

ORIGIN BANK ONLINE BANKING GUIDE

For Former Users of BTH Bank Online Banking



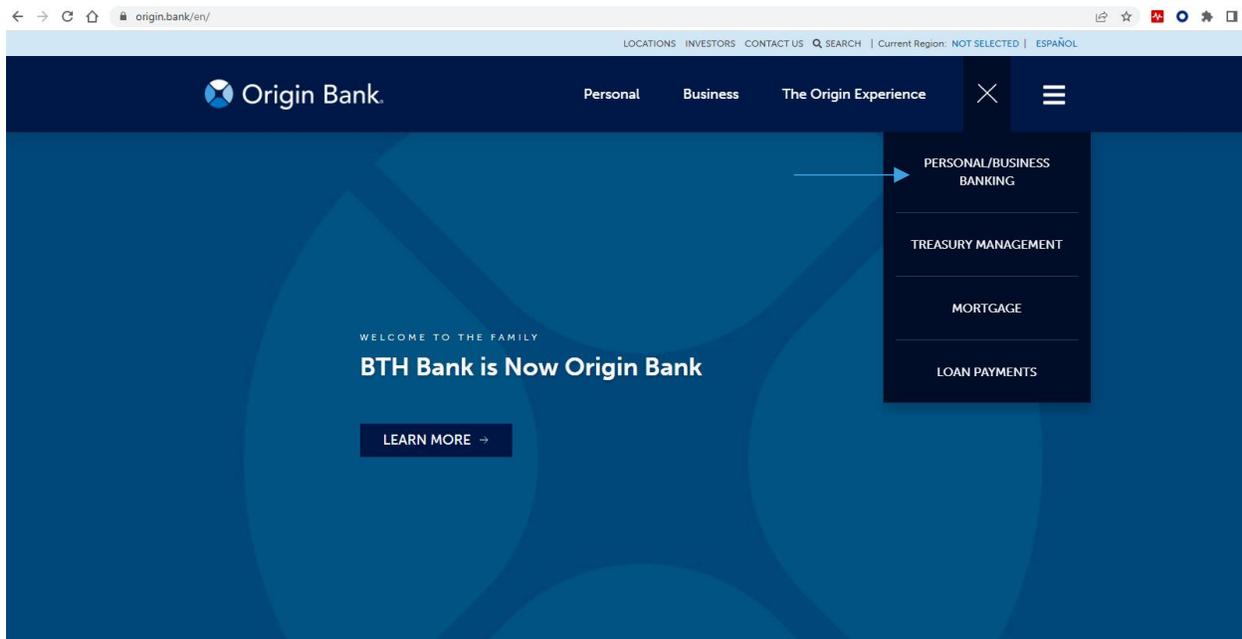
This guide is for customers who were previously enrolled in online banking at BTH Bank. If you have never used online banking before, please visit www.Origin.bank to enroll or visit your local banking center for assistance. Business customers with Treasury Management services have different login procedures – please see your Treasury Management representative for those instructions.



You must log in to Origin Bank online banking through a desktop computer or internet browser and reset your password before you can use the Origin mobile app.

Let's Get Started

- Visit www.Origin.bank on a desktop computer or through an internet browser (Safari, Chrome, etc) to access Origin Bank online banking.
- Press the blue “Log In” button near the top right of the screen and then select, “Personal/Business Banking” from the drop-down menu.

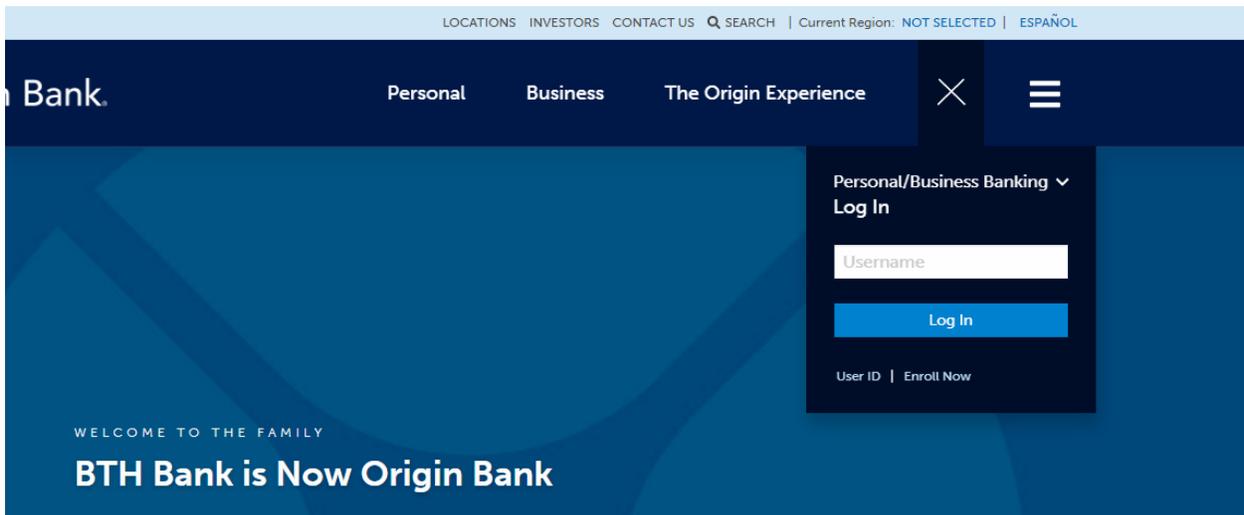


- A field will appear prompting you to enter your online banking username.

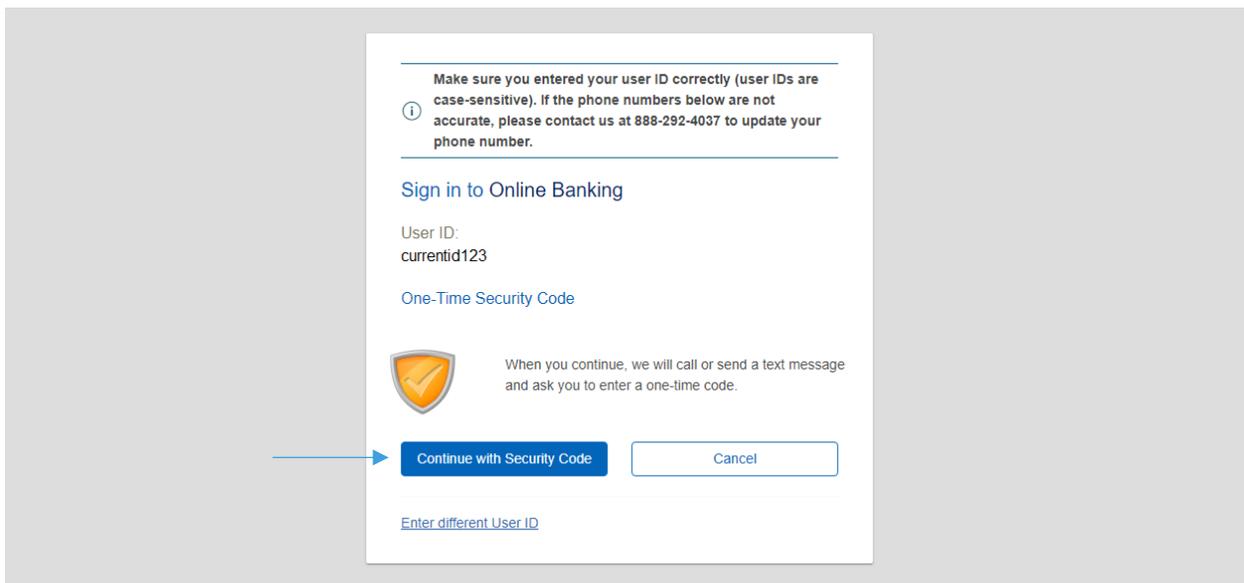




Username are case-sensitive. If you are unsure of your username, click "User ID" below the "Log In" button and verify your information to retrieve it.

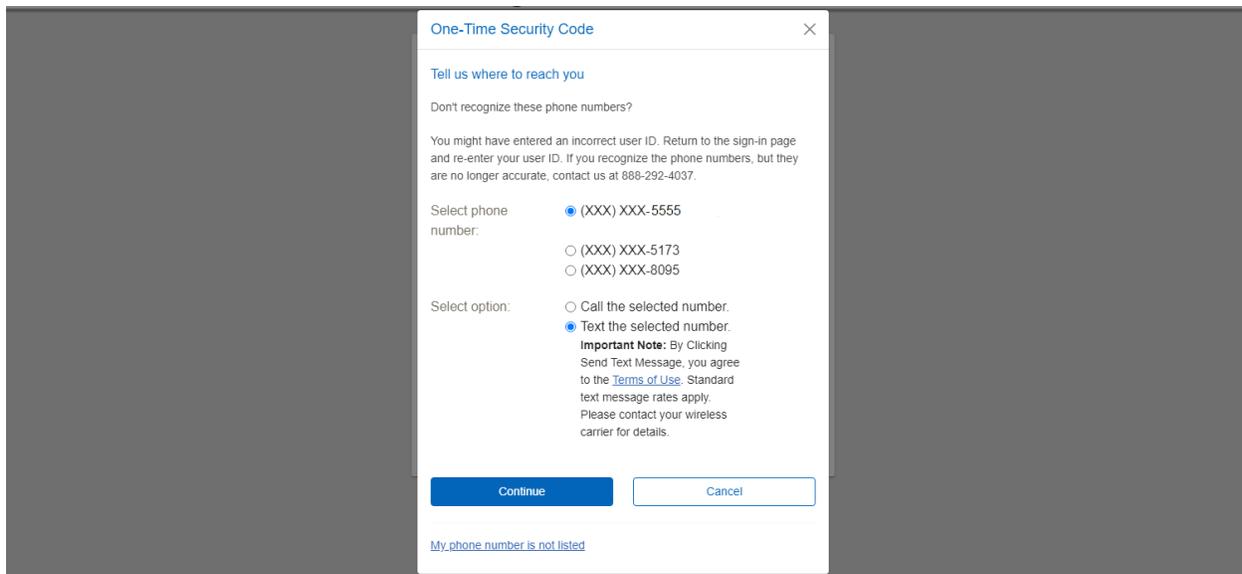


- Click the blue "Log In" button after entering your username.
- The next screen tells you we need to send you a one-time security code in order for you to log in. Press "Continue with Security Code."



Origin Bank uses two-factor authentication to help keep our customers safe. Through an automated call or text message, we will send you a one-time security code by phone.



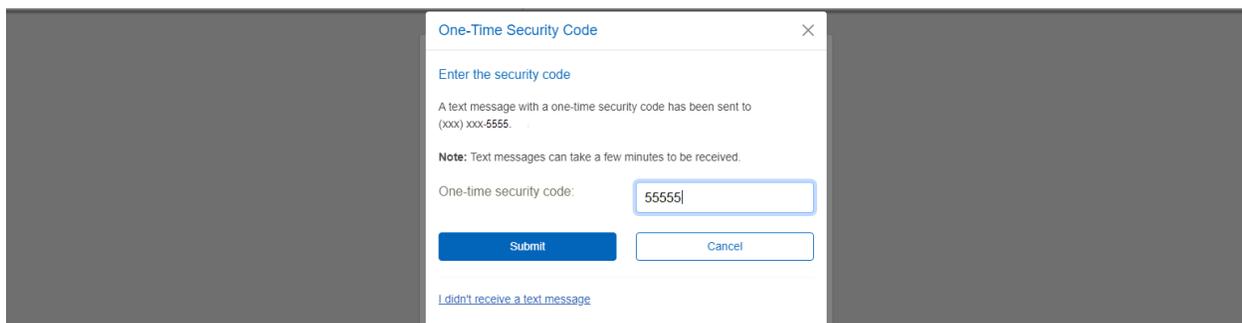


- This screen displays the last four digits of the phone numbers associated with your customer profile. Select to call or text the number you prefer and press continue.



Don't recognize the phone numbers listed? If you enter a username the system does not recognize, fake phone numbers will appear on this screen. This security measure prevents fraudsters from harvesting information by attempting to guess User IDs. Follow these steps to correct the issue:

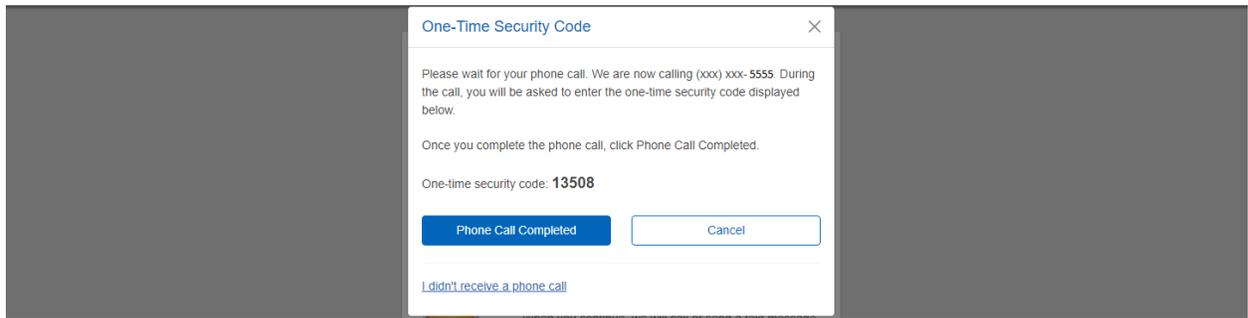
1. Remember that usernames are case-sensitive. Press cancel, return to the sign in screen, and ensure you re-enter your username correctly.
 2. To retrieve your username, click "Forgot your user ID?" and then verify your account number, name, and last four digits of your SSN.
 3. If you still do not recognize the phone numbers listed after retrieving your username and re-entering it exactly as it appears, give us a call at 888-292-4037 and we will be happy to help you!
- If you chose the text option, you will quickly receive a text message with a one-time security code.



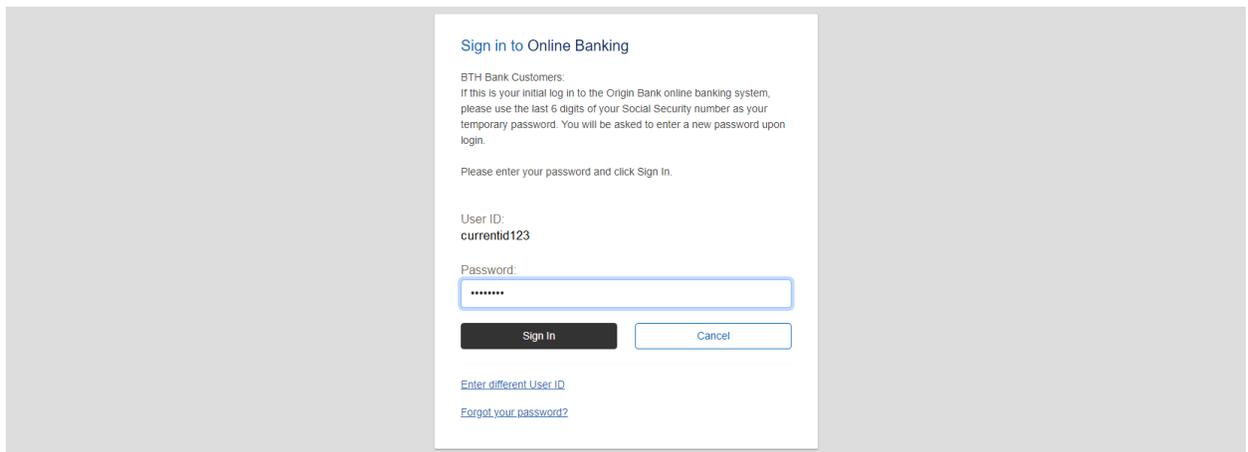
- Enter the security code into the field and press, "Submit."



- If you choose to receive a phone call, you will receive an automated phone call. Follow the voice prompts and enter or say the number that appears on your computer screen. Press “Phone Call Completed” after entering the code.



- After correctly entering the one-time security code, you will then enter your password and press, “Sign In.”



If this is your first time logging in to Origin Bank online banking, you will use the last six digits of your Social Security Number as your temporary password. You will be asked to create a new password after signing in. Your new password must meet the following requirements:

- ✓ Must be 8 - 32 characters.
 - ✓ Must include at least 1 letter and 1 number.
 - ✓ Cannot include spaces.
 - ✓ Cannot include a character that repeats more than 2 times in a row.
 - ✓ Cannot include the following characters: \<>'
- After you successfully sign in and reset your password, you may download and sign in to the Origin Bank mobile app. Your username and password for online banking and mobile banking are the same.

Feel free to reach out to our Customer Support team at 888-292-4037 at any time or visit your local banking center. We are here to help!

