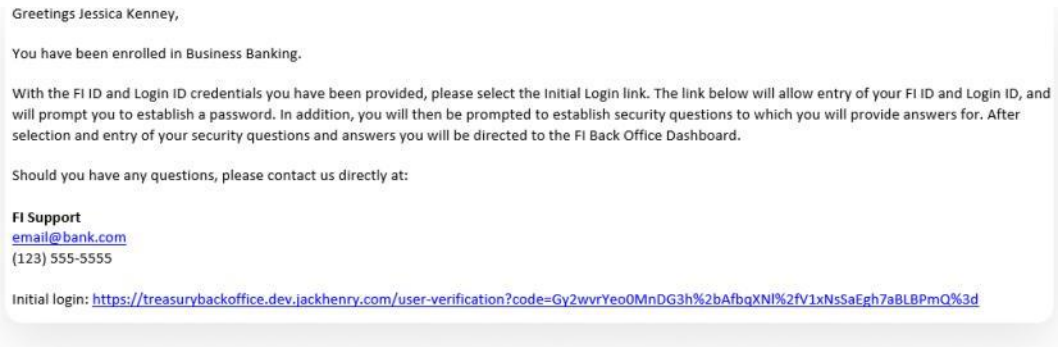
1. Migrated or newly-created channel users will receive an enrollment email.



Greetings Jessica Kenney,

You have been enrolled in Business Banking.

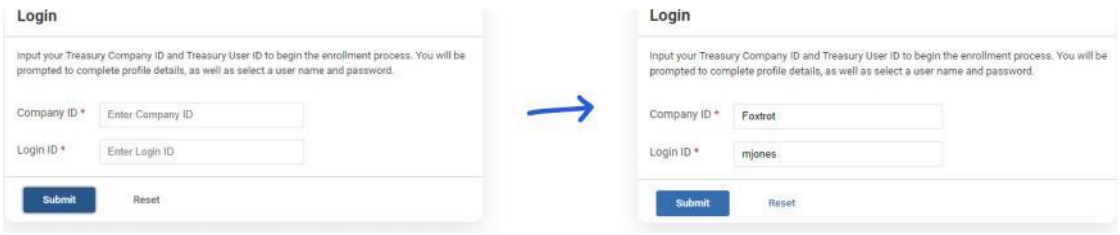
With the FI ID and Login ID credentials you have been provided, please select the Initial Login link. The link below will allow entry of your FI ID and Login ID, and will prompt you to establish a password. In addition, you will then be prompted to establish security questions to which you will provide answers for. After selection and entry of your security questions and answers you will be directed to the FI Back Office Dashboard.

Should you have any questions, please contact us directly at:

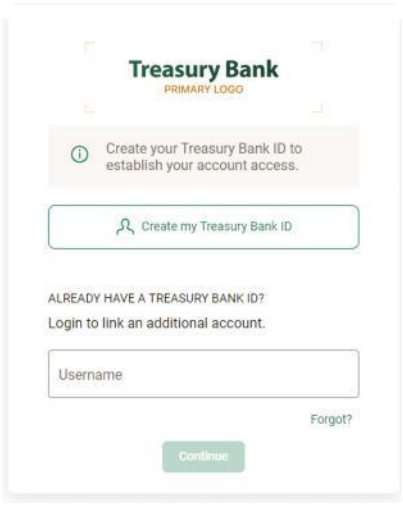
FI Support
email@bank.com
(123) 555-5555

Initial login: https://treasurybackoffice.dev.jackhenry.com/user-verification?code=Gy2wvrYeo0MnDG3h%2bAfbqXNl%2fV1xNsSaEgh7aBLBPmQ%3d

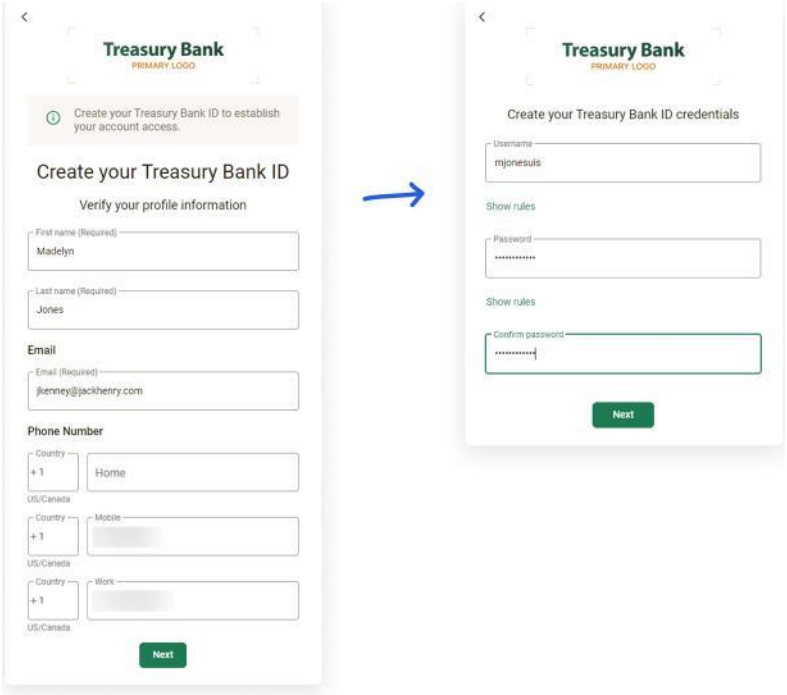
2. The Digital ID enrollment link will direct users to enter the Company and Login IDs provided.



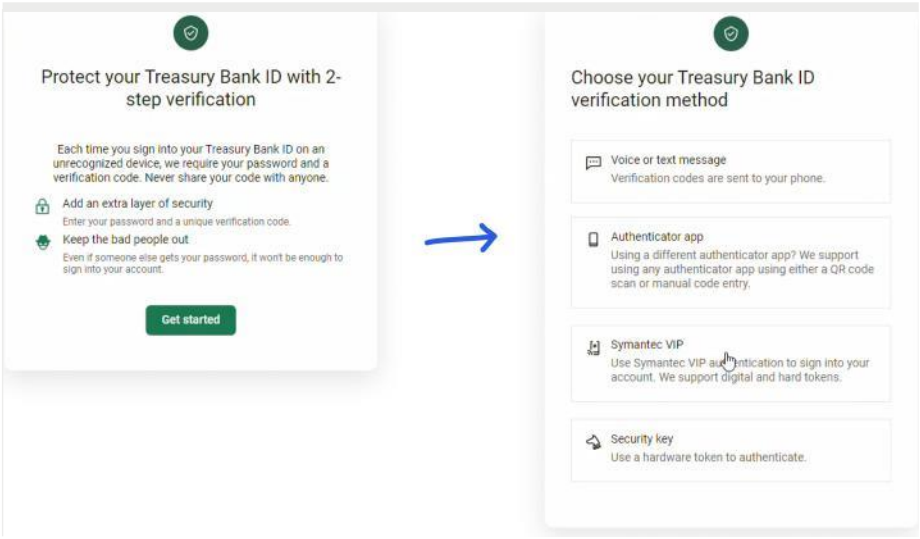
3. Users will be prompted to create their Treasury profile and Digital ID.



- Step 1 of User ID: Users will complete & verify profile information.
- Step 2 of User ID: Users will create their credentials. This Username/Digital ID and Password will be used for subsequent logins.



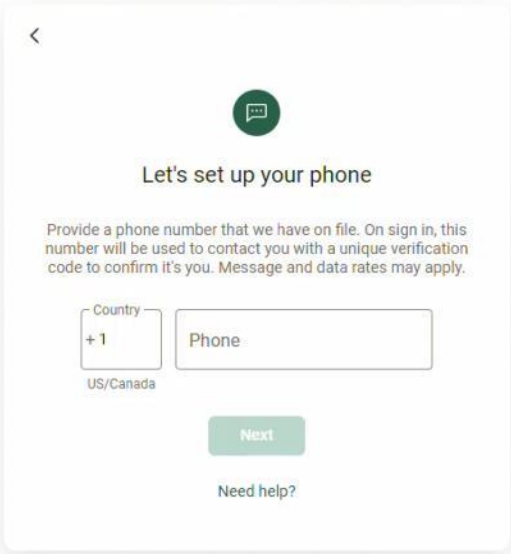
4. Users will protect their accounts with 2-step verification and choose their preferred method.



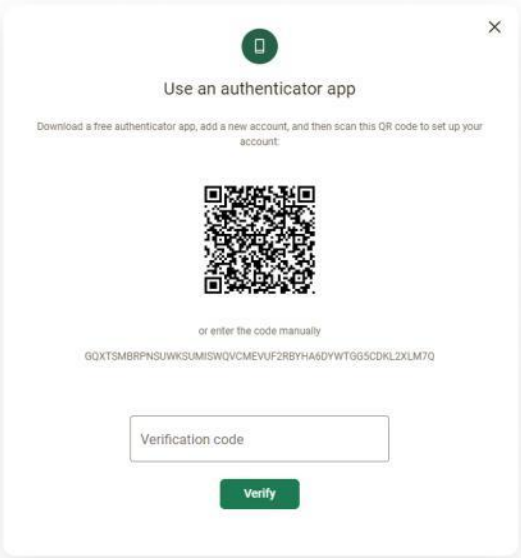
2-Step Verification Methods

Users will have the option to choose from 4 different verification methods: voice or text message, authenticator app, Symentec VIP, or a security key.

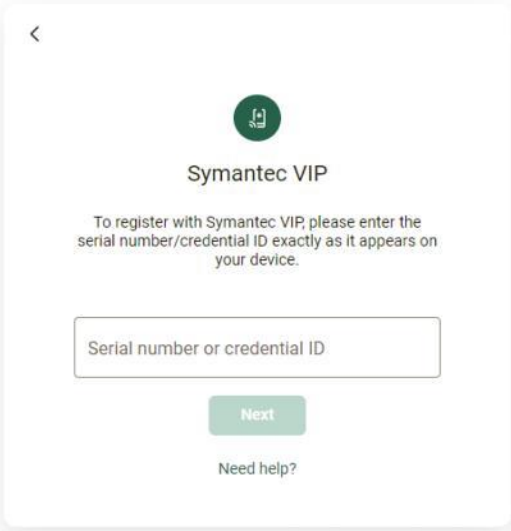
Voice or text message



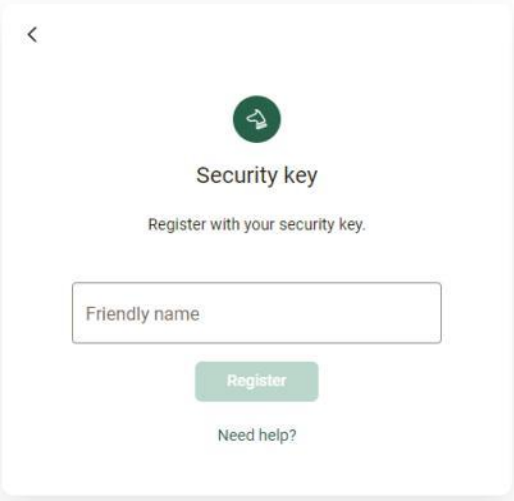
Authenticator app



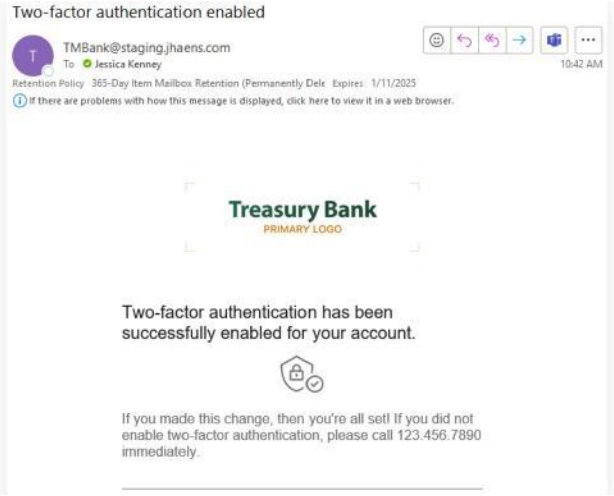
Symantec VIP



Security key



5. When complete, user receives an email confirming 2FA verification setup.



Additional frequently asked questions

What are the new rules for creating a username?

Usernames must be between 4 and 64 characters in length.

Usernames can contain letters (a-z), numbers (0-9), dashes (-), underscores (_), apostrophes ('), and periods (.) and can begin or end with non-alphanumeric characters except periods (.) and spaces.

Usernames cannot contain more than one period (.) in a row, accents, accented letters, ampersands (&), equal signs (=), brackets (<,>), plus signs (+), at signs (@), or commas (,).

What are the new rules for creating a password?

Passwords must be between 8 and 64 characters in length.

All ASCII and Unicode characters (including spaces) are supported for passwords.

Passwords must not match or contain your username and must not begin or end with a space.

Passwords will not expire.