



# Getting Started **ONLINE BANKING**

## **TRANSACTION CUTOFF TIMES**

<b>Service</b>	<b>BNH Cutoff Times</b>
Bill Pay	10:00 p.m. EST
External Transfers	6:00 p.m. EST
Mobile Deposit	6:00 p.m. EST
Internal Transfers	6:00 p.m. EST



**Bank of  
New Hampshire**

### **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. Microsoft Edge, Firefox, Chrome, Safari) or the latest version of our BeMobile Banking app.

BankNH.com

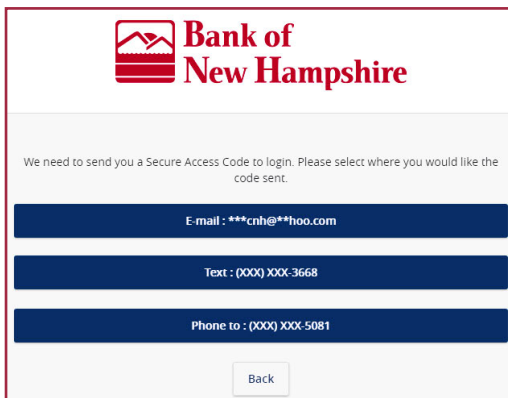
1.800.832.0912

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.  
*Please note: The Business enrollment process will differ from the Personal process listed below.*
4. Complete the enrollment form and then click **Continue**.
5. We need to send you a one-time use Secure Access Code. Click either the truncated email address or phone number displayed on the screen.  
*\*The Secure Access Code delivery options displayed are based on information we have on file. If your contact information is not correct, you will need to contact us to complete the enrollment process. Once you gain access, you can add additional delivery options under Preferences.*

6. Enter the Secure Access Code that was sent to you and then click **Submit**.
7. Now select a password for online banking and confirm. Click **Submit**.
8. The Online Banking Terms and Conditions will display. Click **Accept**.



The screenshot shows the Bank of New Hampshire logo at the top. Below it, a message reads: "We need to send you a Secure Access Code to login. Please select where you would like the code sent." There are three dark blue buttons with white text: "E-mail : \*\*\*cnh@\*\*hoo.com", "Text : (XXX) XXX-3668", and "Phone to : (XXX) XXX-5081". A "Back" button is located at the bottom right of the selection area.

9. The Statement Delivery Preferences prompt will display. Click **Enroll Now** to enroll in electronic statements.
10. Device Registration- Clicking **Register Device** will eliminate the need for a Secure Access Code for future logins.
11. Congratulations! You are now in the Online Banking system. Please confirm that all your accounts are present.

*Please note that if you opened a new account on the day you enrolled, the new account will display the following day.*

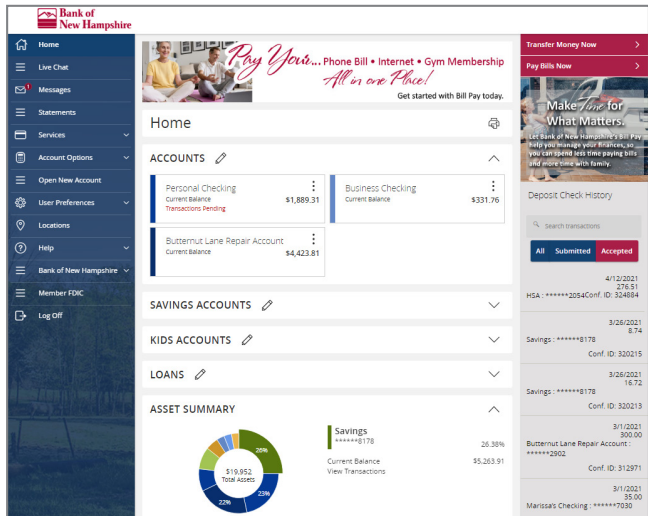
*Please note: Your device must be configured to accept cookies from our site. Once your device has been registered, you will only be asked to enter your Login ID and password for future logins. If you delete the cookies on your browser or log in from a different computer, you will be prompted to obtain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

## LOGGING INTO ONLINE BANKING

1. Go to BankNH.com.
2. On the top right portion of the page, there is a "Login" field. Enter your Login ID and then click the arrow button.
3. Enter your password. Click **Submit**.

## YOUR HOMEPAGE

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



1. **Accounts** – Click an account to view transactions and details of the account.
2. **Deposit Check History** – View recent Mobile Deposit history by clicking the “Accepted” button. Click on a listed deposit to view an image of that deposit.
3. **Transfer Money Now** – Transfers funds internally or externally with a few clicks.
4. **Pay Bills Now** – Click to go to our Bill Pay Express page where you can quickly make a bill payment. To view the full Bill Pay site, click Services > Bill Pay Advanced from the menu.
5. **Asset 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.

## EXTERNAL FUNDS TRANSFER

**First you will need to add your external Account:**

1. From the left navigation menu click Account Options>Add External Accounts.
2. Complete the information for your external account under Step 1 and click “continue.”
3. Two small deposits will be made into your external account. It may take 1-2 days for the micro-deposits to arrive. Once they are received, visit the Add External Accounts page again and enter the values under Step 2.
4. Now you may begin transferring funds between your accounts at other financial institutions.

*Tip: Nickname your external accounts under User Preferences>Display Preferences within the menu.*

**To Make a Transfer/Loan Payment:**

1. Click Services>Funds Transfer from the left menu.
2. Complete the required information and click “Transfer Funds.”

*Tip: You can make an internal and external transfer recurring by changing the “Frequency” setting.*

## 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.  
*Consumers have a \$2,500 and Businesses have a \$5,000 BeMobile Deposit daily limit.*

**Biometric Authentication** – Apple® and Android™ users with a supported device can log into our BeMobile Banking app utilizing their fingerprint. FaceID® is also available on supported Apple® devices.

**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\***- Keep track of your deposit account(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:** [Account Options>Real-Time Alerts](#)

**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 Advanced](#)

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

**Enrollment Location:** [Account Options>eStatements - Enroll](#)

**Open A New Account** - Open a new account online anywhere and any time it's convenient for you.

**Enrollment Location:** [Open a New Account](#)

**Pay A Friend** - Easily pay anyone in an instant with an email address or mobile number.\*\*

**Enrollment Location:** [Services>Pay A Friend](#)

**Text Banking\***- Request and receive account information via text message. Once activated, request your balance, transfer funds, and retrieve recent transactions.

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

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

\*\* Funds may not be instantly available to all recipients - See Pay A Friend Terms and Conditions.