

BUSINESS ONLINE HELP

[bancofcal.com](https://www.bancofcal.com)

Topics

- First Time Login
- Normal Login
- Forgot User ID
- Forgot Password

March, 2020



FIRST TIME LOGIN

[bancofcal.com](https://www.bancofcal.com)



FIRST TIME LOGIN



- Start at www.bancofcal.com and select the Business Banking login link which brings you to www.bancofcal.com/upgrade. Then select the Business Online login link. Or go directly to business.bancofcal.com/secure.
- At the **Login** page for **Business Online**, enter the following information and select **Login**:
- **Company ID** (case sensitive): This will usually be the first 5 lower case alpha-numeric digits of your company name on your statement and the last 4 digits of your tax ID. It will be provided to you by the Bank via email or by your company administrator.
- **User ID** (case sensitive): This is the same User ID as you used with Classic Business Online Banking or the ID assigned to you by the Bank or your company administrator, and may have been sent to you via email.
- Select **Remember User ID** if you are using a secure computer and you want your ID to pre-populate next time you login.
- Select **Login**

The screenshot shows the Banc of California Business Online Login and Upgrade Center. The page title is "Login and Upgrade Center". It features a navigation menu with "Personal Banking" and "Business Banking" (highlighted with a red arrow). Below the navigation, there are links for "Personal Banking Login" and "Business Banking Login" (highlighted with a red arrow). The main content area includes a "Login & Upgrade Center" section with a "Business Online Pro" link. A message states: "Clients online before March 2020 will receive email notices about your upgrade and your assigned upgrade date. Take a moment to learn more below, or login to your current online banking services here:". Below this message, there are three buttons: "CLASSIC BUSINESS ONLINE BANKING", "BUSINESS ONLINE" (highlighted with a red box and arrow), and "BUSINESS ONLINE PRO".

The screenshot shows the Banc of California Business Online Login Form. The page title is "Welcome to Business Online". It features a "Company ID" field (marked with an asterisk as required) and a "User ID" field (marked with an asterisk as required). Below the fields, there is a "Remember User ID" checkbox (checked) and a "Login" button. The page also includes links for "Forgot User ID or Company ID" and "Login Help".

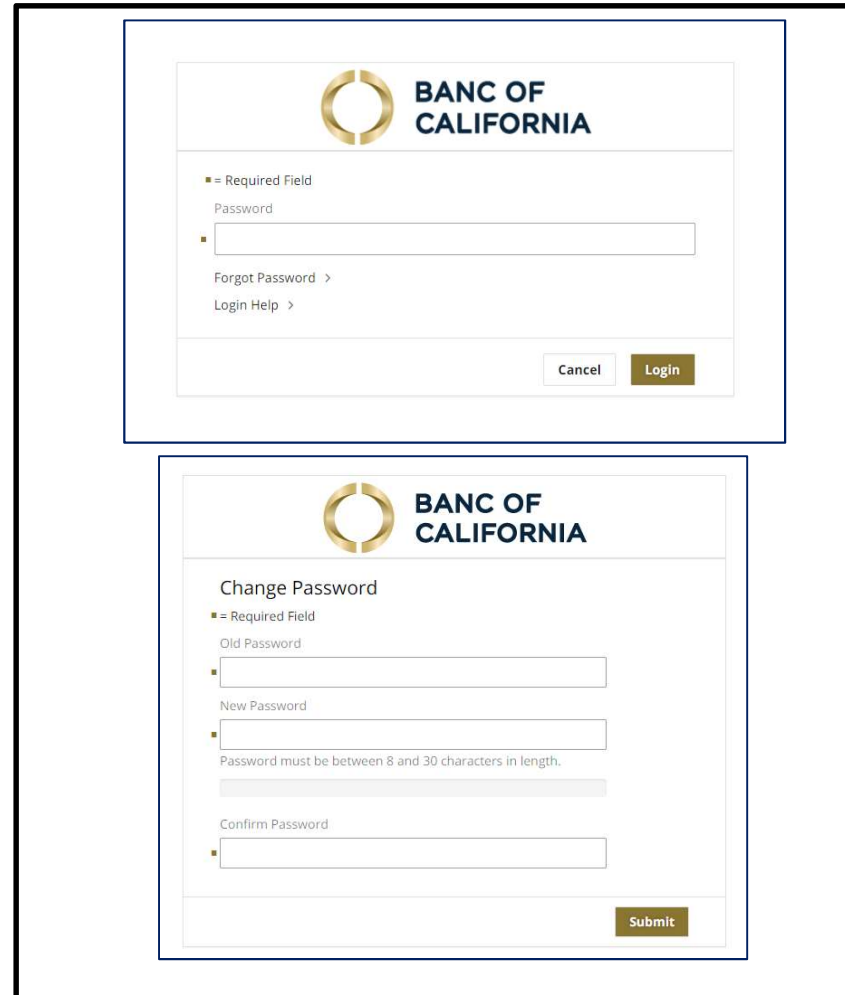
FIRST TIME LOGIN

- Password:** If you are upgrading, use the same case sensitive password you use for Classic Business Online Banking. If you use a token to login to Classic Business Online Banking, use the serial number on your token as the password.



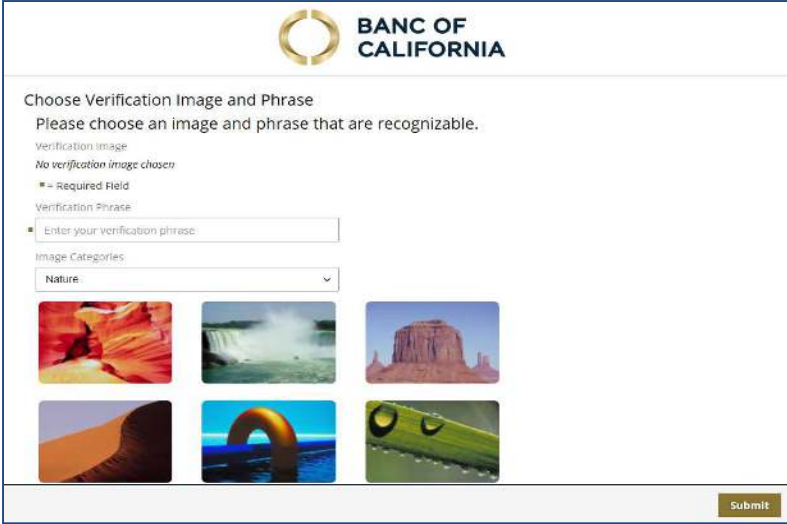
Otherwise, enter the temporary password provided to you by the Bank or your company administrator. You will have 5 password attempts. (Forgot password will work after your first time login).

- Change Password:** Enter your temporary password again, and then enter and re-enter a new password. Your new password must contain:
 - 8 or More Digits
 - 1 Lower Case Letter
 - 1 Upper Case Letter
 - 1 Number
 - 1 Symbol



FIRST TIME LOGIN

- Select a verification phrase and image to display to you as you login.
- **Verification Phrase** – Enter the phrase that will be presented during each login attempt.
- **Image Categories** – Select the image that will be presented during each login attempt. Multiple image categories are available. Select the drop down to browse the additional images available
- Select **Submit**. When you login, you will see your verification phrase and image to help confirm you are at the correct site and logging in with the correct Company ID and User ID.



BANC OF CALIFORNIA

Choose Verification Image and Phrase
Please choose an image and phrase that are recognizable.

Verification Image
No verification image chosen
▪ = Required Field

Verification Phrase
Enter your verification phrase:

Image Categories
Nature

Submit

FIRST TIME LOGIN



- A successful login will bring you to the welcome page.

Account Snapshot

Account	Current Ledger	Available Balance
CHECKING ↓		
XYZ CORPORATION (*8334)	-\$22.52	-\$22.50
XYZ CORPORATION (*7657)	\$0.00	\$0.02
XYZ CORPORATION (*5556)	\$0.92	\$0.90
XYZ CORPORATION (*4444)	-\$132.32	-\$132.32
SAVINGS ↓		
XYZ CORPORATION 1234 (*3333)	-\$58.06	-\$58.06

Payments Calendar

October 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19

Results for October 21, 2019

Payee	Amount
Jane Doe	\$0.01
Vendor A	\$0.01

Quick Transfer

1 Create → 2 Review → 3 Complete

■ = Required Field

From:

To:

LOGIN

[bancofcal.com](https://www.bancofcal.com)



LOGIN

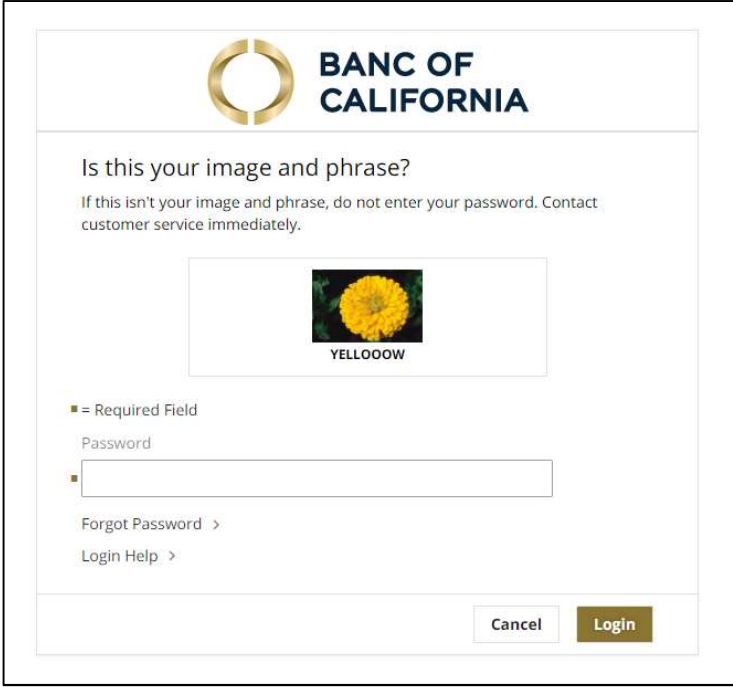


- Start at www.bancofcal.com and select the Business Banking login link which brings you to www.bancofcal.com/upgrade. Then select the Business Online login link. Or go directly to business.bancofcal.com/secure.
- At the **Login** page for **Business Online**, enter the following information and select **Login**.
- **Company ID** (case sensitive): This is usually the first 5 lower case alpha-numeric digits of your company name on your statement and the last 4 digits of your tax ID. It's often sent to you via email.
- **User ID** (case sensitive): This is the same User ID as you used with Classic Business Online Banking or the ID assigned to you by the Bank or your company administrator, and may have been sent to you via email.
- Select **Remember User ID** if you are using a secure computer and you want your ID to pre-populate next time you login.
- Select **Login**

The image shows two screenshots of the Banc of California website. The top screenshot is the 'Login and Upgrade Center' page. It features a navigation bar with 'NEW ACCOUNT' and 'ONLINE BANKING' options. Below the navigation, there are links for 'Personal Banking' and 'Business Banking'. The main content area is titled 'Login and Upgrade Center' and includes a 'Business Online Pro' section. A green arrow points to the 'BUSINESS ONLINE' button. The bottom screenshot is the 'Welcome to Business Online' page. It features the Banc of California logo and a 'Welcome to Business Online' heading. Below the heading, there are input fields for 'Company ID' and 'User ID', a 'Remember User ID' checkbox, and a 'Login' button. There are also links for 'Forgot User ID or Company ID', 'Login Help', 'Download Business Online Secure Browser', 'Terms and Conditions', 'Privacy Policy', and 'Contact Us'.

LOGIN


- **Verification Image and Phrase:** Your image and phrase will display. If they are not displaying, your User ID and/or Company ID are probably incorrect. Select **Cancel** and try again (or select **Forgot User ID** or **Company ID** on the login page).
- **Password:** Enter your password. Your password must contain:
 - 8 to 30 Digits
 - 1 Lower Case Letter
 - 1 Upper Case Letter
 - 1 Number
 - 1 Symbol
- Select **Login** to complete your login.



BANC OF CALIFORNIA

Is this your image and phrase?

If this isn't your image and phrase, do not enter your password. Contact customer service immediately.



YELLOOOOW

▪ = Required Field

Password

Forgot Password >

Login Help >

Cancel Login

LOGIN



- A successful login will bring you to the welcome page.

Account Snapshot

Account	Current Ledger	Available Balance	
CHECKING ↓			
XYZ CORPORATION (*8334)	-\$22.52	-\$22.50	>
XYZ CORPORATION (*7657)	\$0.00	\$0.02	>
XYZ CORPORATION (*5556)	\$0.92	\$0.90	>
XYZ CORPORATION (*4444)	-\$132.32	-\$132.32	>
SAVINGS ↓			
XYZ CORPORATION 1234 (*3333)	-\$58.06	-\$58.06	>

Payments Calendar

October | Year

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19

Results for October 21, 2019

Payee ↑	Amount	
🚫 Jane Doe	\$0.01	>
🟢 Vendor A	\$0.01	>

Quick Transfer

1 Create → 2 Review → 3 Complete

■ = Required Field

From:

Make a selection

To:

FORGOT COMPANY ID OR USER ID

[bancofcal.com](https://www.bancofcal.com)



FORGOT COMPANY ID OR USER ID



- From the Login page, select the link, **Forgot User ID or Company ID**

Company ID

User ID

This value is case sensitive.

Remember User ID

Forgot User ID or Company ID >

Login Help >

Download Business Online Secure Browser >
Terms and Conditions >
Privacy Policy >
Contact Us >

Login

FORGOT USER ID OR COMPANY ID



- **Email Address:** Enter the email address that you used for Classic Business Online Banking or the email you are currently using for Business Online (Most users have an email on record.)
- Select the **Email** or **Text Message** radio button, and select **Submit**. You will get an error message if the email address you entered does not match our records. Please call us if you need help.

BANC OF CALIFORNIA

Forgot User ID or Company ID

■ = Required Field

Email Address

How do you want to get your User ID reminder?

Email

Text Message

[Login Help >](#)

FORGOT USER ID OR COMPANY ID



- You will receive your Company ID and User ID by email or SMS message.
- Return to the login page where you can begin your login.

From: Banc of California [mailto:businessonline@bancocal.com]
Sent: Wednesday, August 14, 2025 8:00 PM
To: Jane Doe <jane.doe@bancocal.com>
Subject: Banc of California CERT: Forgot User ID

Forgot User ID Email

BANC OF CALIFORNIA Report Date/Time 08/14/2025 08:00:00 PDT

Your Company ID is first1234. Your User ID is janedoe..

BANC OF CALIFORNIA

Welcome to Business Online

■ = Required Field

Company ID

User ID

This value is case sensitive.

Remember User ID

[Forgot User ID or Company ID >](#)

[Login Help >](#)

[Download Business Online Secure Browser >](#)
[Terms and Conditions >](#)
[Privacy Policy >](#)
[Contact Us >](#)

Login



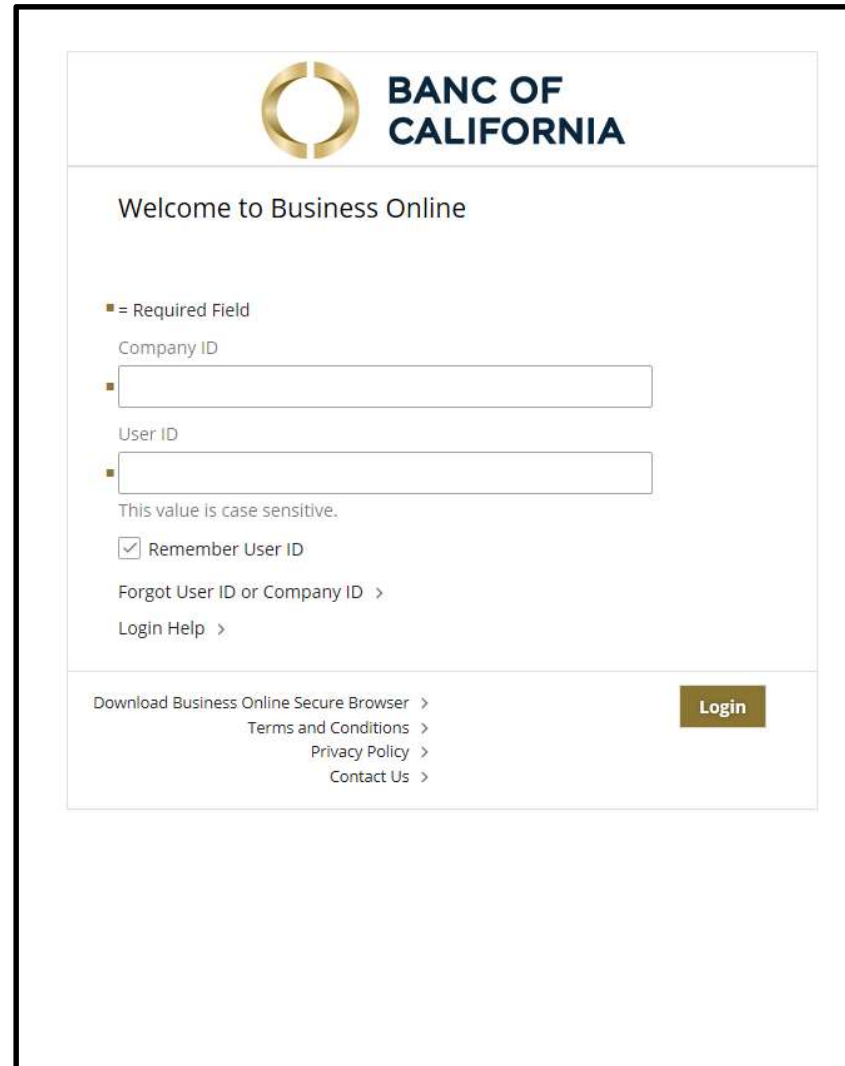
FORGOT PASSWORD

[bancofcal.com](https://www.bancofcal.com)



FORGOT PASSWORD

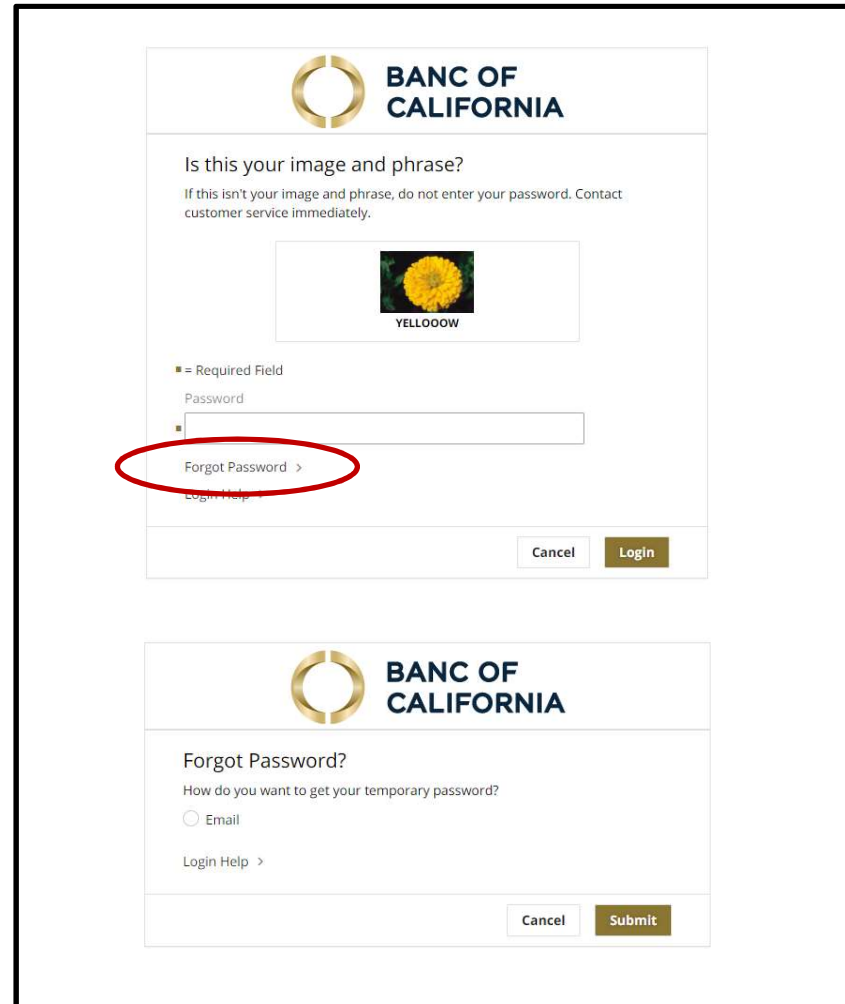
- From the Login page, enter your **Company ID** and **User ID**.



The screenshot shows the Banc of California Business Online login interface. At the top, the Banc of California logo and name are displayed. Below the header, the text "Welcome to Business Online" is centered. A legend indicates that a small square icon represents a "Required Field". Two input fields are present: "Company ID" and "User ID", both marked with the required field icon. Below the "User ID" field, a note states "This value is case sensitive." and a checked checkbox labeled "Remember User ID" is visible. At the bottom of the form area, there are links for "Forgot User ID or Company ID" and "Login Help". A "Login" button is located at the bottom right of the form. Below the form, a footer contains links for "Download Business Online Secure Browser", "Terms and Conditions", "Privacy Policy", and "Contact Us".

FORGOT PASSWORD

- On the Password Entry page, select **Forgot Password**.
- Select Email (or text if the option is available) and Select **Submit**.



The screenshot displays two sequential steps of the Banc of California login process. The top section, titled "BANC OF CALIFORNIA", asks "Is this your image and phrase?" and provides a visual verification step with a yellow flower image and the word "YELLOOW". Below this is a "Password" field with a "Forgot Password >" link circled in red. The bottom section, also titled "BANC OF CALIFORNIA", asks "Forgot Password?" and offers an "Email" option to receive a temporary password. Both sections include "Cancel" and "Login" or "Submit" buttons.

FORGOT PASSWORD



- You will receive an email or text with a temporary password.
- In your browser, enter your temporary password then enter your new password twice: Your password must contain:
 - 8 to 30 Digits
 - 1 Lower Case Letter
 - 1 Upper Case Letter
 - 1 Number
 - 1 Symbol
- Select **Submit** to complete your login.

The screenshot shows an email from Banc of California with the subject 'Banc of California - Forgot Password'. The email body contains a 'User Password Change Report' with the Banc of California logo and the text 'Your temporary password is 316295', which is circled in red. Below the email is a 'Forgot Password: Reset' form with fields for 'Temporary Password', 'New Password', and 'Confirm Password', along with 'Cancel' and 'Submit' buttons.

FORGOT PASSWORD



- A successful login will bring you to the welcome page.

BANC OF CALIFORNIA

Product BOL | Product BOL1

Last Login: 10/20/2019 03:32 PM

Welcome to Business Online

Account Snapshot

CHECKING ↓	Current Ledger	Available Balance	
XYZ CORPORATION (*8334)	-\$22.52	-\$22.50	>
XYZ CORPORATION (*7657)	\$0.00	\$0.02	>
XYZ CORPORATION (*5556)	\$0.92	\$0.90	>
XYZ CORPORATION (*4444)	-\$132.32	-\$132.32	>

SAVINGS ↓	Current Ledger	Available Balance	
XYZ CORPORATION 1234 (*3333)	-\$58.06	-\$58.06	>

Payments Calendar

October | Year

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		01	02	03	04	05
06	07	08	09	10	11	12
13	14	15	16	17	18	19

Results for October 21, 2019

Payee ↑	Amount	
Jane Doe	\$0.01	>
Vendor A	\$0.01	>

Tasks

- 0 Approvals Pending
- 0 Secure Messages
- 0 User Lockout
- 0 Missed Payments

Quick Transfer

1 Create → 2 Review → 3 Complete

■ = Required Field

From:

To:



**BANC OF
CALIFORNIA**

[bancofcal.com](https://www.bancofcal.com)