IMPORTANT DOCUMENT

BUSINESS ONLINE ADMINISTRATOR INSTRUCTIONS

PLEASE COMPLETE THE FOLLOWING PROCEDURES BEFORE FEBRUARY 28, 2014

Step 1: Verify System Requirements

a. Verify that your computer meets the following requirements:

- Browser Requirement
  - Internet Explorer® 8 and above, Firefox® or Chrome™
- Operating Systems supported
  - Windows® 7, Windows® XP, Mac OS®
- Screen Resolution
  - Recommended screen resolution is 1024 x 768

Contact your IT department or systems administrator if you do not meet the above requirements.

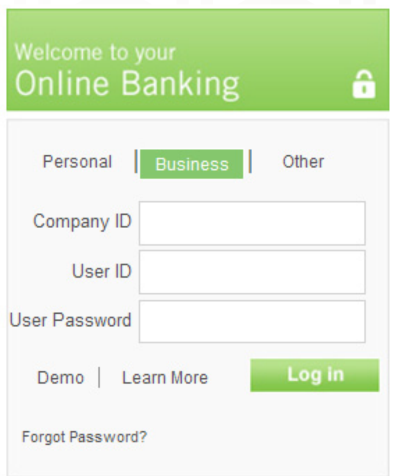
Step 2: Log in to Huntington Business Online

a. Obtain the following items:

- **User Access Information Mail Package,** dated February 19, 2014, containing your User Password and Security Token
- **User Access Information Email,** dated February 19, 2014, containing your Company ID and User ID

*Note: If you have not received all of your access information, contact Huntington at **800-480-4862, option 9**.*

b. Go to huntington.com. On the left side of the screen you will find a box titled "Welcome to your Online Banking." Click on the "Business" option.



c. Enter your sign-on information.

- Company ID – Included in the *User Access Information Email* sent on February 19, 2014
- User ID – Included in the *User Access Information Email* sent on February 19, 2014
- User Password – Included in the *User Access Information Mail Package* sent via US Mail on February 19, 2014

d. Click the **Log in** button. This will take you to the *Business Online* **Change Password** page. Create a new password and click the **CHANGE PASSWORD** button. Once your password has been changed successfully, click the **CLICK HERE TO ENTER BUSINESS ONLINE** button.

e. Set up your **Security Token PIN**.

- Enter the **Token Password** (Note: Press the white button on your Token – this number will be different each time you log in.)
- Enter the **New PIN #** (Note: You will need to remember these 4 numeric digits each time you log in.)
- Re-enter **New PIN #**
- Click the **CONTINUE** button

f. Review and accept the **Business Online Agreement** and click the **CONTINUE IN TO BUSINESS ONLINE** button. You will not be able to access Business Online until the agreement is accepted. Retain a copy for future reference.

g. Click the **Log Out** option in the top right hand corner of the screen.

h. From the *Business Online* Log In screen, enter your sign-on information again to ensure that you are comfortable with accessing the system.

Step 3: Verify Company Information

a. From the *Business Online* Home page, select the **ADMINISTRATION** tab.

b. Select **Company** from the submenu and **Profile** from the sub-tab.

c. Review your company information and make sure it is correct. If information is incorrect, please update and click the **UPDATE PROFILE** button.

   Note: Communications from Huntington Business Online will be sent to the name listed under the Company Contact Info section. If the name listed is not correct, update appropriately.

d. Select **Company** from the submenu and then **Service Permissions** from the sub-tab.

   - Review the services set up for your company. You are not able to make any changes here. If there is a service you had with your current Cash Management system and it is not selected, contact your Banker.
   - If you want to add a service, please contact your Banker on or after March 3, 2014.

e. Select **Company** from the submenu and then **Settings** from the sub-tab.

   - Review your company settings for each applicable service.

     Note: Your Account Transfer, Wire Transfer, Bill Pay and/or Check Positive Pay settings should be the same as they were on your current Cash Management Online Banking service.
   - If you make changes, click the **UPDATE SETTINGS** button.

Step 4: Verify User Information

After reviewing and updating your company information, you will need to review your employee's/user's permissions.

*Please follow the instructions below for **each** employee (user) to ensure that **all** of your employees will be able to successfully access and use Business Online.*

a. Select the **ADMINISTRATION** tab.

b. Select **User** from the submenu and **List** from the sub-tab.

c. Review each employee's (user's) profile by clicking their **User ID** link on the **User List** screen. Once the link for a specific user has been selected, the **Edit User** screen will display.

   - Determine if the employee (user) should have access to *Business Online*.
     - If the employee (user) should not, delete the employee by clicking the **DELETE USER** button.
     - If the employee (user) should have access, verify their existing information, update it as appropriate and click the **UPDATE USER** button.
   - If you have an employee (user) who should be inactive (e.g., on medical leave), uncheck the **Active** check box and click the **UPDATE USER** button so the user is unable to access *Business Online*. Once the user returns to work, check the **Active** check box to make the user is active again. This allows you to make a user inactive without deleting the user setup.
   - Repeat the steps above for each user, as applicable.

To add a new employee (user) that is not currently on the **User List** but should be, click the **Add User** link from the **User List** screen and follow the steps below:

- From the **Add a New User** page, enter the employee's information.
- Select one of the following from the **Copy Entitlements** from the drop-down menu:
  - **None** – *allows you to customize the services and functions for a particular user*
  - **Give User Full Access** – *allows you to grant the user access to all the functions and services the company has access to*
  - **User's Name** – *allows you to grant the new user the exact same permissions as another user that has already been set up (previously added)*
  - Select the **Token Serial #** from the drop-down list that you would like to assign to the user

  *Note: To order additional Security Tokens select the **ADMINISTRATION** tab and then **Security** from the submenu. Enter all appropriate information on the **Security** screen and click the **SUBMIT ORDER** button to place your token order.*
- Click the **ADD USER** button. A confirmation message will display with the new user's login information.
- Click the **Print Getting Started Guide** link and print the document. The guide will provide the user with their login information and instructions on how to access *Business Online*. Give the new user the **Getting Started Guide for Users** document along with the **Security Token** that you assigned to them.

d. Select **User** from the submenu and then **Service Permissions** from the sub-tab. Select the user's name from the drop-down menu.

- Review the services your user is setup for and make any necessary changes by selecting or deselecting the check boxes.
- If you make changes, click the **UPDATE PERMISSIONS** button.
- If you have other users, please complete the same review process.

e. Select **User** from the submenu and then **Service Matrix** from the drop-down menu. Select the user's name from the drop-down list.

- Review the accounts entitled to each service for that user and make any necessary changes by selecting or deselecting the check boxes.
- If you make changes, click the **UPDATE SERVICE MATRIX** button.
- If you have other users, please complete the same review process.

f. Select **User** from the submenu and then **Function Matrix** from the drop-down menu. Select the user's name from the drop-down list.

- Review the accounts entitled to each function/report for that user and make any necessary changes by selecting or deselecting the check boxes.
- If you make any changes, click the **UPDATE FUNCTION MATRIX** button.
- If you have other users, please complete the same review process.

g. Select **User** from the submenu and then **Settings** from the drop-down menu. Select the user's name from the drop-down list.

- Review the settings for each applicable service.

  Note: Each User's Account Transfer, Wire Transfers, Bill Payments and/or Check Positive Pay settings will be the same as they were on your current Cash Management Online Banking system.
- If you make changes, click the **UPDATE SETTINGS** button.
- If you have other users, please complete the same review process.

  Note: For all Wire Transfer users, a Wire Transfer PIN will be mailed to you. You will not be able to access the Wire Transfer service until you get this Wire Transfer PIN.

Step 5: Getting Your Employees (Users) Started Using *Business Online*

In order to get your employees (users) started using *Business Online,* please be sure to complete all of the Step 4 procedures above. Once all of your users have been set-up within *Business Online* correctly, follow the procedures below to provide them with the information they will need to login:

♦ **Please note that due to security reasons your Company and User login information has been sent to you in two separate mailings.**

a. Obtain the following items:

- **User Access Information Mail Package,** dated February 19, 2014, for each user within your company containing their User Password and Security Token
- **User Access Information Email,** dated February 19, 2014, for each user within your company containing their Company ID and User ID

Note: You will find an individually sealed envelope for each user in the User Access Information Mail Package.

b. Log in to *Business Online* and note the **User Guide** link located on the Home tab. Let your users know about this handy tool to help them use Business Online.