



# EAST WEST BANK

## Business Online Banking User Guide

First Time Login

September 2022

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## Supported Operating Systems and Web Browsers

Review the supported browser versions below and consider an update if necessary:

**Windows Operating Systems:** Windows 8, 8.1, & 10

**MAC OS X:** From Mountain Lion (10.8) to El Capitan (10.11)

### Browsers:

- Google Chrome 71.x
- Internet Explorer 11 (Compatibility Mode is not supported)
- Microsoft Edge
- Mozilla Firefox 64.x
- Safari 5.1.7 (Windows)
- Safari 10.9.2 (MAC)

## IBM Security® Trusteer Rapport®

Trusteer Rapport is a lightweight software that protects your computer against financial malware. When you first log into businessBridge®Premier or businessBridge®Essentials, a message will appear asking you to download Trusteer Rapport.

### Highlights and benefits of Trusteer Rapport Software:

- Helps protect against financial malware
- Safeguards user's online banking identity and login credentials
- Removes certain malware from your computer
- At no cost to you
- Must be downloaded on every computer that is used for online banking



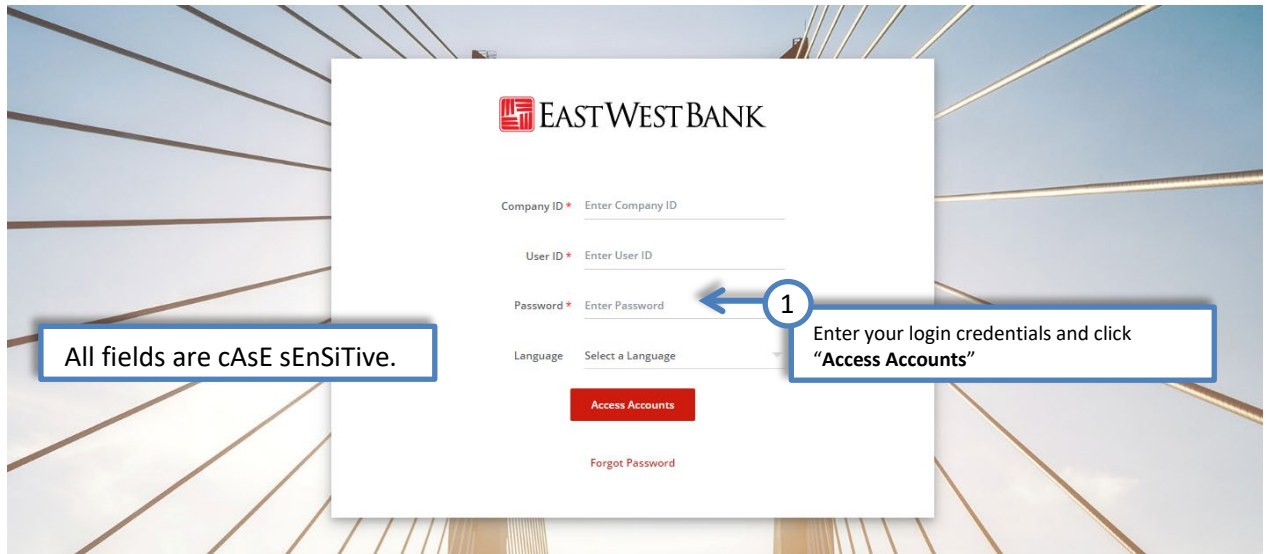
Please note: Image may update periodically. This message will continue to prompt until you have successfully downloaded and installed Trusteer Rapport into the computer that is utilized to access the system.

## Login Page

You will need to enter your Company ID, User ID, and Password.

- Company administrators' credentials are provided by the bank.
- User Administrators create and maintain their company's users' access. Please connect with your company administrator for additional information regarding your credentials.

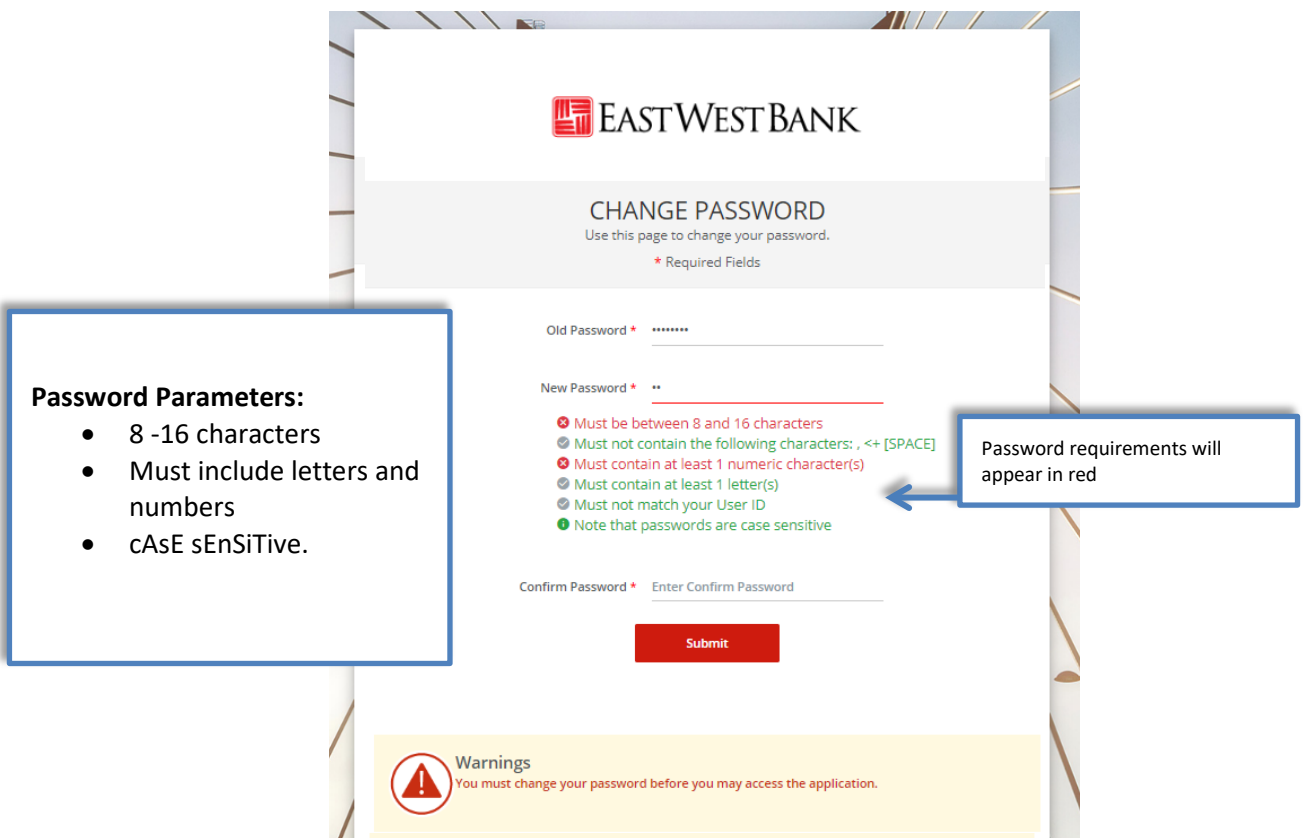
Please note: Temporary passwords are only valid for 14 calendar days. If you are accessing the system after the allowed time, please reach out to your company administrators to reset your password.



The screenshot shows the EastWest Bank login page. It features the bank's logo at the top. Below the logo are four input fields: "Company ID \* Enter Company ID", "User ID \* Enter User ID", "Password \* Enter Password", and "Language Select a Language". A red "Access Accounts" button is positioned below the password field, and a red "Forgot Password" link is at the bottom. A blue callout box with the number "1" and an arrow points to the password field, containing the text "Enter your login credentials and click 'Access Accounts'". Another blue callout box points to the input fields, stating "All fields are cAsE sEnSiTive."

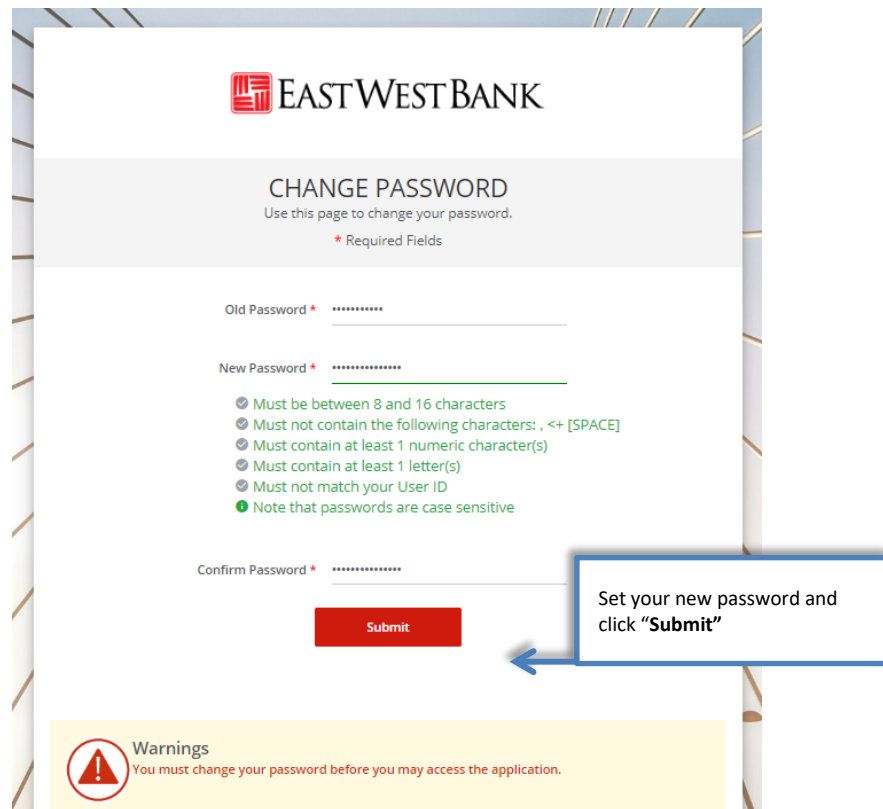
## Change Password

Enter the temporary password in the Old Password field. As you enter your new password, the requirement will turn from red to green as you fulfill the respective requirement



The screenshot shows the EastWest Bank "CHANGE PASSWORD" page. It includes the bank's logo and the heading "CHANGE PASSWORD" with the instruction "Use this page to change your password." and a note "\* Required Fields". There are three input fields: "Old Password \*", "New Password \*", and "Confirm Password \*". The "New Password" field is highlighted with a red border and has a list of requirements: "Must be between 8 and 16 characters", "Must not contain the following characters: , <+ [SPACE]", "Must contain at least 1 numeric character(s)", "Must contain at least 1 letter(s)", "Must not match your User ID", and "Note that passwords are case sensitive". A blue callout box points to these requirements, stating "Password requirements will appear in red". A blue callout box on the left lists the "Password Parameters:" as: "8 -16 characters", "Must include letters and numbers", and "cAsE sEnSiTive.". A red "Submit" button is at the bottom. A yellow warning banner at the bottom states: "Warnings You must change your password before you may access the application."

Enter your new password in the New Password field until all the requirements are met.  
Enter your new password again in the Confirm Password field.  
Click Submit.



The image shows a screenshot of the EastWest Bank 'CHANGE PASSWORD' web form. The form is titled 'CHANGE PASSWORD' with a subtitle 'Use this page to change your password.' and a note '\* Required Fields'. It contains three input fields: 'Old Password', 'New Password', and 'Confirm Password', each followed by a red asterisk. The 'New Password' field is highlighted with a green border and has a list of requirements: 'Must be between 8 and 16 characters', 'Must not contain the following characters: , <+ [SPACE]', 'Must contain at least 1 numeric character(s)', 'Must contain at least 1 letter(s)', 'Must not match your User ID', and 'Note that passwords are case sensitive'. A red 'Submit' button is located below the 'Confirm Password' field. A blue callout box with an arrow points to the 'Submit' button, containing the text 'Set your new password and click "Submit"'. At the bottom, a yellow warning box with a red triangle icon contains the text 'Warnings You must change your password before you may access the application.'

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### CHANGE PASSWORD

Use this page to change your password.

\* Required Fields

Old Password \*

New Password \*

- ✔ Must be between 8 and 16 characters
- ✔ Must not contain the following characters: , <+ [SPACE]
- ✔ Must contain at least 1 numeric character(s)
- ✔ Must contain at least 1 letter(s)
- ✔ Must not match your User ID
- ✔ Note that passwords are case sensitive

Confirm Password \*

**Submit**

**Warnings**  
You must change your password before you may access the application.

## Establish Security Questions

If you ever need to use the “Forget Password” function located on the Login screen, you will be prompted with one of these questions. In addition, these questions help add an additional layer of authentication and security to the online banking system.

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**ESTABLISH CHALLENGE QUESTIONS & ANSWERS**  
Select three questions and enter an answer for each  
\* Required Fields

Question 1 \* What was the name of your first pet? ▼  
Answer 1 \*

Question 2 \* At what age did you earn your first pay? ▼  
Answer 2 \*

Question 3 \* What was your boss's first name at your first job? ▼  
Answer 3 \*

Cancel Continue

3 Select your challenge questions and provide your answers. Click “Continue” to proceed.

**EASTWEST BANK**

**PREVIEW CHALLENGE QUESTIONS & ANSWERS**  
Review question and answers

Question 1 What was the name of your first pet?  
Answer 1 rover


Question 2 At what age did you earn your first pay?  
Answer 2 18

Question 3 What was your boss's first name at your first job?  
Answer 3 annie

Back Submit

4 Confirm your answers and click “Submit”.





## PREVIEW CHALLENGE QUESTIONS & ANSWERS

Review question and answers

Question 1 What was the name of your first pet?


Answer 1 rover

Question 2 At what age did you earn your first pay?

Answer 2 18


Question 3 What was your boss's first name at your first job?

Answer 3 annie

 **Successful Submit**  
You have successfully set up your authentication credentials.  
Click Continue to access your account.

Continue

4 Click "Continue".



## CREATE AUTHENTICATION CREDENTIALS

Define personal identification information used to confirm your identity when you log on.

\* Required Fields

### Challenge Questions and Answers

To define an answer, you can use from 2 to 50 alphanumeric characters, including spaces. The answer cannot include symbols.

Question 1 \* Please Select Question

Answer 1 \* Enter Answer

Question 2 \* Please Select Question


Answer 2 \* Enter Answer

Question 3 \* Please Select Question

Answer 3 \* Enter Answer

Cancel Continue

5 Select your authentication questions and provide your answers. Click "Continue" to



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### PREVIEW AUTHENTICATION CREDENTIALS

Before submitting, review the defined authentication credentials

Challenge Questions and Answers

Question 1 What was the first foreign country you visited?

Answer 1 china

Question 2 What was your favorite subject in elementary school?


Answer 2 history

Question 3 What color was your first car?

Answer 3 blue

Back Submit

6 Confirm your answers and click "Submit".



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### PREVIEW AUTHENTICATION CREDENTIALS

Before submitting, review the defined authentication credentials

Challenge Questions and Answers

Question 1 What was the first foreign country you visited?

Answer 1 china

Question 2 What was your favorite subject in elementary school?

Answer 2 history

Question 3 What color was your first car?

Answer 3 blue

Successful Submit  
You have successfully set up your authentication credential. Click Continue to access your account.

Continue

7 Click "Continue".



Please note: Displayed options may vary depending on your company's enrolled services and individual user's access.

businessBridge<sup>®</sup>Premier

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Welcome,

DASHBOARD ACCOUNTS PAYMENTS TRANSFERS CHECK SERVICES REPORTS ADMINISTRATION OTHER SERVICES

DASHBOARD + Manage Widgets Restore Refresh ? Help

ACCOUNT BALANCES All Accounts

Checking ▲	Ledger Balance ▲	Accessible Balance ▲	Actions
QWERTY Trade	No Information	No Information	▼
QWERTY Operations	1,490,133.74 USD As Of 07/10/2019 08:37	1,490,133.74 USD As Of 07/10/2019 08:37	▼
QWERTY Payroll	2,033,613.66 USD As Of 07/10/2019 08:37	2,033,613.66 USD As Of 07/10/2019 08:37	▼
QWERTY Residual	4,768,748.02 USD As Of 07/10/2019 08:37	4,768,748.02 USD As Of 07/10/2019 08:37	▼
QWERTY In Clearing	250,066.81 USD As Of 07/10/2019 08:37	250,066.81 USD As Of 07/10/2019 08:37	▼
QWERTY Operations for Store#2	498,955.14 USD As Of 07/10/2019 08:37	498,955.14 USD As Of 07/10/2019 08:37	▼

BALANCES CHART As Of 7/10/19 - 8:44 AM

Accounts

QWERTY O... 84.16%  
QWERTY O... 3.17%  
QWERTY P... 9.50%  
QWERTY R... 3.17%

QUICK TRANSFER Step 1 of 2 Enter Information

From Select an Account  
To Select an Account  
Amount Enter Amount

Clear Next

SPECIAL REPORTS

Report Name ▲	Date / Time
Incclearing Report	06/17/2019 16:40
Trade Incoming Collections Outstanding Report	04/01/2019 10:51

SHORTCUTS

- Create Payment >
- Create Transfer >
- Manage Stop Payments >
- Manage Users >

## Forgot Password Feature

Once you have established your security questions during your initial login process, you can use the Forgot Password option to reset your password. Click Forgot Password.

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Company ID \* Enter Company ID

User ID \* Enter User ID

Password \* Enter Password

Language Select a Language

Access Accounts

Forgot Password

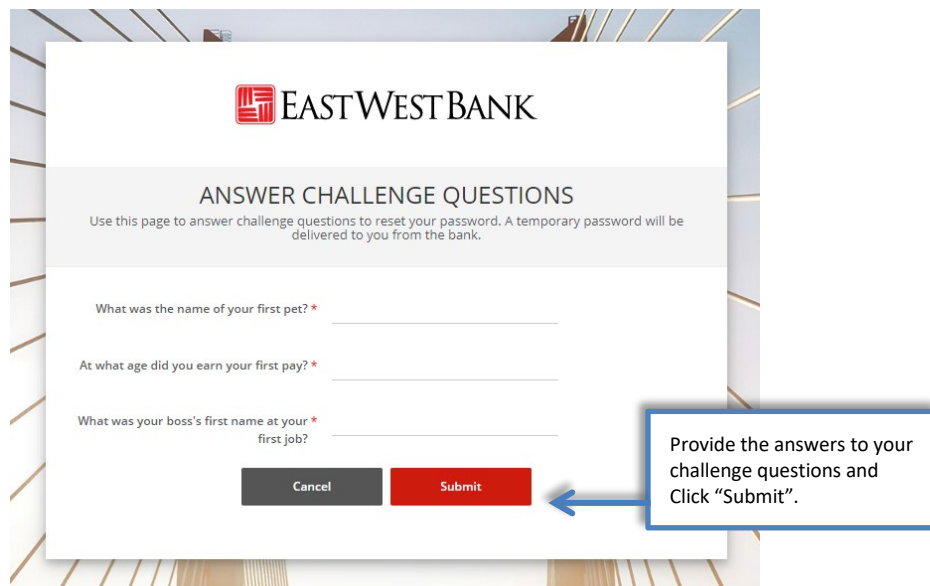
Click Forgot Password

\*\*\*\*\*This is PP2 System\*\*\*\*\*

US Customers, for assistance please contact GTS Customer Service:  
Monday - Friday, 6:00 a.m. to 7:00 p.m. Pacific Time, US Toll Free 1.888.761.3967, International 1.626.371.8035

US Customers in Greater China, please contact GTS Customer Service:  
Monday, 7:00 am - 12:30 pm; Tuesday - Friday, 12:00 am - 12:30 pm; 9:00 pm - 11:59 pm; Saturday, 12:00 am - 10:00 am Hong Kong Time  
China Toll-free: 400.120.1484; Hong Kong Toll-free: 800.961.743

Enter the answers to your already established Challenge questions.  
Click Submit.



The image shows a web form titled "ANSWER CHALLENGE QUESTIONS" from East West Bank. The form is used to reset a password by answering three security questions. The questions are: "What was the name of your first pet?", "At what age did you earn your first pay?", and "What was your boss's first name at your first job?". Each question has a text input field. At the bottom of the form are two buttons: "Cancel" and "Submit". A blue callout box with an arrow points to the "Submit" button, containing the text: "Provide the answers to your challenge questions and Click 'Submit'".

**EAST WEST BANK**

**ANSWER CHALLENGE QUESTIONS**

Use this page to answer challenge questions to reset your password. A temporary password will be delivered to you from the bank.

What was the name of your first pet? \*

At what age did you earn your first pay? \*

What was your boss's first name at your first job? \*

Cancel Submit

Provide the answers to your challenge questions and Click "Submit".

A temporary password will be emailed to you. Follow the Change Password instructions.