



# Getting Started **ONLINE BANKING**

## TRANSACTION CUTOFF TIMES

Service	BNH Cutoff Times
Bill Pay	4:00 p.m. EST
External Transfers	4:00 p.m. EST
Mobile Deposit	5:30 p.m. EST
Internal Transfers	6:00 p.m. EST



**Bank of  
New Hampshire**

*New Hampshire's local bank*

**WE  NH**

BankNH.com

1.800.832.0912

Member FDIC

## ENROLLING IN BNH ONLINE BANKING

1. Visit BankNH.com and select the **Online Banking** tab.
2. Choose **Enroll Today**.
3. Select either **Personal Enrollment** or **Business Enrollment** based on your needs.
4. Complete the enrollment form and then click **Submit Enrollment**.

*\*You will need to provide all account numbers and the amount of the last deposit or loan payment.*

5. You will receive an email within a few days with instructions on how to log in the first time.

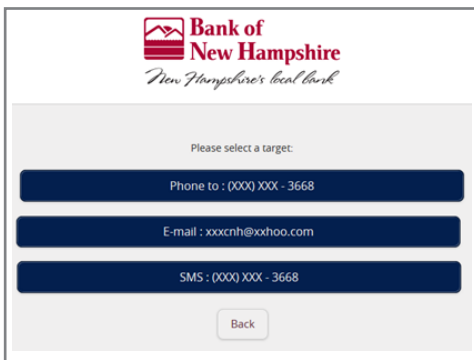
*\*To avoid delays with your enrollment, please be sure the address provided at enrollment matches the address on your banking accounts.*

## LOGGING INTO ONLINE BANKING THE FIRST TIME

1. Visit BankNH.com and enter the Access ID you chose during enrollment in the top right corner of the homepage then **click the arrow**.

2. Do not enter a password. Select **"I Am A New User"** and click **"Login"**.

3. You will see a list of contact delivery points we have on record for you. Your contact information will be partially masked. Click the blue bar of the most convenient option for a one-time Secure Access Code to be sent.



The screenshot shows the Bank of New Hampshire login interface. At the top, the bank's logo and tagline "New Hampshire's local bank" are displayed. Below this, a prompt says "Please select a target:". There are three dark blue buttons with white text: "Phone to : (000) XXX - 3668", "E-mail : xxxcnh@xxhoo.com", and "SMS : (000) XXX - 3668". A "Back" button is located at the bottom right of the selection area.

4. Once the Secure Access Code is received from your chosen method, enter it in the space and click **"Submit"**.
5. Follow the steps to accept the First Time User disclaimer and review your profile.
6. Select a permanent password.

**The next time you log in, you will be prompted again to receive a Secure Access Code however this time you will have the ability to register your device to avoid this process in the future.**

Please note: Your device must be configured to accept cookies from our site. Once your device has been registered, you will only be asked to enter your Access ID and password for future logins. If you delete the cookies on your browser or log in from a different computer, you will be prompted to obtain a Secure Access Code again.

## BROWSER SETTINGS

In order to utilize Bank of New Hampshire's online banking, we require you to use a current version of the web browser (i.e. Internet Explorer, Firefox, Chrome, Safari). Outdated browsers pose a risk to you as they are less stable and vulnerable to viruses, spyware, malware, and other security issues.

## YOUR HOMEPAGE

The image below shows what online banking looks like. We have highlighted some commonly used areas for you.

The screenshot shows the Bank of New Hampshire online banking homepage. The interface includes a dark blue navigation menu on the left with options like Home, Messages, Services, Options, Preferences, Locations, Help, Bank of New Hampshire, Member FDIC, and Log Off. The main content area features a celebratory banner for 185 years, a list of accounts with their available balances, an account summary with a pie chart, and a deposit history table. Red callout boxes with numbers 1 through 6 point to specific elements: 1. Personal Checking account; 2. 'Accepted' button in the deposit history; 3. 'Transfer Money Now' button; 4. 'Pay Bills Now' button; 5. Account Summary section; 6. Facebook Wall section.

Account Name	Available Balance
Personal Checking	\$2,838.20
HSA	\$463.36
Business Checking	\$260.01
Repair Account	\$10.00

Account Name	Percentage
Personal Checking	41.72%
Current Balance	\$2,838.20
Available Balance	\$2,838.20

Check #	Date	Amount	Conf. ID
#1996	2/2/2016	\$195.00	37205
#2002	1/26/2016	\$100.00	36806
#06069	12/31/2015	\$50.00	35489
#00016497	12/28/2015	\$121.00	35324

1. **Accounts** – Click an account to view the list of transactions and view details of the account.
2. **Check Deposit History** – View your recent Mobile Deposit history by clicking the "Accepted" button. Click on a listed deposit to view an image of that deposit.
3. **Transfer Money** – Transfers funds internally or externally with a few clicks
4. **Pay Bills** – Click to go to our Bill Pay Express screen. To view the full Bill Pay site, click the "Advanced" link on the top of the page or click "Services" from the menu and then "Bill Pay Advanced".
5. **Account Summary** – View a graph illustrating your BNH accounts. Toggle through each account by clicking the "Next" link. If you click the "View Transactions" link, it will send you directly to the Transactions page.
6. **Facebook Wall** – see what's happening at BNH with this real-time Facebook feed.

## BEMOBILE BANKING

Our mobile banking services give you the flexibility to securely manage your finances anywhere, 24 hours a day, 7 days a week. We offer an app for both Android™ and Apple® smartphones and tablets through Google Play™ and the Apple App Store®. Our mobile app is a powerful tool with all the functionality of our desktop online banking service. BeMobile Banking also has features only available within the app including:

**BeMobile Deposit** – Gain the flexibility and convenience of depositing a check into your Bank of New Hampshire account whenever and wherever you want.

[Enrollment Location: Preferences>Mobile Deposit Enroll](#)

*There is a \$2,500 BeMobile Deposit limit. Third party web access data and messages rates may apply from your wireless provider.*

**Fingerprint Authentication** – Now Apple and Android users with a supported device can log into our BeMobile Banking app with the touch of a finger!

[Enrollment Location: BeMobile Banking App Login Page](#)

## ADDITIONAL SERVICES

At Bank of New Hampshire we have a variety of online services to fit your banking needs.

**Account Alerts\***– Keeping track of your deposit accounts (s) with real-time account alerts. Receive an email or text message for a low balance on your account or when a deposit or withdrawal has been made.

[Enrollment Location: Options>Real Time Alerts](#)

**eStatements** – Receive your account statements electronically. There is no cost for this service. eStatements are secure, safe, and fast.

[Enrollment Location: Preferences>eStatements - Enroll](#)

**Bank-to-Bank Transfers** – Move funds between your BNH accounts and your accounts held at other financial institutions located within the U.S.

[Enrollment Location: Options>External Accounts](#)

*Fees from your external financial institution may apply.*

**Bill Pay** – Paying bills couldn't be easier! Your bills can either be sent on-demand or as a recurring payment, all from one site.

[Enrollment Location: Services>Bill Pay Express](#)

**Text Banking\***– Request and receive account information via text message. Once activated, get balances, transfer funds, and retrieve recent transactions.

[Enrollment Location: Preferences>Text Banking - Enroll](#)

*\*Third party web access data and messages rates may apply from your wireless provider.*

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