BANC OF CALIFORNIA

BUSINESS ONLINE HELP

bancofcal.com

Topics

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

March, 2020

FIRST TIME LOGIN

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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.

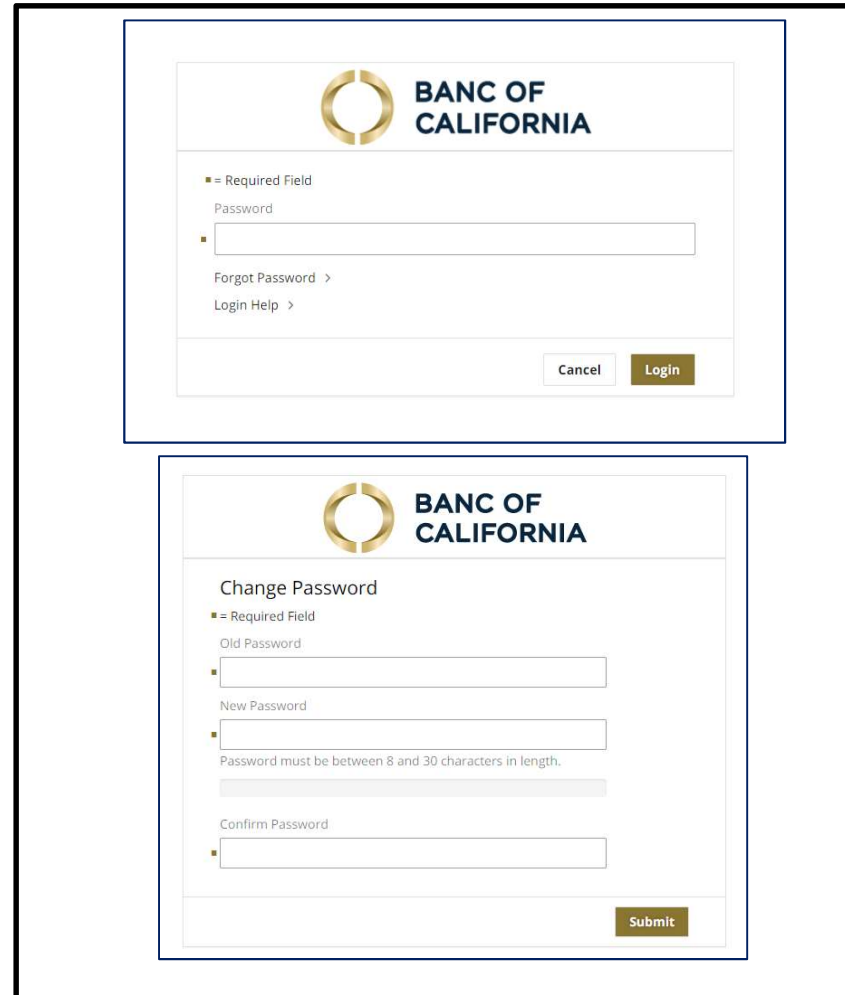- Select **Login**

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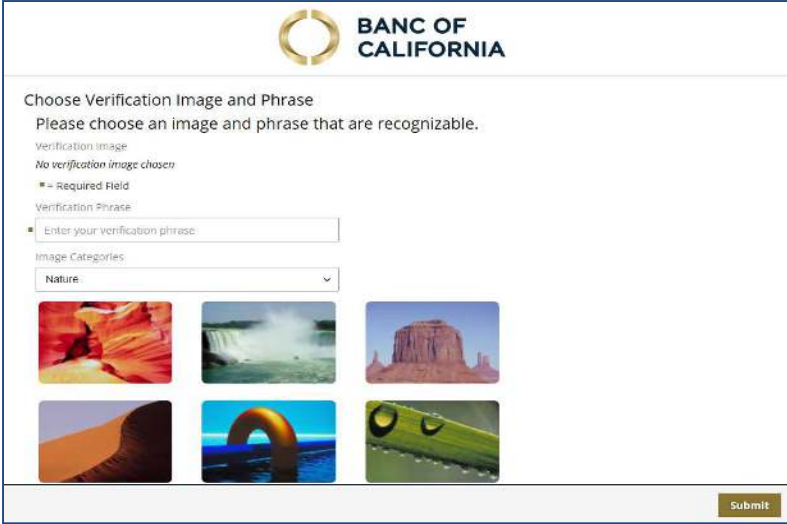
  Otherwise, enter the temporary password provided to you by the Bank or your company administrator. You will have 5 password attempts. (Forgot password will work after your first time login).

- **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.

FIRST TIME LOGIN

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

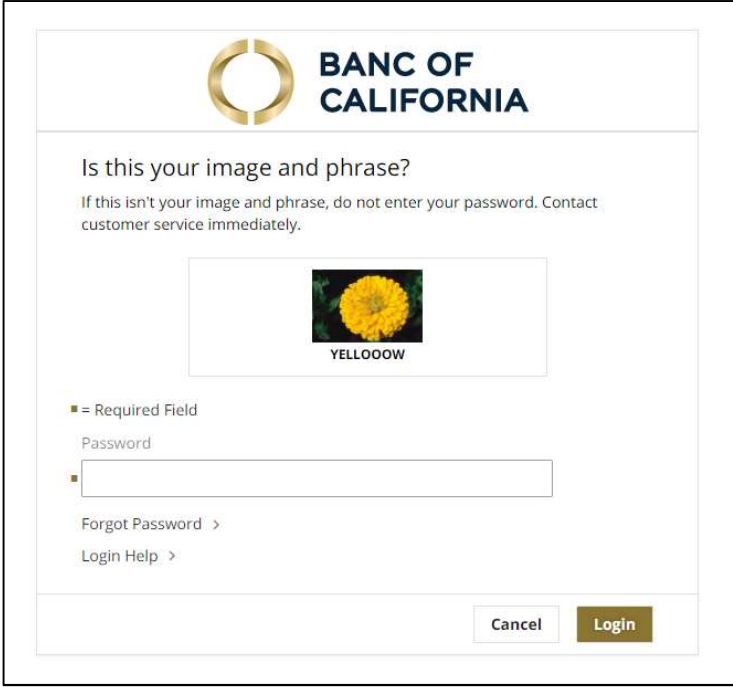# LOGIN

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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**

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.

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Is this your image and phrase?

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

YELLOOOW

▪ = Required Field

Password

▪

Forgot Password ❯

Login Help ❯

Cancel   Login

LOGIN

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

FORGOT COMPANY ID
OR USER ID

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FORGOT COMPANY ID OR USER ID

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

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.

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.

FORGOT PASSWORD

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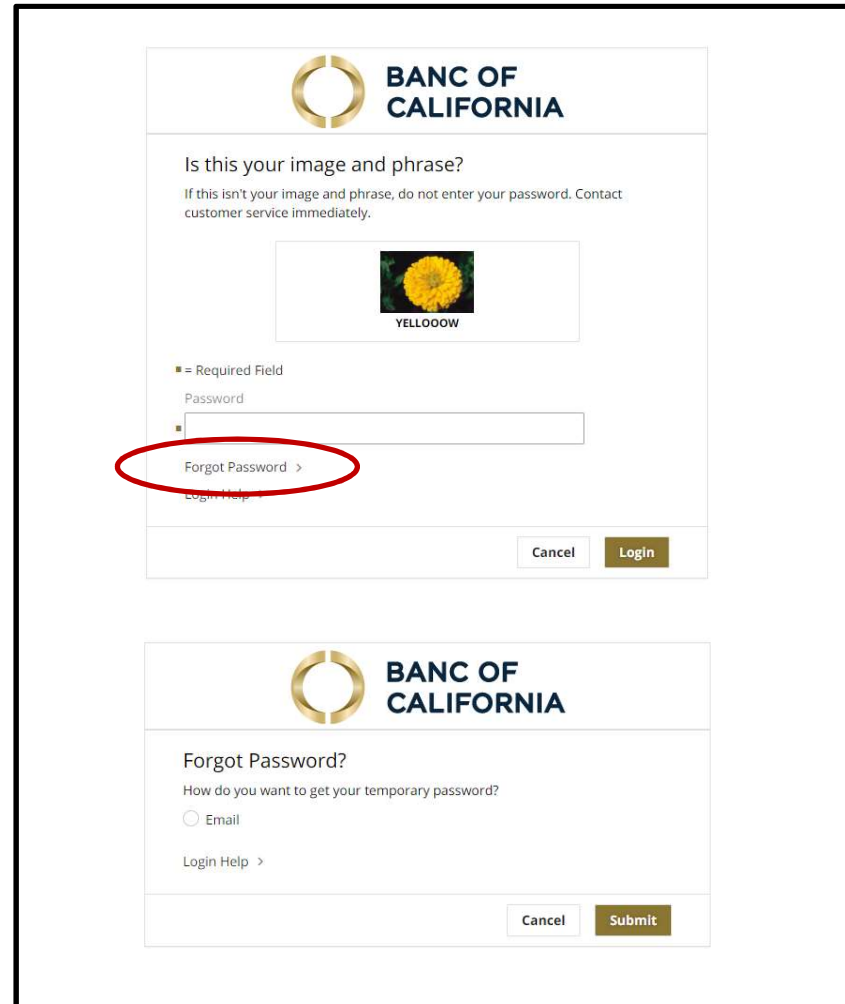
- From the Login page, enter your **Company ID** and **User ID**.

FORGOT PASSWORD

- On the Password Entry page, select **Forgot Password**.

- Select Email (or text if the option is available) and Select **Submit**.

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.

From: Banc of California [mailto: businessonline@bancofcal.com]
Sent: Thursday, July 18, 2019 5:15 PM
To: Jane Doe <Jane.Doe@bancofcal.com>
Subject: Banc of California - Forgot Password

User Password Change Report

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Report Date/Time 07/18/2019 17:14:48 PDT

Your temporary password is 316295

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Forgot Password: Reset

A temporary password has been sent to you. Please do not close your browser until you have entered the information below to reset your password.

■ = Required Field

Temporary Password

New Password

Password must be between 8 and 30 characters in length.

Confirm Password

Cancel   Submit

FORGOT PASSWORD

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

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