



EAST WEST BANK

*business*Bridge®Premier
Business Online Banking
User Guide

Token Activation & SureKey Enrollment



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Payment Approval

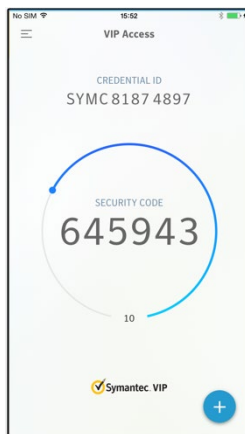
As an additional layer of authentication, the Approver will need to enter a unique numeric “Security Passcode” to submit the payment to the bank. The Approver is confirming that the payment information is accurate and the company is instructing the bank to process the payment.

Key Points:

- Verify all payment information are accurate prior to entering the Security Passcode. The payment is immediately sent to the bank for systematic processing. Payments may leave the bank within minutes after submission.
- The system will only prompt for your Security Passcode during the final step of approving of the payment.
- Security Passcodes are valid for a short period of time. You cannot use an “expired” or reuse a previous passcode.

Security Passcode Delivery Options

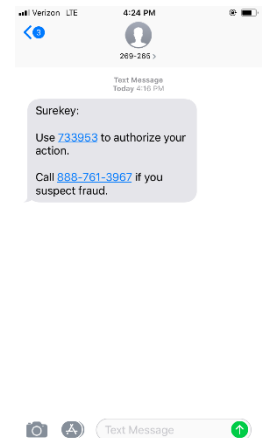
We provide various options for customers to attain their “Security Passcode”. Your company had selected one of these options during enrollment.



Mobile Token App (aka Soft Token)



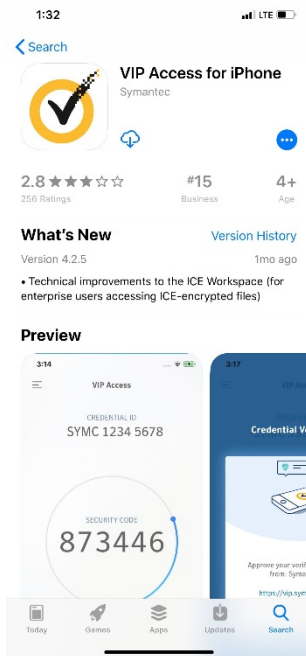
Handheld Token



SureKey

Receive your security passcode via voice call or text message

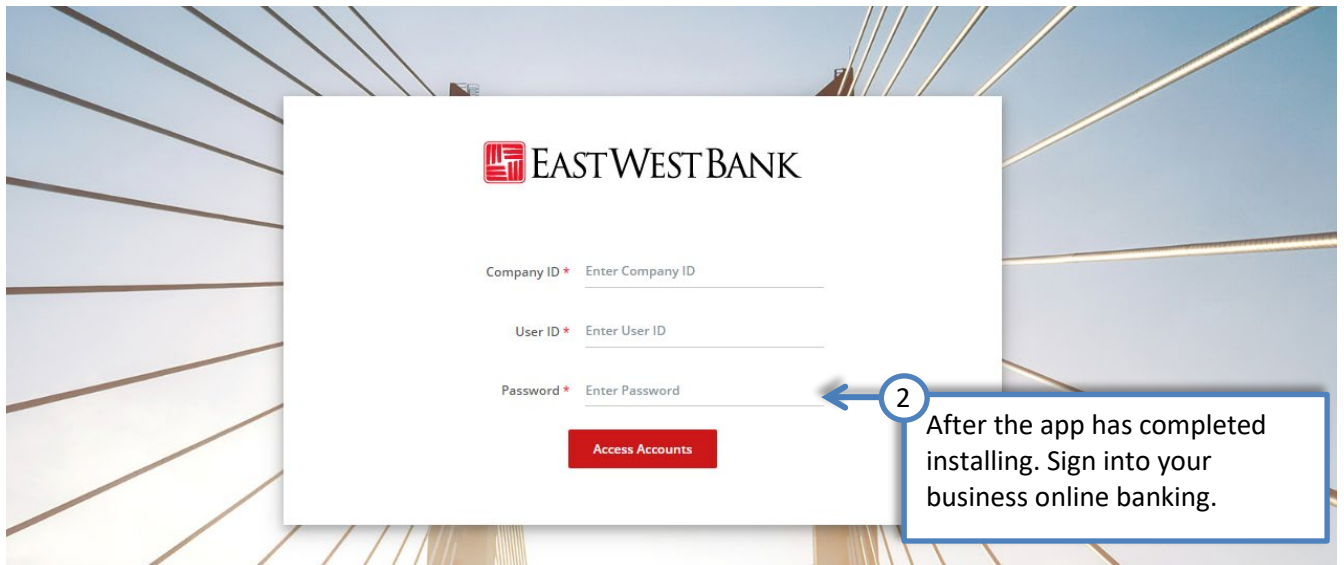
Mobile Token App Activation



1

In your mobile device's authorized App store, search for "**VIP Access**" and download. The process to search and download the app may vary depending on your mobile device.

Provided is sample snapshot of the app within the App store, this image may vary depending on your device and periodically update.



2

After the app has completed installing. Sign into your business online banking.

Please note: if you do not see the “Activate Token” link, please contact us for assistance.

Last Login: 07/10/2019 - 12:05 (Pacific Daylight Time) Alerts 19 Approvals 0 Log Off

businessBridge® Premier EAST WEST BANK

DASHBOARD ACCOUNTS PAYMENTS TRANSFERS CHECK SERVICES REPORTS ADMIN

DASHBOARD + Manage Widgets

ACCOUNT BALANCES All Accounts

Checking ▲	Ledger Balance ▲	Accessible Balance * ▲	Actions
QWERTY Trade	No Information		
QWERTY Operations	1,490,133.74 USD As Of 07/10/2019 13:52	1,490,133.74 USD As Of 07/10/2019 13:52	▼
QWERTY Payroll	2,033,613.66 USD As Of 07/10/2019 13:52	2,033,613.66 USD As Of 07/10/2019 13:52	▼
QWERTY Residual	4,768,748.02 USD As Of 07/10/2019 13:52	4,768,748.02 USD As Of 07/10/2019 13:52	▼
QWERTY in Clearing	250,066.81 USD As Of 07/10/2019 13:52	250,066.81 USD As Of 07/10/2019 13:52	▼
QWERTY Operations for Store#2	498,955.14 USD As Of 07/10/2019 13:52	498,955.14 USD As Of 07/10/2019 13:52	▼

Click on “Activate Token”.

ALERTS & MESSAGES

- View Alerts
- Manage Alert Settings
- Manage Alert Delivery

OTHER SETTINGS & PREFERENCES

- Change Password
- Manage Banks
- Change Startup Screen
- Activate Token

BALANCES

Accounts

QWERTY O... 84.16%

QWERTY O... 3.17%

QWERTY P... 9.50%

QWERTY R... 3.17%

Open the VIP App on your mobile device

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DASHBOARD ACCOUNTS PAYMENTS TRANSFERS CHECK SERVICES REPORTS ADMIN

ACTIVATE TOKEN DEVICE

Use this page to activate the token, using the token device.

ACTIVATE TOKEN DEVICE

Activation Code *

Token Number * symc81874897

Passcode * *****

Submit

Enter all letters and numbers into the “Token Number” field.

Enter the six digit passcode. This passcode expires in 30 seconds.

Click “Submit”.

Your “Activation Code” is provided by the bank. If you did not receive your activation code, please contact us.

Successful Submit
The token has been activated successfully.

VIP Access

CREDENTIAL ID
SYMC 8187 4897

SECURITY CODE
645943

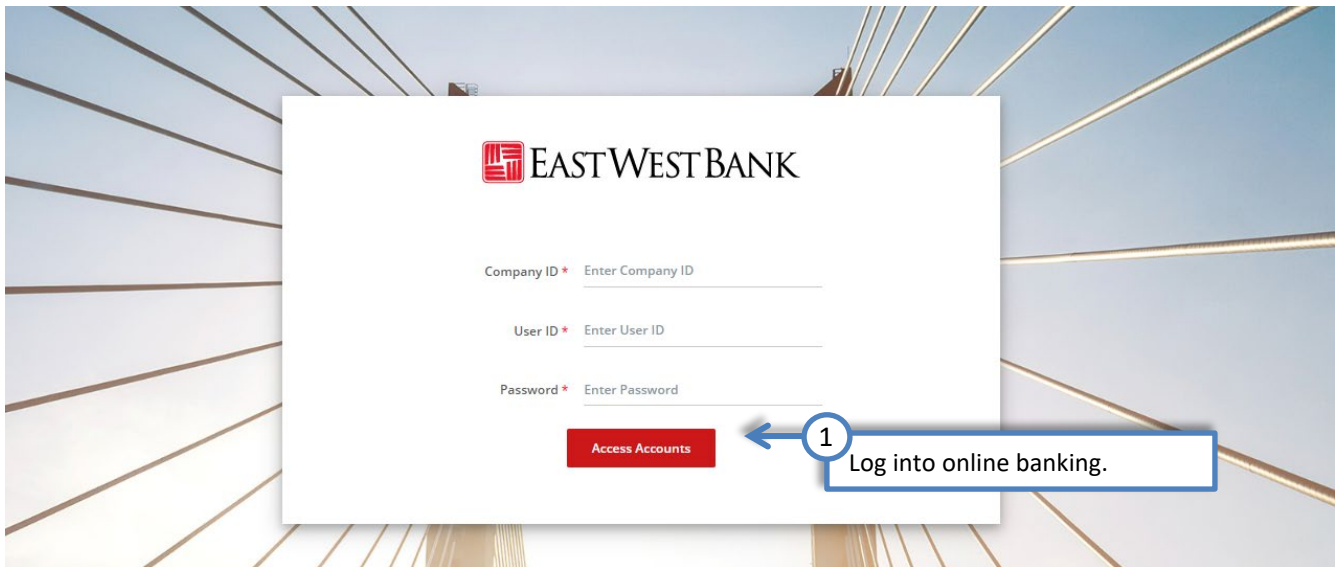
10

Symantec VIP

Handheld Token Activation



The bank will send you an authorized handheld token. Please contact us if you have not received your token.



Please note: if you do not see the “Activate Token” link, please contact us for assistance.

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businessBridge® Premier EASTWEST BANK Welcome, [User Name]

DASHBOARD ACCOUNTS PAYMENTS TRANSFERS CHECK SERVICES REPORTS ADM

DASHBOARD + Manage Widgets

ACCOUNT BALANCES All Accounts

Checking ▲	Ledger Balance ▲	Accessible Balance * ▲	Actions
QWERTY Trade	No Information		
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BALANCES

Accounts

- QWERTY O... 84.16%
- QWERTY O... 3.17%
- QWERTY P... 9.50%
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ALERTS & MESSAGES

- View Alerts
- Manage Alert Settings
- Manage Alert Delivery

OTHER SETTINGS & PREFERENCES

- Change Password
- Manage Banks
- Change Startup Screen
- Activate Token

Click on “Activate Token”.

Your “**Activation Code**” is provided by the bank.

If you did not receive your activation code, please contact us.

The screenshot shows a web interface for activating a token device. At the top, there are navigation links for 'PAYMENTS', 'TRANSFERS', and 'CHECK SERVICES'. Below these is the title 'ACTIVATE TOKEN DEVICE' with a sub-instruction: 'Use this page to activate the token, using the token device and the information provided by your bank.' To the right of the title is an image of a token device with a barcode and the number '2309915000030'. Below the title is a form with three input fields: 'Activation Code *', 'Token Number *', and 'Passcode *'. To the right of the form is another image of a token device with the Symantec logo. Below the form is a red 'Submit' button. At the bottom of the page is a grey banner with a red checkmark icon and the text 'Successful Submit' and 'The token has been activated successfully.'

3

4

5

6

Enter all numbers on the back of the token.

Enter the six digit passcode.
This passcode expires in 30 seconds.

Click “**Submit**”.

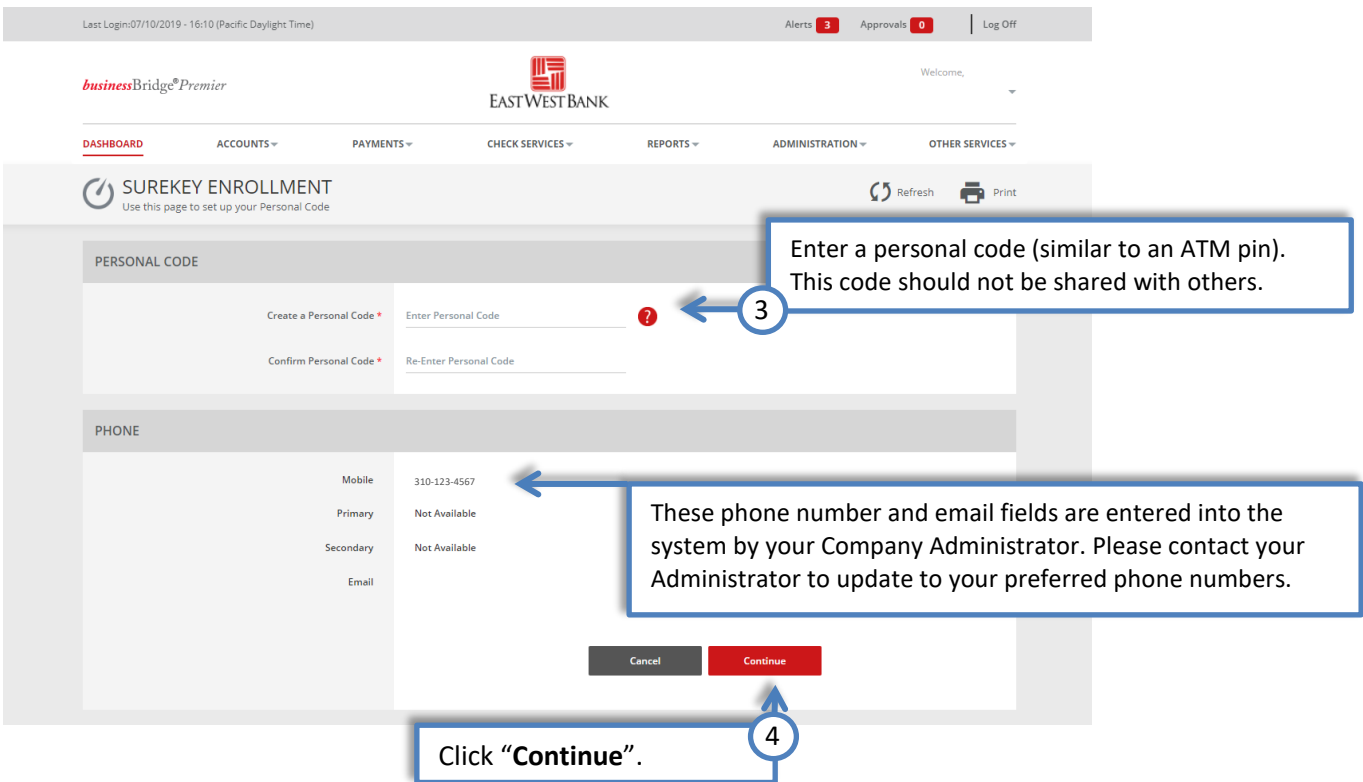
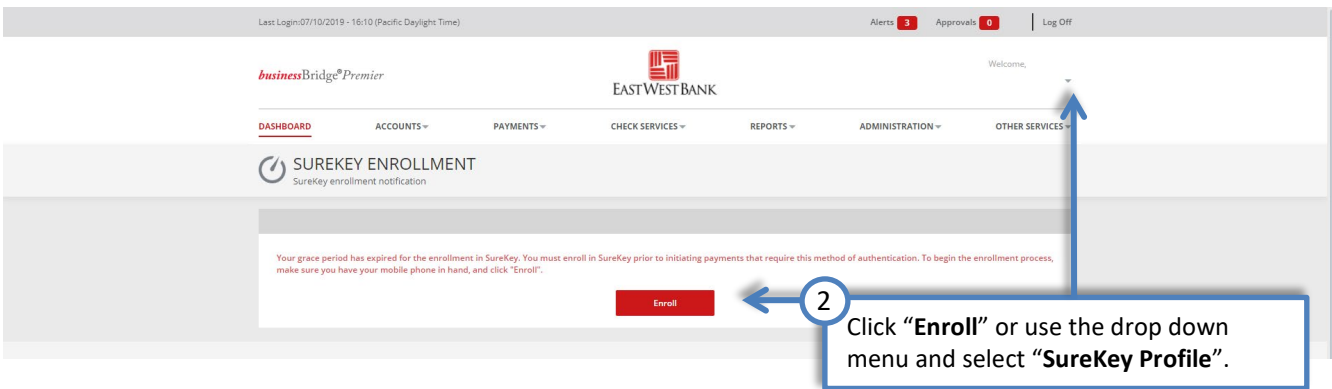
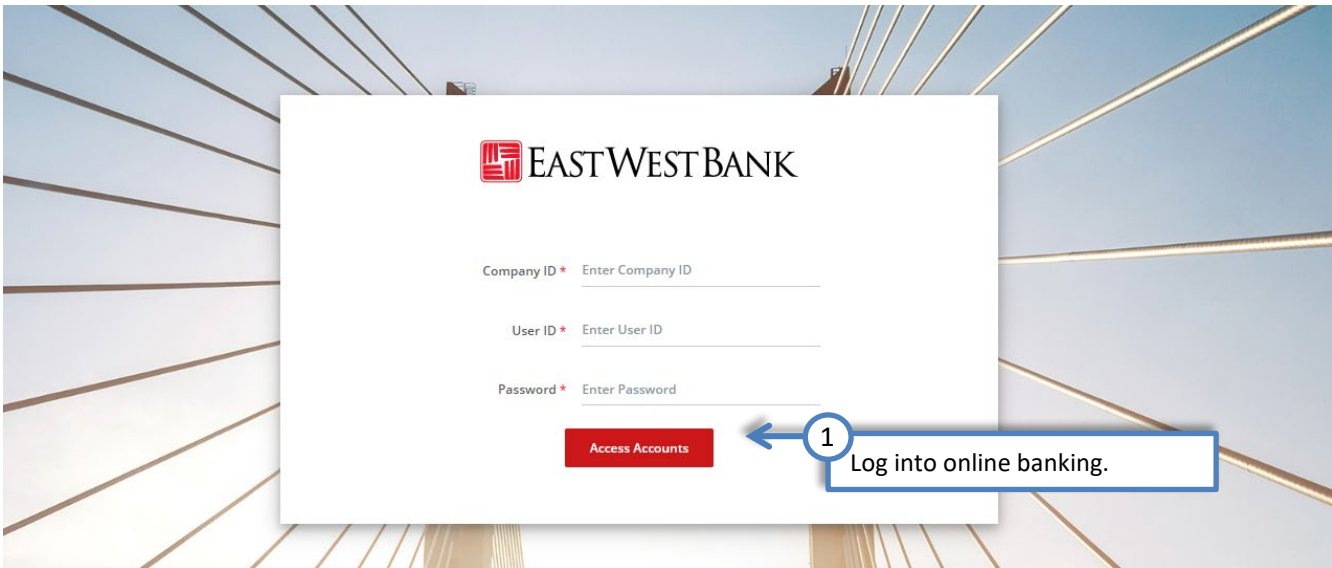


Successful Submit

The token has been activated successfully.

SureKey Enrollment

The below sample guides you through enrollment with text messages.



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DASHBOARD ACCOUNTS ▾ PAYMENTS ▾ CHECK SERVICES ▾ REPORTS ▾ ADMINISTRATION ▾ OTHER SERVICES ▾

SUREKEY ENROLLMENT

Use this page to send a Temporary SureKey Code

Step 1 of 2

Request a one-time SureKey Code via *

☒ Text Message **5** Select "Text Message".

☐ Voice

Mobile 310-123-4567

ADDITIONAL INFORMATION

By selecting one of the contact channels you are providing a one-time authorization for us to send you a SureKey Code. For text messages, standard and other rates may apply. Contact your carrier for more details.

Cancel Send Code **6** Click "Send Code".

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SUREKEY ENROLLMENT

Enter your personal code **7**

Step 2 of 2

You have 2:56 remaining until the SureKey Code expires

Personal Code * **8**

SureKey Code *

Cancel Resend Code Submit **9** Click "Submit".

Text Message:
 Surekey;
 Use 368002 to complete enrollment.
 Call 888-761-3967 if you suspect fraud.

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DASHBOARD ACCOUNTS ▾ PAYMENTS ▾ CHECK SERVICES ▾ REPORTS ▾ ADMINISTRATION ▾ OTHER SERVICES ▾

SUREKEY PROFILE

Click on the links below to change any of your SureKey details.

Refresh Print

SUREKEY PROFILE

SureKey Status	Active
Personal Code	Change Personal Code
SureKey Terms and Conditions	View

You are now enrolled to receive your Security Passcode via text messages.