



華美銀行  
EAST WEST BANK

HONG KONG BRANCH

Incorporated with limited liability under the laws of California, United States of America

*business*Bridge® Premier HK  
Business Online Banking  
User Guide

First Time Login

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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:

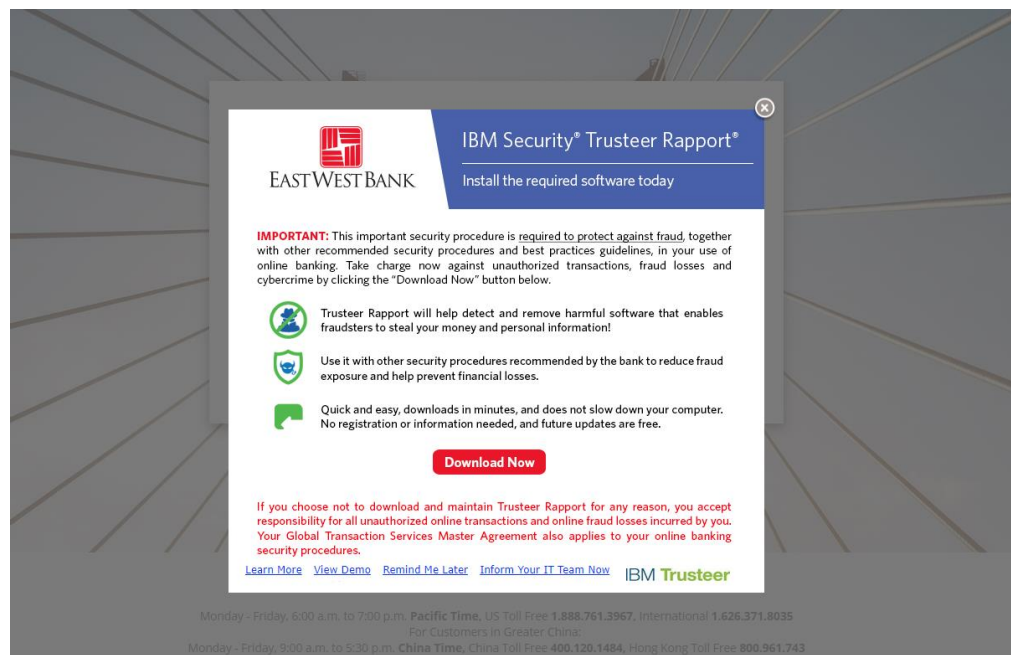
- Google Chrome 71.x
- Internet Explorer 11 (Compatibility Mode is not supported)
- Microsoft Edge
- Mozilla Firefox 64.x
- Safari 5.1.7 (Windows)
- Safari 10.9.2 (MAC)

## 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 and temporary passwords 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 30 calendar days. To access the system after the allowed time, you must first reset your password. Individual users or sole Company Administrators, please contact the bank to reset your password. Corporate users, please contact your company administrator to reset your password.

The screenshot shows the East West Bank login page. At the top is the bank's logo. Below it are three input fields: "Company ID \* Enter Company ID", "User ID \* Enter User ID", and "Password \* Enter Password". A red "Access Accounts" button is at the bottom. A callout box on the left says "All fields are cAsE sEnSiTive." A callout box on the right says "Enter your login credentials and click 'Access Accounts'" with an arrow pointing to the button and a circled "1".

## Change Password

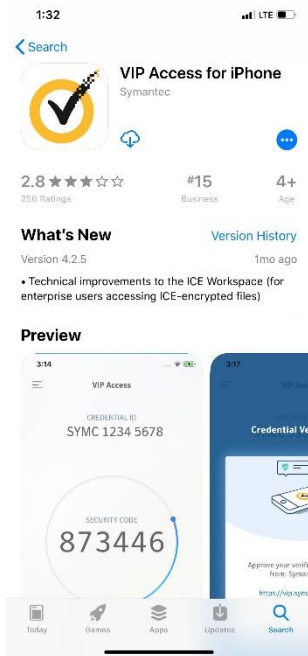
Update the temporary password to a password of your choice.

The screenshot shows the East West Bank change password page. At the top is the bank's logo. Below it is the heading "CHANGE PASSWORD" and the instruction "Use this page to change your password." followed by "\* Required Fields". There are three input fields: "Old Password \* Enter Old Password", "New Password \* Enter New Password", and "Confirm Password \* Enter Confirm Password". A red "Submit" button is at the bottom. A callout box on the left lists "Password Parameters:" (8-16 characters, must include letters, numbers, and one special character, cAsE sEnSiTive) and "Invalid Special Characters: , <". A callout box on the right says "Set your new password and click 'Submit'" with an arrow pointing to the button and a circled "2". At the bottom, a yellow warning box says "Warning: You must change your password before you may access the application."

## Activate Authentication Token

You will be prompted to activate your authentication token which you will use to login to the system. And if you have entitlement to authorize payments, you will also use this device to approve transactions.

## 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. For details, please refer to our quick reference guide "How to download the soft token app – VIP Access" attached in your Welcome Letter.

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

Open the VIP App on your mobile device



businessBridge<sup>®</sup>Premier

EAST WEST BANK

4

Welcome,

DASHBOARD ACCOUNTS PAYMENTS

ACTIVATE TOKEN DEVICE

Use this page to activate the token, using the token de

ACTIVATE TOKEN DEVICE

Activation Code \*

Token Number \*

Passcode \*

symc81874897

Submit

Enter all letters and numbers into the "**Token Number**" field.

5

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

6

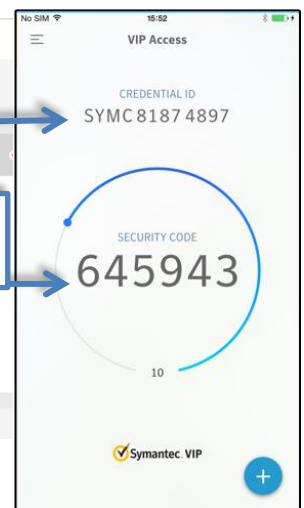
4

Your "**Activation Code**" is provided by the bank.

Please contact us to obtain your "Activation Code."

Click "**Submit.**"

7





Successful Submit  
The token has been activated successfully.

## Handheld Token Activation



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

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

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

ACTIVATE TOKEN DEVICE

Use this page to activate the token, using the token device and the information provided by your bank.

Activation Code \*

Token Number \*

Passcode \*

Submit

Enter all numbers on the back of the token.

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

Click **“Submit.”**

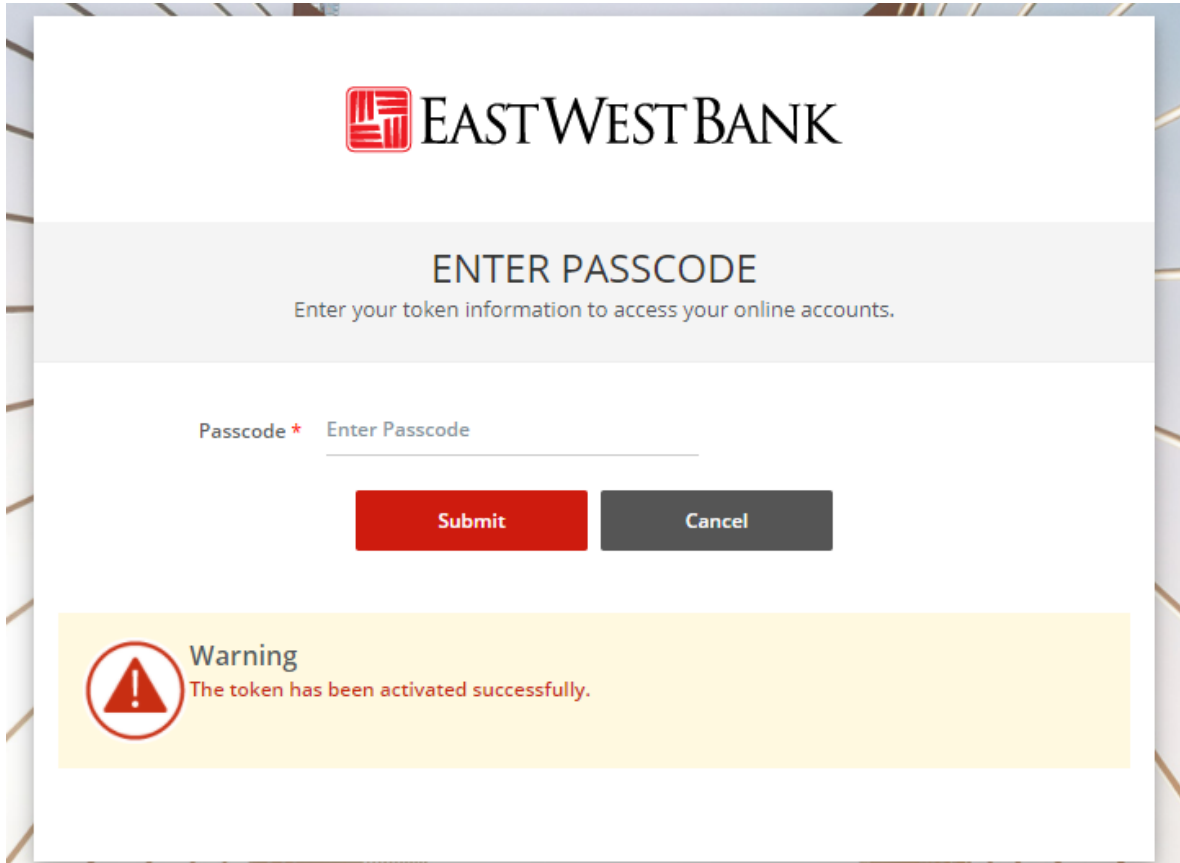



Successful Submit  
The token has been activated successfully.



## Enter the new six-digit passcode


You will see the message “The token has been activated successfully.” Then please wait for 30 seconds until a new 6-digit passcode appears automatically on your soft token / handheld token, and input this new passcode. Kindly note that the previous passcode that you entered in the token activation page earlier cannot be reused. A new passcode has to be entered for process completion.



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**ENTER PASSCODE**  
Enter your token information to access your online accounts.

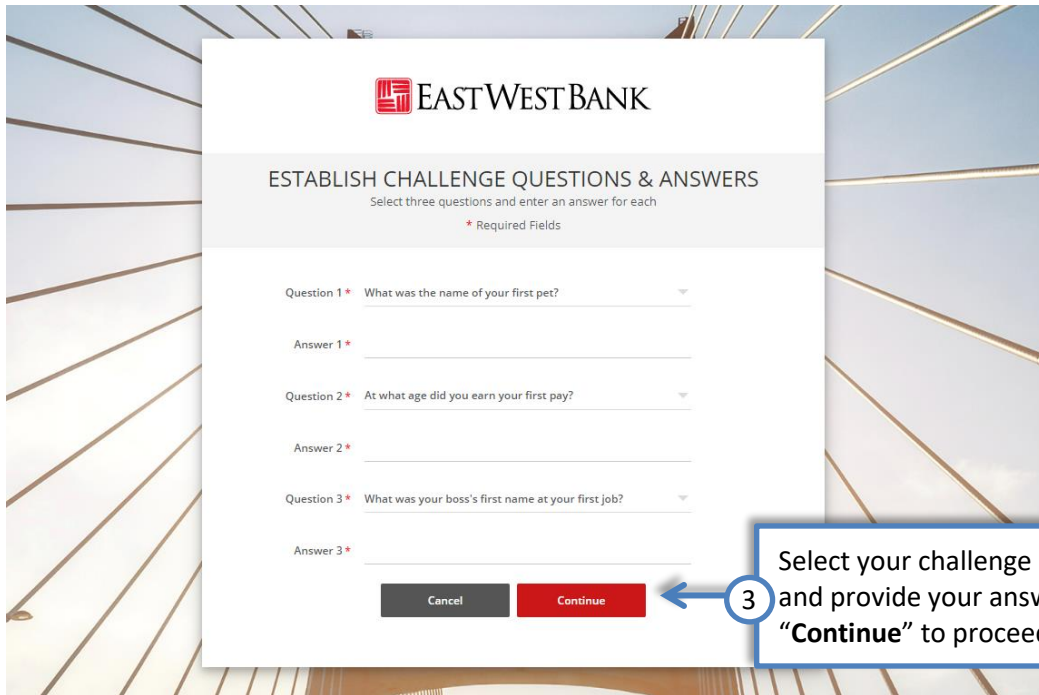
Passcode \*

 **Warning**  
The token has been activated successfully.

## 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.





**EAST WEST BANK**

**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 \*

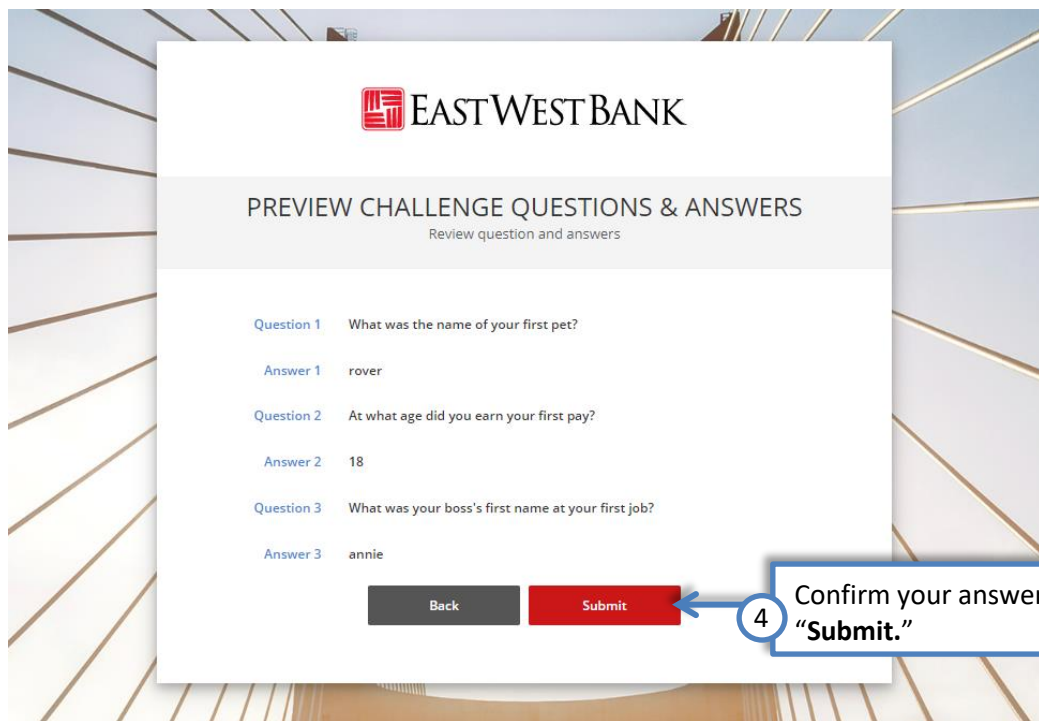
Question 2 \* At what age did you earn your first pay?

Answer 2 \*

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

Answer 3 \*

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



**EAST WEST BANK**

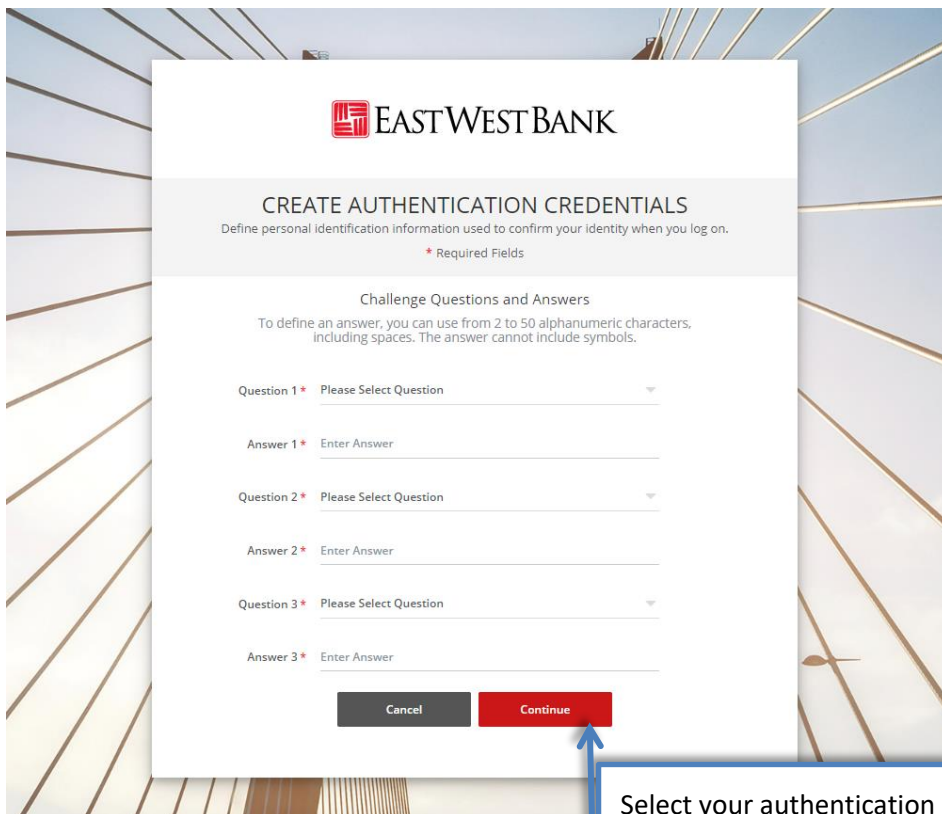
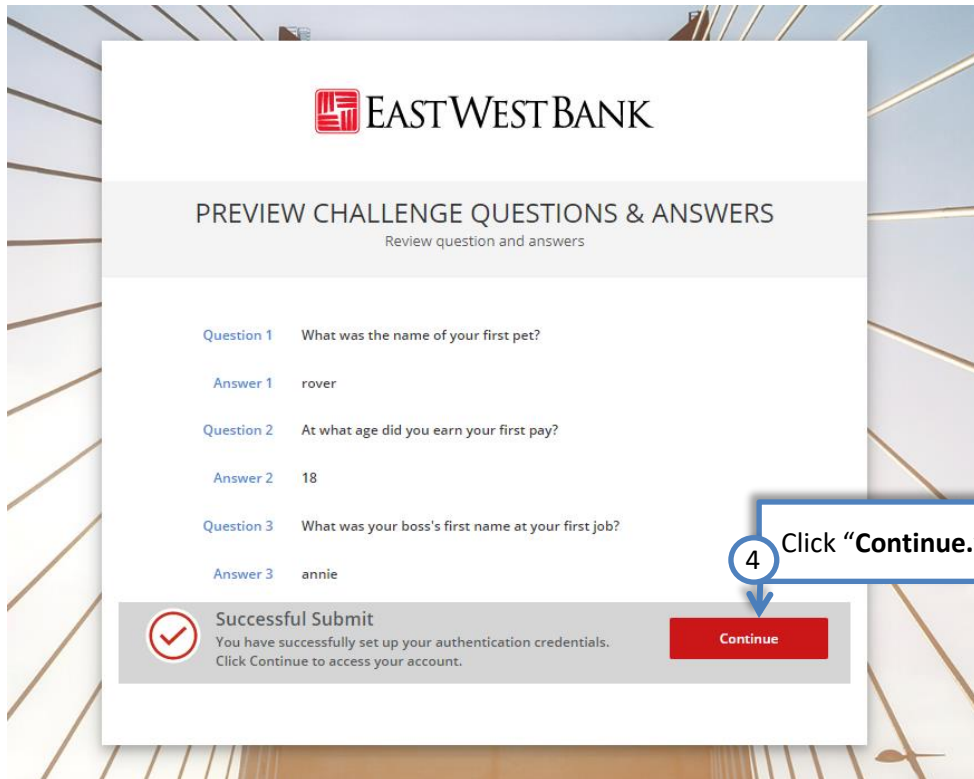
**PREVIEW CHALLENGE QUESTIONS & ANSWERS**  
Review question and answers

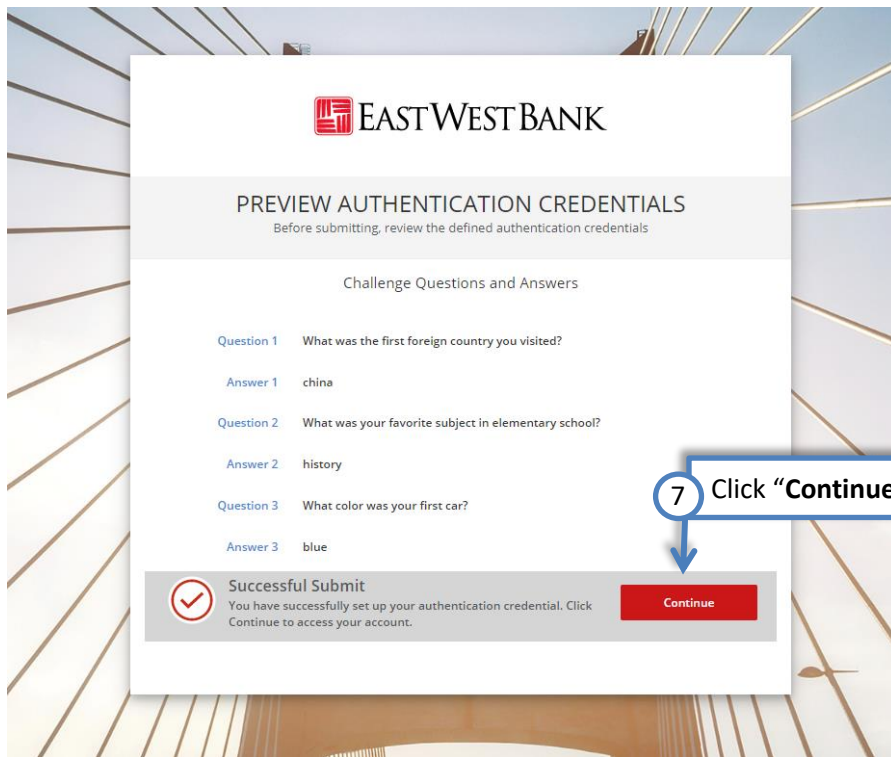
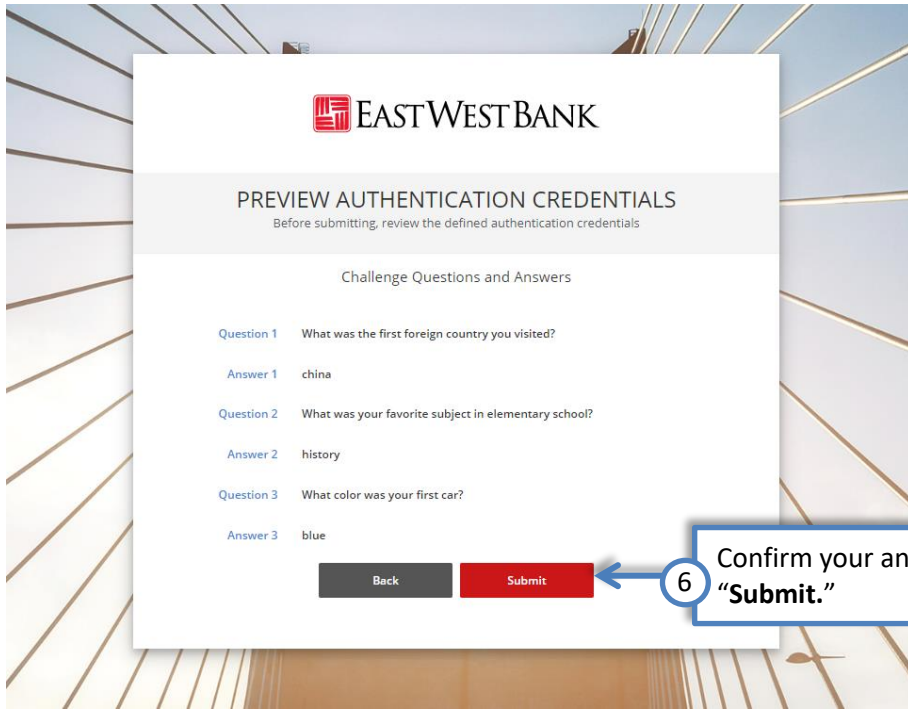
Question 1 What was the name of your first pet?  
Answer 1 rover

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

4 Confirm your answers and click "Submit."





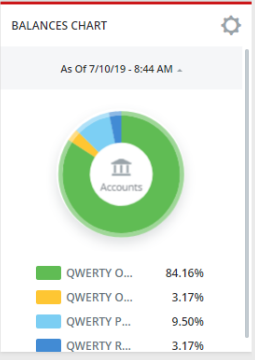
Please note: Displayed options may vary depending on your company's enrolled services and individual user's access.

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	▼



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
Inclearing 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 >