



Here We Grow.



ACCESSING BUSINESS ONLINE BANKING

Use the instructions in this guide to assist you with accessing the Business Online Banking system and to update Username, Password and Security options.

LOGGING IN TO ONLINE BANKING

1. On the morning of June 9, Company Administrators will receive two separate emails:
 - a. Email containing **Username**
 - b. Email containing **Password**

NOTES:

- The password in the email is embedded within a sentence with a period following the unique password provided. The period is NOT part of the password and if entered you will not be able to access your account.
 - If you are the designated company administrator and do not receive either of the emails, please reach out to the Customer Care Center at 215-788-1234.
2. Visit PennCommunityBank.com and select **Business** from the drop-down box located at the top of the screen.
 3. After selecting the Business Online Banking option, you will need to enter both the **Username** and **Password** provided in the emails received from cashmanagementops@penncommunitybank.com and click **Log In**.



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Login

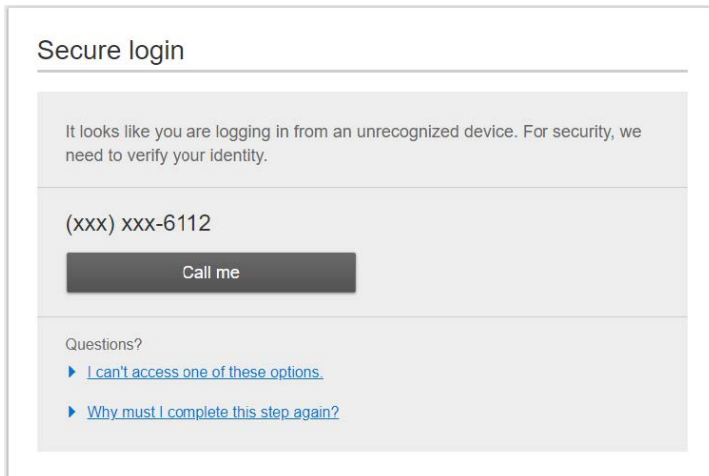


CONTINUE FOR MULTI-FACTOR AUTHENTICATION >>

MULTIFACTOR AUTHENTICATION (MFA)

During the initial login, business users are required to pass a multifactor authentication challenge. The challenge uses the phone number that you have on file within the business online banking system.

1. After logging in to Business Online Banking for this first time, you will be prompted with a screen on how you would like to receive your verification code.
2. Select the **Call Me** option. After selecting the call me option, you will be prompted with the screen to enter the verification code as well as receive a phone call containing the code.



Secure login

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

(xxx) xxx-6112

Call me

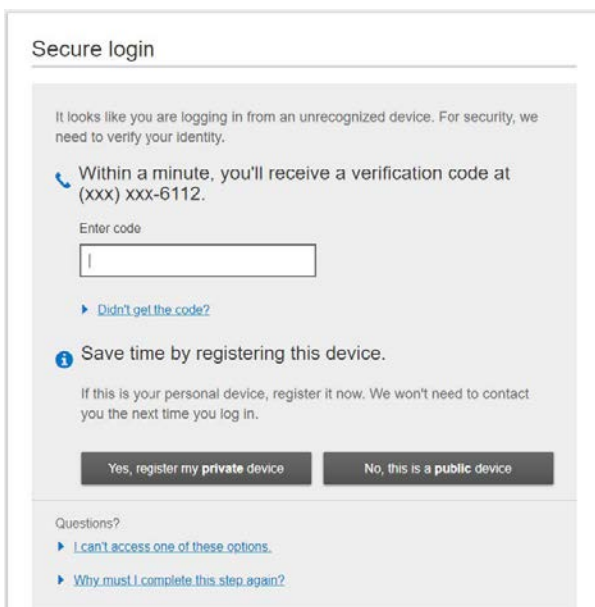
Questions?

- ▶ [I can't access one of these options.](#)
- ▶ [Why must I complete this step again?](#)

3. Enter the verification code in the noted box
4. Choose whether or not you would like to register the computer as private.

NOTES:

- The challenge will use the phone number that we have on file within online banking.
- If you are the designated company administrator and did not receive either of the emails please reach out to the Customer Care Center at 215-788-1234.
- If you opt to not register the device, you will be prompted with the MFA challenge question upon your next login.



Secure login

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

☎ Within a minute, you'll receive a verification code at (xxx) xxx-6112.

Enter code

▶ [Didn't get the code?](#)

i Save time by registering this device.

If this is your personal device, register it now. We won't need to contact you the next time you log in.

Yes, register my **private** device

No, this is a **public** device

Questions?

- ▶ [I can't access one of these options.](#)
- ▶ [Why must I complete this step again?](#)

- Once you have selected whether or not to register the device as private, you will be directed to the Business Online Banking platform. Once successfully logged in, we encourage you to update both your Username and Password to something that is both memorable and secure.

[CONTINUE FOR UPDATING USERNAME | PASSWORD | SECURITY OPTIONS >>](#)

UPDATE USERNAME | PASSWORD | SECURITY OPTIONS

- After logging in and passing the MFA verification challenge, select the **My Settings** tab.
- The **My Settings** link will take you to the **Personal Information** page which will display a summary of your profile.



[My Settings](#) [Help](#) | [Support](#) | [Logout](#)

[My Accounts](#) [Move Money](#) [Account Services](#) [Additional Services](#) [Reports](#)

Update Username

- Click **Edit** in the **Username** field located under the **Login & Security** section.

Login & Security

Username Edit	dp700g0wvu4t57xmddy7
Password Edit	*****

- Enter the **New username** and **Current password** in the fields provided.
- Click **Save**.

Edit Username

Current Username	dp700g0wvu4t57xmddy7
New Username	<input type="text" value="NewUsername"/>
	<small>This Username is available.</small>
	<small>✓ Minimum of six characters</small>
	<small>✓ Cannot be all numbers</small>
Current password	<input type="password" value="*****"/> SHOW

Save

Cancel

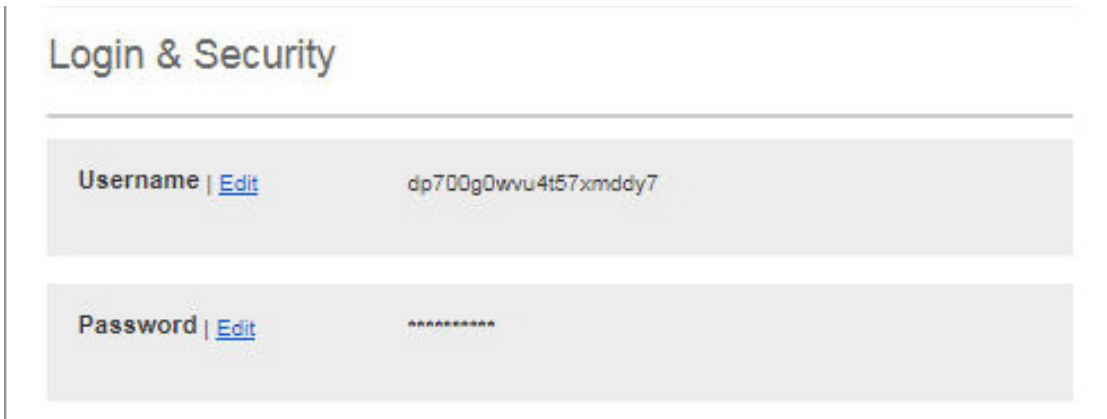
NOTES:

- Username must be six or more characters and cannot contain all numbers.
- If you are also a Penn Community Bank Personal Online Banking user, the Username CANNOT be the same as for personal login.

CONTINUE FOR UPDATING PASSWORD>>

Update Password

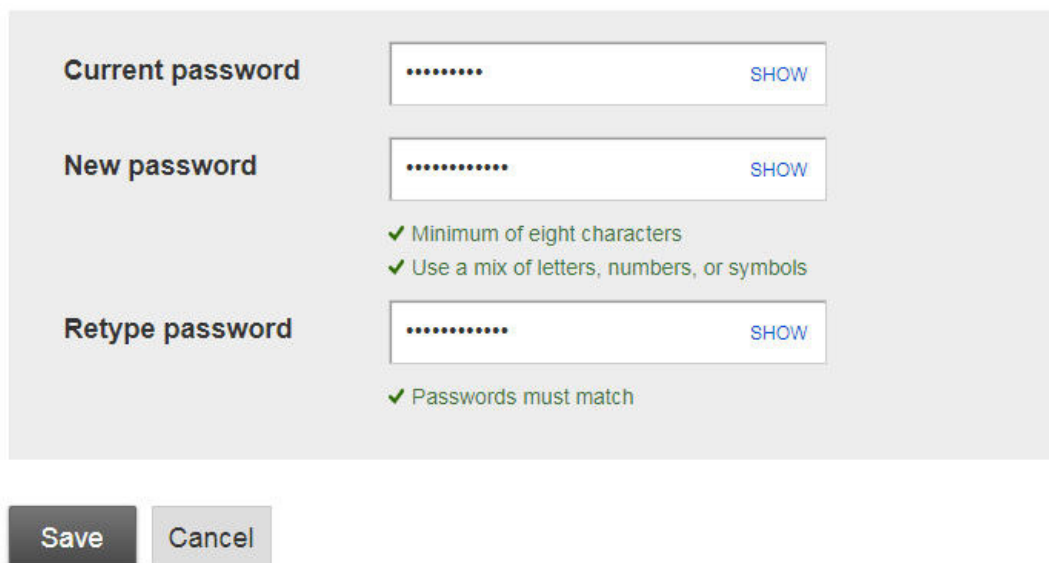
1. Click **Edit** in the **Password** field located under the **Login & Security** section.



The screenshot shows a web interface titled "Login & Security". Below the title, there are two rows of information. The first row is for "Username" with the value "dp700g0wvu4t57xmddy7" and a blue "Edit" link. The second row is for "Password" with a masked value "*****" and a blue "Edit" link.

2. Enter the **Current Password**, **New Password** and **Retype password**.
3. Click **Save**.

Edit password



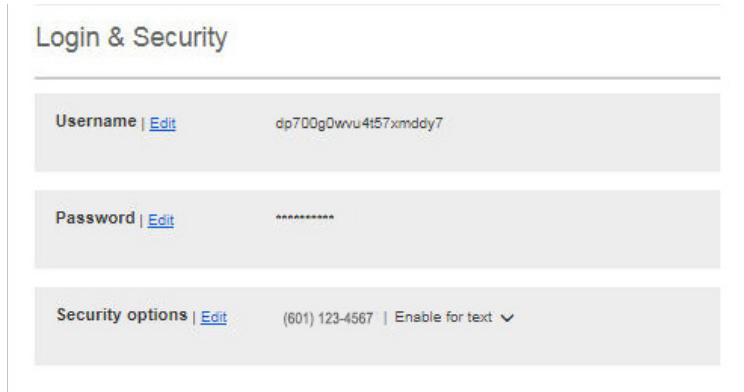
The screenshot shows the "Edit password" form. It contains three input fields: "Current password", "New password", and "Retype password". Each field has a "SHOW" link to its right. Below the "New password" field, there are two green checkmarks with validation messages: "Minimum of eight characters" and "Use a mix of letters, numbers, or symbols". Below the "Retype password" field, there is a green checkmark with the message "Passwords must match". At the bottom of the form, there are two buttons: "Save" and "Cancel".

NOTE:

- Passwords must be a minimum of six characters and use a mix of letters, numbers or symbols.

Update Security Options

To make changes to the method in which you receive the MFA one-time security code or to update the phone number(s) on record, visit the **Security options** field located under the **Login & Security** section and click **Edit**.

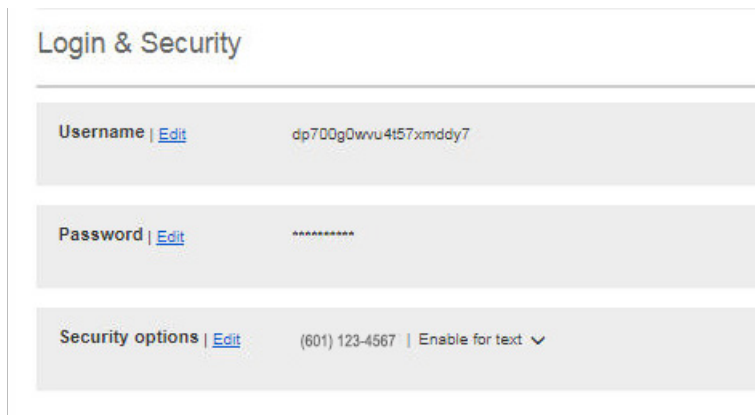


The screenshot shows the 'Login & Security' section with three rows. The first row is 'Username | Edit' with the value 'dp700g0wvu4t57xmdy7'. The second row is 'Password | Edit' with a masked password '*****'. The third row is 'Security options | Edit' with the phone number '(601) 123-4567' and a dropdown menu set to 'Enable for text'.

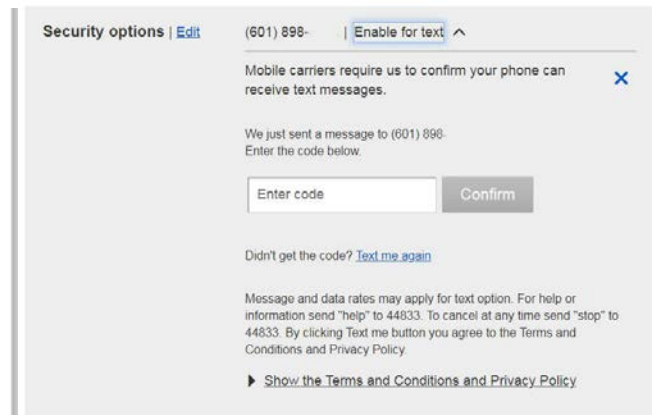
CONTINUE FOR MFA DELIVERY OPTIONS >>

Enabling Text as MFA Delivery Option

1. In the **Security options** section click the **Enable for text** link to expand the section.
2. After clicking on the **Enable for text** link you will receive a text to the phone number shown next to the link. Enter the code in the field provided and click **Confirm**.



This screenshot is identical to the previous one, but the 'Security options' dropdown menu is expanded, showing the phone number '(601) 123-4567' and the 'Enable for text' option.



The screenshot shows a confirmation dialog box titled 'Security options | Edit' for the phone number '(601) 898-'. It contains the text: 'Mobile carriers require us to confirm your phone can receive text messages.' Below this, it says 'We just sent a message to (601) 898- Enter the code below.' There is an input field labeled 'Enter code' and a 'Confirm' button. At the bottom, there is a link 'Didn't get the code? Text me again' and a footer with 'Message and data rates may apply for text option. For help or information send "help" to 44833. To cancel at any time send "stop" to 44833. By clicking Text me button you agree to the Terms and Conditions and Privacy Policy' and a link 'Show the Terms and Conditions and Privacy Policy'.

NOTE:

- If the phone number listed in the security options is not a cell phone or you would like to change the number, you will need to first edit the phone number on file.

Add, Edit or Remove a Phone Number

1. Click on the **+ Add another number** link. Once clicked you will be presented with an additional field.
2. Enter the phone number in the field
3. Input your **Current password** in the field provided and click **Save**

Confirming your identity

If we do not recognize your computer or device, we confirm your identity by one of the methods below.

By phone Confirm your identity by responding to a text or call to a phone you have handy.

+ 1 ▼ (601) 988-3858

+ Add another number

Current password Password [SHOW](#)

Save Cancel

CONTINUE FOR MFA DELIVERY OPTIONS >>

Add, Edit or Remove a Phone Number (cont.)

1. Click in the field with the phone number you would like to edit and make the necessary change.
2. Input your **Current password** in the field provided and click **Save**.

Confirming your identity

If we do not recognize your computer or device, we confirm your identity by one of the methods below.

By phone Confirm your identity by responding to a text or call to a phone you have handy.

+ 1 ▼ (601) 898-4464 ✕

+ 1 ▼ (601) 988-3858 ✕

Current password Password [SHOW](#)

Save Cancel

Deleting a Phone Number

1. Click on the **x** next to the number you would like to delete
2. Input your **Current password** in the field provided and click **Save**.

Confirming your identity

If we do not recognize your computer or device, we confirm your identity by one of the methods below.

By phone Confirm your identity by responding to a text or call to a phone you have handy.

+ 1 ▼ (601) 898-4464 ✕

+ 1 ▼ (601) 988-3858 ✕

Current password Password [SHOW](#)

Save Cancel