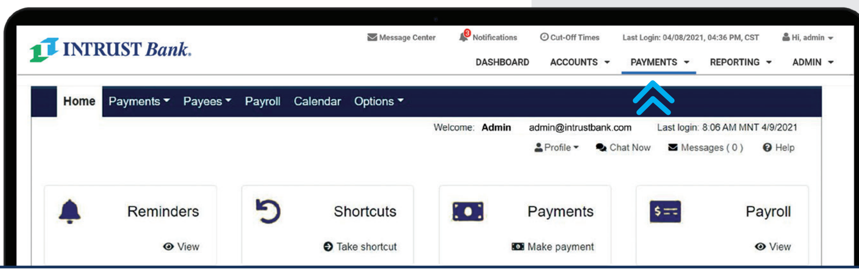
Further features for administrators

Depending on the payment services for which you have contracted, administrators may also need to review and take action on the following items:

Bill Pay

- Your Bill Pay payees, as well as your scheduled one-time and recurring bill payments, will have transferred over to the new platform.
- To review your payees and scheduled payments, from the main menu, select **PAYMENTS** and then **Business Bill Pay** under **Bill Pay**.

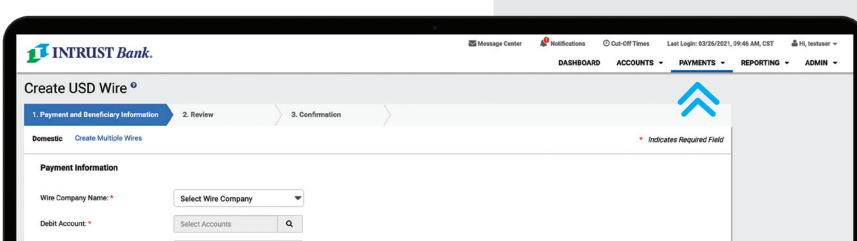
ACTION REQUIRED: If you were previously enrolled in any eBills, you will need to re-enroll in eBills for each vendor.



Wires

- From the main menu, select **PAYMENTS** and then **Create USD Wire** or **Create USD Wire from Template** under **Wire** to create a new one-time or recurring wire transfer.

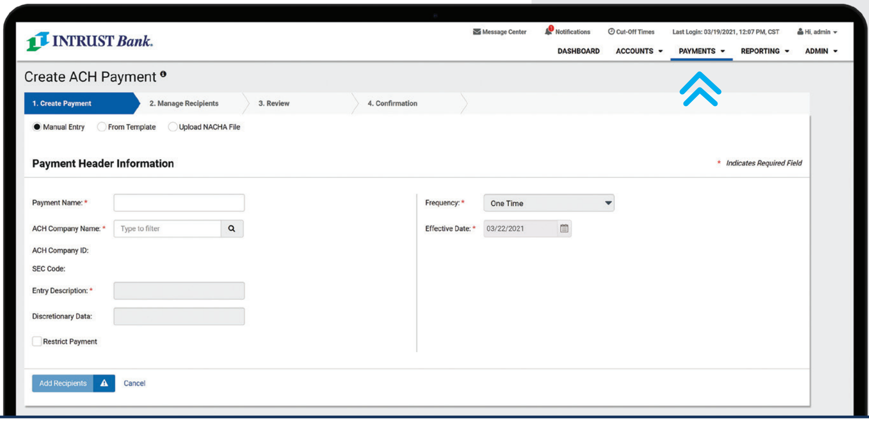
ACTION REQUIRED: If you previously scheduled wires to process **after June 11, 2021**, you will need to recreate those.



ACH Origination

- From the main menu, select **PAYMENTS** and then **Create ACH Payment** under **ACH** to create a new one-time or recurring ACH payment manually from an ACH template or via NACHA file upload.

ACTION REQUIRED: If you previously scheduled ACH payments to process on or **after June 11, 2021**, you will need to recreate those.



We're here to help.

If you have any questions, contact Treasury Services at **treasuryservices@intrustbank.com** or by phone at **800-905-6630**.