

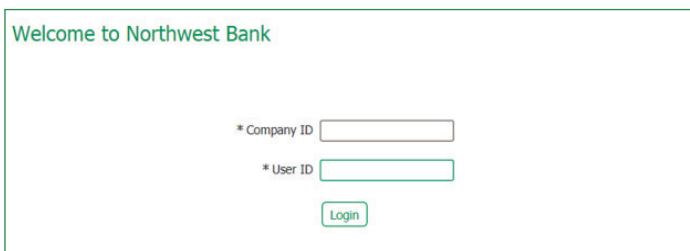
First Time Log-in

Quick Reference Guide

Traditional Browser - Company User

Step 1

On the Commercial Online Banking website, enter your **Company ID** and **User ID**, then **Login** to continue.



Welcome to Northwest Bank

* Company ID

* User ID

Login

Once the Company ID and User ID have been entered, you will advance to a screen to enter your **temporary password**.



Welcome to Northwest Bank

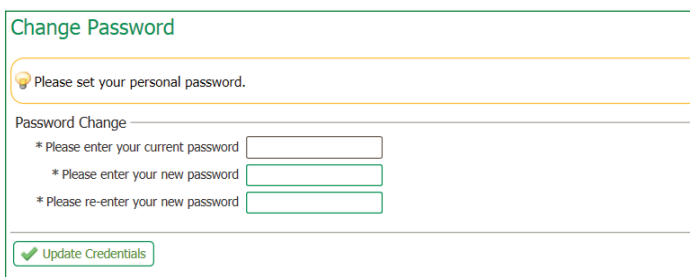
Company ID **1070**

User ID **janedoe**

* Password

Login Cancel Forgot Password?

You will be prompted to **Change Password**. Passwords are to be 8-12 alphanumeric characters, at least one upper case and lower case letter, a number and a special character.



Change Password

Please set your personal password.

Password Change

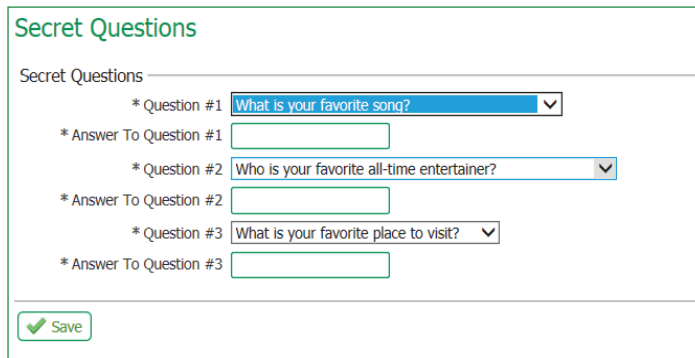
* Please enter your current password

* Please enter your new password

* Please re-enter your new password

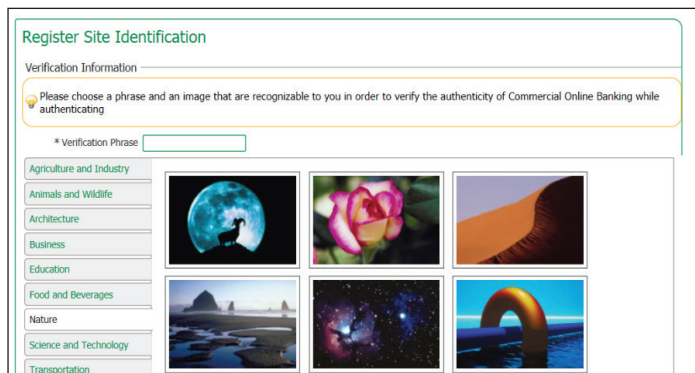
Update Credentials

Next, you will be required to answer **Secret Questions**. You may choose different questions by selecting the inverted arrow to display the question menu.



The screenshot shows a form titled "Secret Questions". It contains three rows of questions, each with a dropdown menu and an answer input field. The first row has the question "What is your favorite song?". The second row has the question "Who is your favorite all-time entertainer?". The third row has the question "What is your favorite place to visit?". At the bottom of the form is a "Save" button with a green checkmark icon.

You will now be taken to the **Registration Site Identification** screen to select your site key and verification phrase.



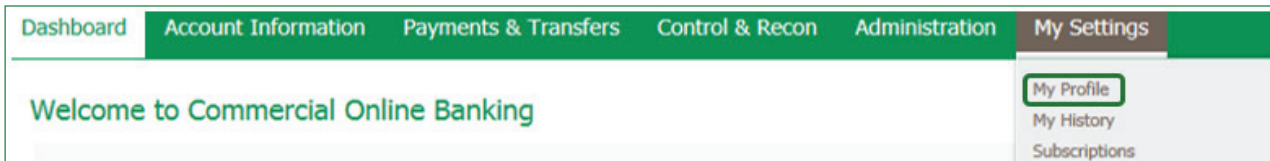
The screenshot shows a form titled "Register Site Identification". It includes a "Verification Information" section with a yellow warning box that says "Please choose a phrase and an image that are recognizable to you in order to verify the authenticity of Commercial Online Banking while authenticating". Below this is a "Verification Phrase" input field. To the left is a vertical list of categories: Agriculture and Industry, Animals and Wildlife, Architecture, Business, Education, Food and Beverages, Nature, Science and Technology, and Transportation. To the right of the categories is a grid of six image options: a person on a crescent moon, a pink rose, a desert landscape, a beach with a rock formation, a galaxy, and a rainbow over water.

Congratulations! Step 1 is now complete! You should find yourself on the Commercial Online Banking platform.

Proceed to Step 2 to complete your profile and download our Software Token Client required for ACH Payments and Wire Transfers.

Step 2

Now you need to complete your profile. To do that, navigate to the **My Settings tab** and select **My Profile**. Next, verify your profile information is accurate and complete pertinent information such as, enabling SMS messages, and changing your profile questions. **Profile questions are not the same as Secret Questions established in Step 1**. Profile questions are important for Step 3.



1. **Enable SMS Messages:** You may opt to enable SMS Messages to receive text verification codes and updates. You have the option to keep email as your preferred method of communication and leave these boxes unchecked.
2. **Message Enabled Cell Phone Number:** This must be a cell phone where SMS messages can be received if you have opted in.
3. **Profile Questions:** These are temporary bank-derived answers, which are a combination of your Company ID and User ID, and need to be updated promptly. Reset these immediately to valid answers.

Save all profile changes. Congratulations! Step 2 is complete! **Proceed to Step 3.**

* First Name

* Last Name

Desktop Last Login *Never logged in*

* Email Address

* Encrypted Report Password

Phone Number Ext

1 Enable SMS Messages

Terms and Conditions By clicking here, I agree to the [Terms and Conditions](#).

Northwest Bank CERT
To opt-out at any time, send **STOP** to 99453. To receive more information, send **HELP** to 99453.

Message and Data Rates May Apply. Number of Messages Varies Per User. Account holder authorizes charges to appear on wireless bill or be deducted from prepaid balance.

Tier One Carriers: AT&T, Verizon, T-Mobile®, Sprint, Metro PCS®, U.S. Cellular®

To Contact Support: Customer Service

2 Message Enabled Cell Phone Number

Fax Number

Business Unit

Street Address

City

State

Zip / Postal Code

Country ▼

Time Zone ▼

Language

3 * What is your favorite hobby?

* What is your mother's middle name?

Step 3

Now that you have completed your login and profile, you will need to download our **Software Token Client (Soft Token)** application. The Soft Token replaces your hard token. Utilize the Software Token Client User guide for complete instructions.

The guide can be found on our website:

<https://www.northwest-bank.com/commercial-online-banking-help/>

or by clicking the **Help With Conversion** button on the top right hand corner of our website.



BANKING SERVICES ▾

PEOPLE ▾

ABOUT ▾

CONTACT US