

# First-Time Login Instructions

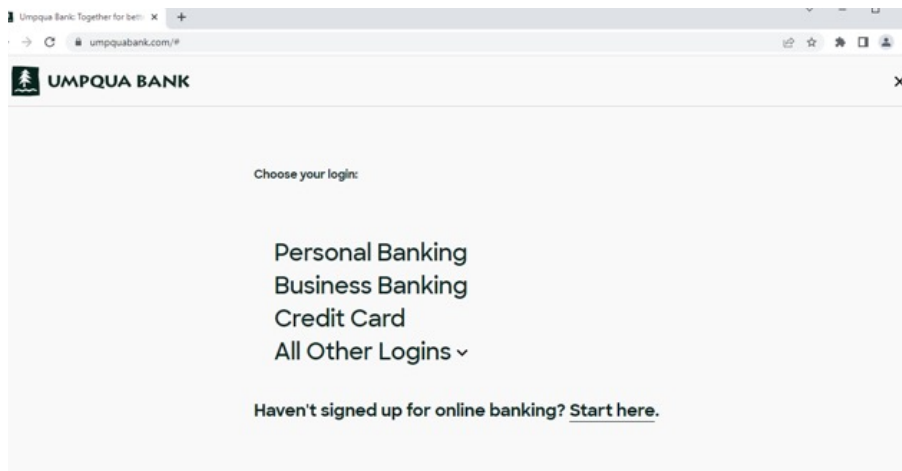
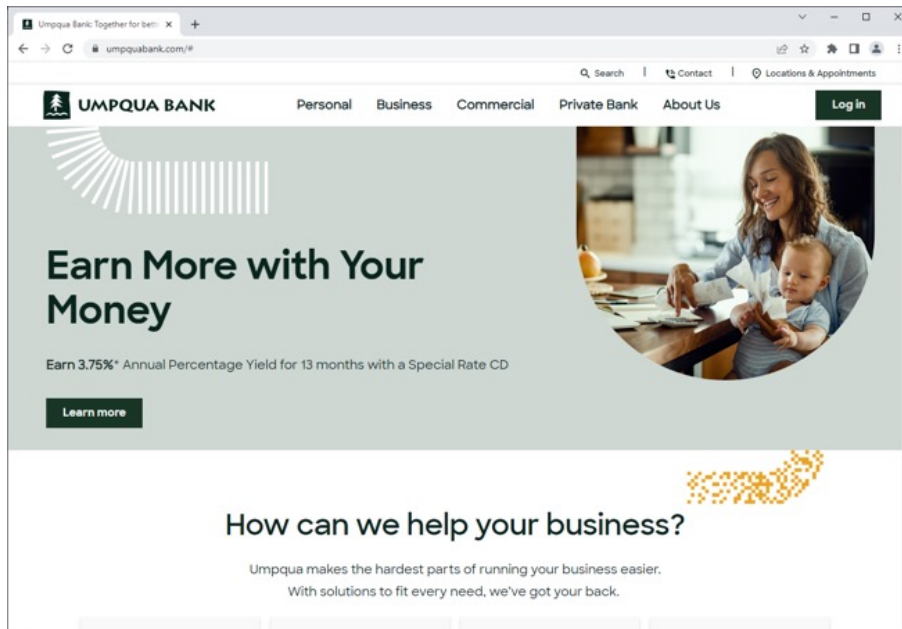
## Business Online Banking

Follow these instructions to log into Business Online Banking.

If you need help with your login, please contact our Transition Support Line at 1-833-961-3614.

### 1 Go to UmpquaBank.com.

Click the Log in button in the upper right corner and select Business Banking.

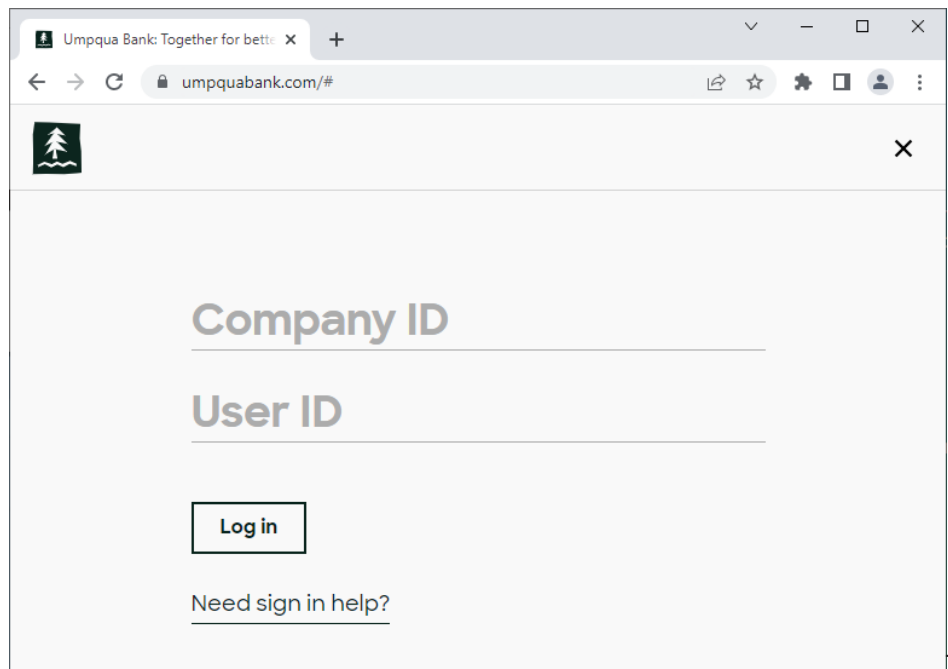


## 2 Complete the Fields on the Login Page

Company ID: Enter the new Company ID emailed to you on February 21, 2023.

User ID: Enter your existing Biz or Commercial Connect User ID. If you were provided a new User ID via email on February 16, 2023, enter the new User ID.

Click **Log in**



## 3 Complete Out-of-Band Authentication (OOBA) Workflow

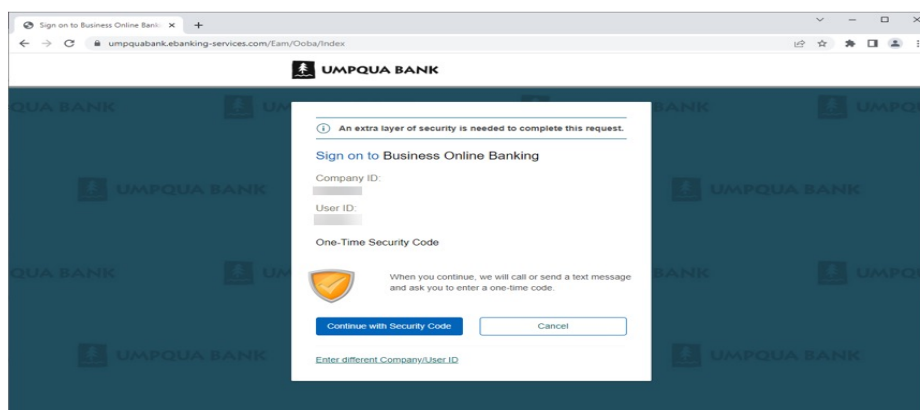
Verify your Company ID and User ID are entered correctly.

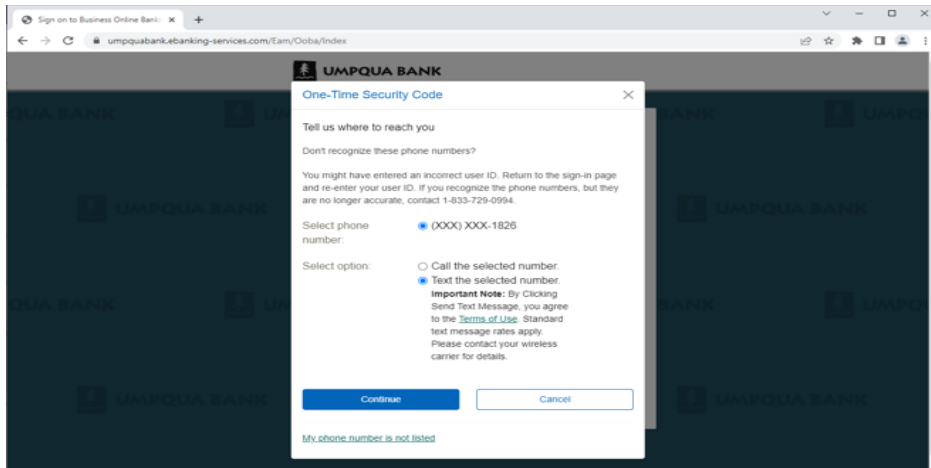
Click **Continue with Security Code**.

Choose the phone number at which you would like to receive your security code. The phone numbers populated are based on your One-Time Passcode contacts within Biz or Commercial Connect.

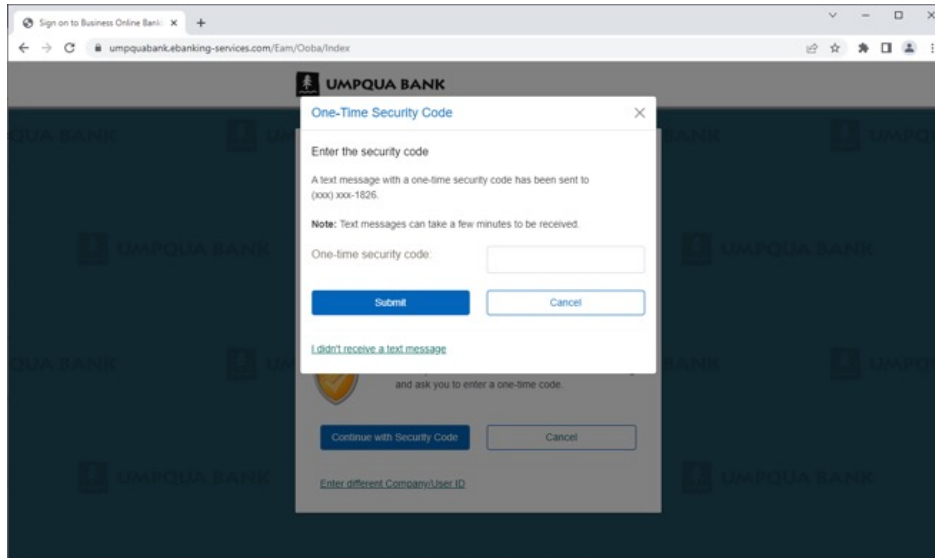
Select whether you would like it sent by SMS text or voice call.

Click **Continue**.





- 4 **Enter the One-Time Security Code.**  
Click **Submit**.



## 5 Set Your Password.

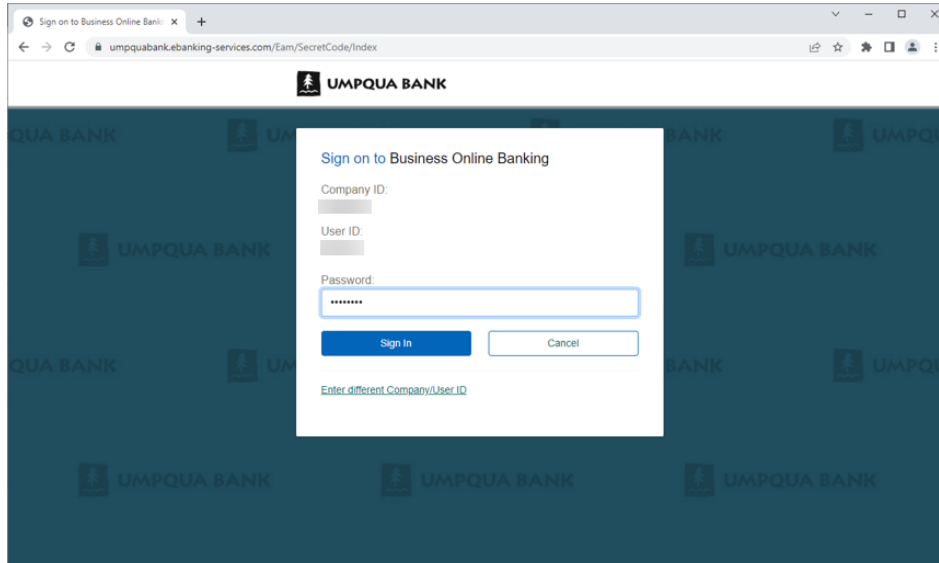
Enter the **Temporary Password** emailed to you February 23, 2023.

Click **Sign In**.

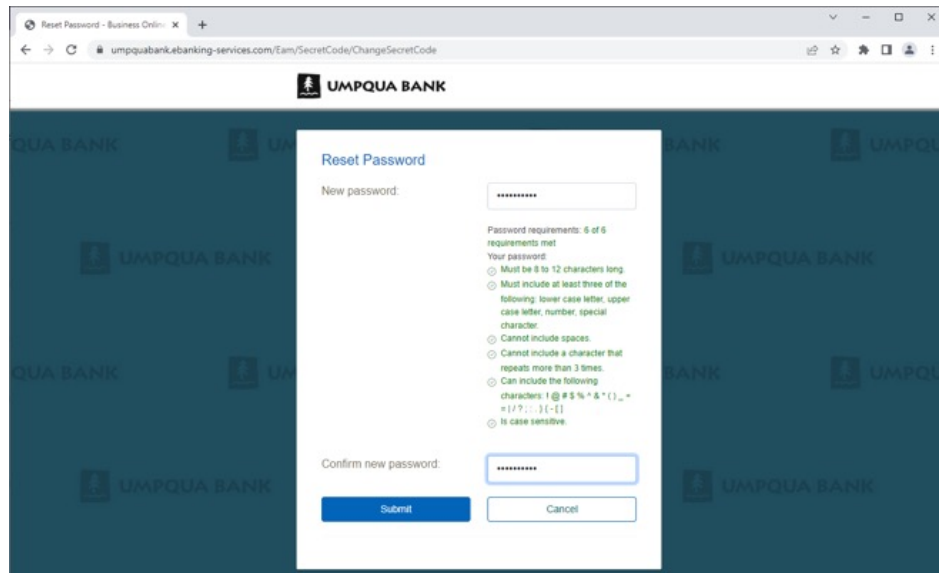
Enter a **new Password** following the criteria displayed on the screen. Re-enter the new Password.

Click **Submit**.

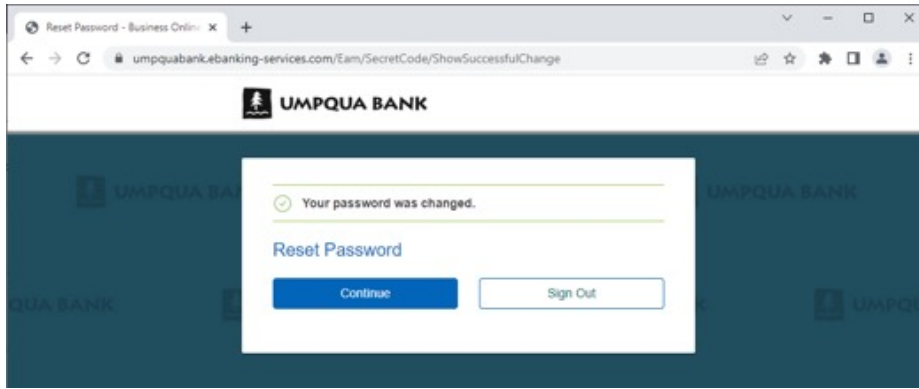
A pop-up will appear confirming your password was reset. Click **Continue**.



The screenshot shows a web browser window with the URL `umpquabank.ebanking-services.com/Eam/SecretCode/Index`. The page features the UMPQUA BANK logo and a sign-in form. The form includes fields for Company ID, User ID, and Password. A blue "Sign In" button and a white "Cancel" button are visible. Below the form is a link that says "Enter different Company/User ID".



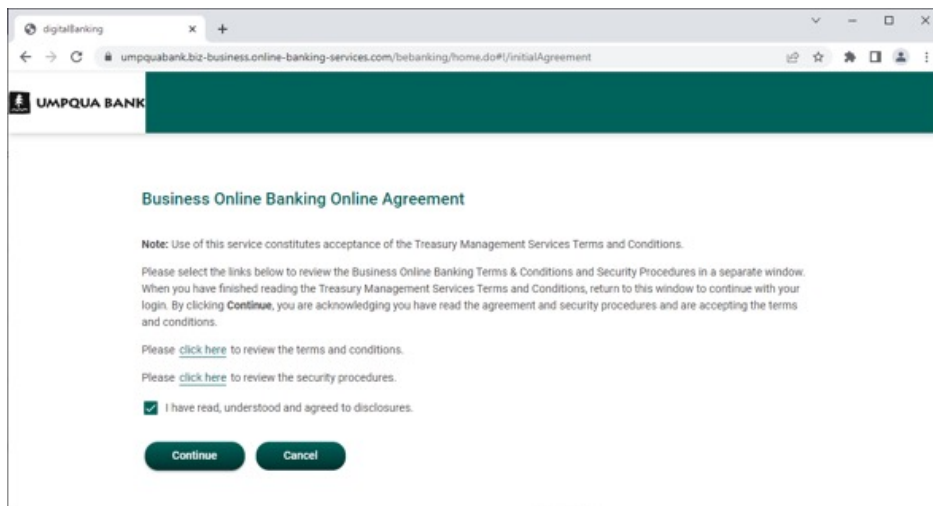
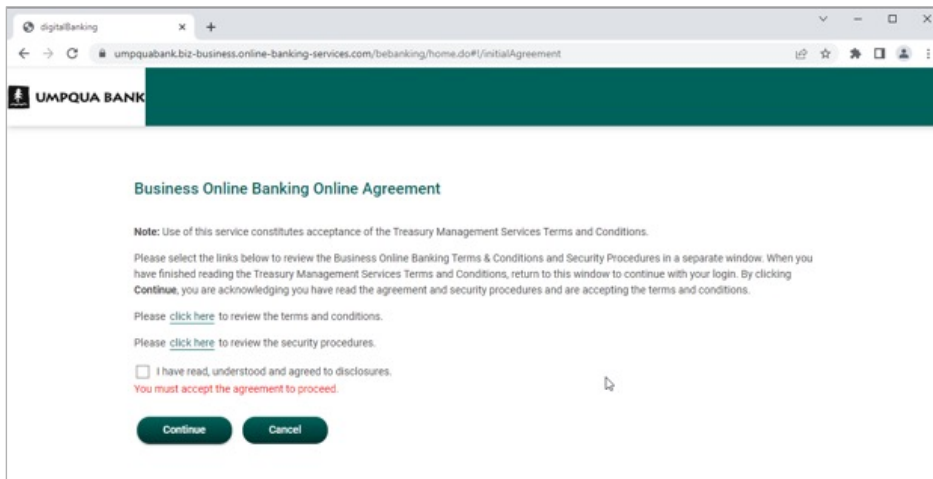
The screenshot shows a web browser window with the URL `umpquabank.ebanking-services.com/Eam/SecretCode/ChangeSecretCode`. The page features the UMPQUA BANK logo and a "Reset Password" form. The form includes a "New password:" field and a "Confirm new password:" field. Below the fields is a "Submit" button and a "Cancel" button. The page also displays password requirements: "Password requirements: 6 of 6 requirements met" and "Your password:" followed by a list of requirements: "Must be 8 to 12 characters long", "Must include at least three of the following: lower case letter, upper case letter, number, special character", "Cannot include spaces", "Cannot include a character that repeats more than 3 times", "Can include the following characters: ! @ # \$ % ^ & \* ( ) \_ = + / ? , ; [ ] - ' " ~", and "Is case sensitive".



**6 Review and Agree to the Business Online Banking Online Agreement.**

Mark the checkbox indicate you have read, understood and agree to the disclosures.

Click **Continue**.



## 7 Download the Umpqua Biz Mobile App.

iPhone or iPad Users

- Visit the App Store and search for “Umpqua Biz Mobile.”
- The first time you log in on your device, you may be prompted to receive a security code in order to log in.

Android Users

- Visit Google Play and search for “Umpqua Biz Mobile.”
- The first time you log in on your device, you may be prompted to receive a security code in order to log in.

