

# BUSINESS ONLINE BANKING

## LOG IN INSTRUCTIONS

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Use this page to complete one of the following procedures to login to Business Online. Using multi-factor authentication login procedures with or without security tokens are essential to reducing fraud.

To log in to Business Online Banking without tokens:

1. Access Business Online via the Internet to display the Log In page.
2. Enter your Access ID.
3. Select your desired page from the Take Me To drop-down list, if applicable.
4. Click Submit to display the Security Challenge page.
5. Enter your Security Challenge answer to display the Password page.
6. Enter your password and click the Log In button.

Note: If you are logging in on a computer other than the computer you enrolled on, you may be asked to answer a security authorization question and select either the This is a personal computer. Register it. or the This is a public computer. Do not register it.

To log in to Business Online Banking using a security token:

1. Access Business Online via [northshorebank.com](http://northshorebank.com).
2. Enter your Access ID.
3. Click Submit to display the Password page.
4. Enter the Token Serial Number from the back of the token.
5. Click the Token button to display the one time password.
6. Enter the 6 or 8 digit numeric one time password plus your 4-digit PIN number that you will establish.
7. Click the Log In button to display the Site Authentication page.
  - a. Click the Token button a second time to display a matching value to verify the Site Authentication Value. (If your site authentication values do not match, do not log in and try again.)
8. Click OK to log in.

Contact your Business Relationship Manager for questions or Customer Assistance at 866.479.5114 for additional information.