



First Horizon TreasuryConnectSM and BusinessConnectSM

Login and Forgot Password

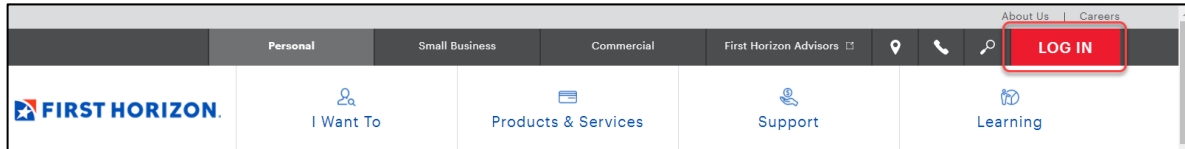




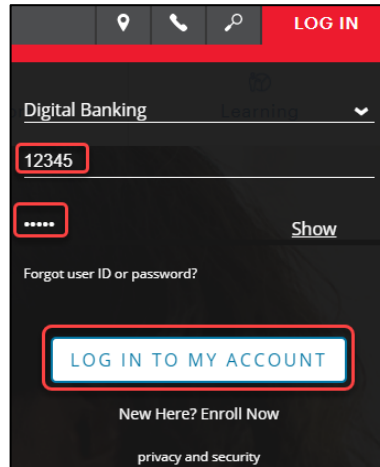
LOGIN

First Horizon offers single sign on access to your accounts and services with TreasuryConnect and BusinessConnect.

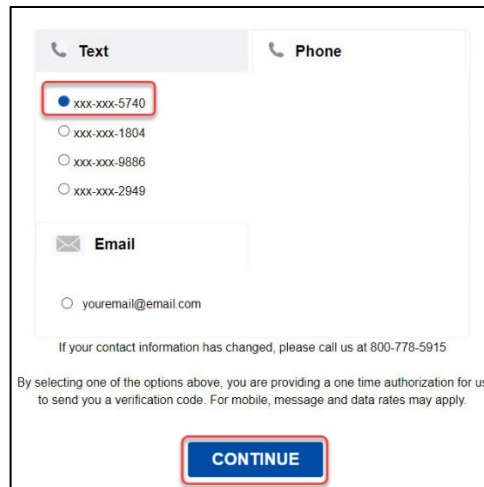
1. To log in for the first time, navigate to the Bank's website at www.firsthorizon.com.
2. In the top right corner, click **LOG IN**.



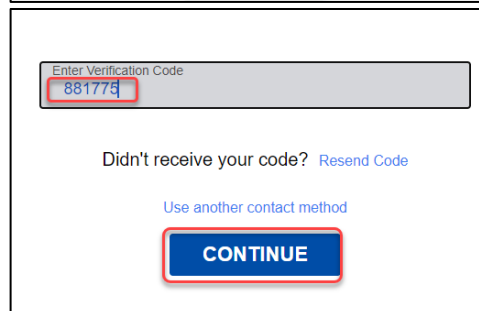
3. Enter the **User ID** given to you by the Bank.
4. Enter the temporary **Password** given to you by the Bank.
5. Click **LOG IN TO MY ACCOUNT**.



6. Select a **method** to receive your verification code.
 - Text
 - Email
 - Phone
7. Click **Continue**.



8. Enter the **verification code** that was sent to the chosen verification method.
9. Click **Continue**.





10. Enter a new password using the criteria provided in the **Enter New Password** field.

11. Enter your new password again in the **Confirm Password** field.

12. Click **Reset**.

Your User ID: 12345

Enter New Password
Summer@2050 [Hide](#)

Strength: Strong

- ☒ Minimum of 8 characters, no spaces
- ☒ Must not contain sensitive data
- ☒ Must contain 3 of the following:
 - Lowercase Letter
 - Uppercase Letter
 - Number
 - Symbol

Confirm Password
.....

RESET

13. You will receive a **Password Change Successful** message.

14. Click **Continue**.

Password Change Successful

Your password has been successfully updated. Please make note of it and use it to log into your account in the future.

Continue

15. Read **Terms and Conditions**.

16. Click **Accept**.

Please Accept Terms and Conditions

Please take a moment to look over the terms and conditions.

[Print Terms and Conditions](#)

Please read and accept the following terms and conditions in order to continue.

Business Banking Online Agreement

General. This Business Banking Online Agreement ("Agreement") is made and entered into by and between you and First Horizon Bank ("Bank"). The words "you" and "your" refer to the person subscribing to or using the online access service, which includes Business Banking Online and Business Mobile Banking ("Access Service"), including persons authorized by a subscriber to use the Access Service with respect to the subscriber's accounts. The words "business day" mean Monday through Friday, except Bank holidays. The words "Authorized Representative" mean a person who has authority of any kind with respect to an account or transaction, including any person to whom an Authorized Representative has delegated such authority. By requesting or using the Access Service, you agree to be bound by all terms and conditions of this Agreement, including amendments we make from time to time. Use of the Access Service by any Authorized Representative after the scheduled effective date of an amendment will make the amendment binding upon your business and each Authorized Representative. You also agree to comply with our instructions for use of the Access Service, whether such instructions are furnished online or otherwise. Your bank accounts will continue to be governed by our Depositor Agreement, Availability of Funds Policy and Account Disclosure ("Depositor Agreement") and any resolutions you sign, and will also be governed by any and all applicable services agreements or descriptions covering any special account services to which you have subscribed or do subscribe (e.g., Prime Connection, Wire Transfer, Positive Pay, ACH, Integrated Accounts Payable, etc.). However, if there is an express inconsistency between any of those documents and this Agreement, this Agreement will govern to the extent of such inconsistency. This Agreement is intended for accounts established for business purposes, including without limitation corporate, partnership, limited liability company and sole proprietorship accounts, and in certain limited instances, personal accounts linked to business accounts through the Access Service, you are further bound by the Consumer (Personal) Account Addendum for Business Banking Online Agreement posted here. Certain account services described in the Agreement are not available for consumer purpose accounts as noted. If you use our Banking Online services for consumer-purpose accounts, please read our Online Consumer Banking Agreement posted at this Website. You agree that we may provide any required notices concerning your accounts and transactions electronically to your Internet address as reflected in our records, that you will be bound by any amendments to this Agreement which are posted at this Website or which are sent to you, and that we may record telephone conversations our employees have with you.

Access. To request the Business Banking Online Access Service, you may apply online or contact our Business Service Center. We reserve the right to approve or disapprove such requests. Upon our approval, you will be issued a confidential User ID and Password to utilize the Access Service. If your business requires that multiple Authorized Representatives be able to use the Access Service, you agree to request a separate User ID and Password for each person. If your business is authorized to initiate ACH transactions, wire transfers or other special functions utilizing the Access Service, we may require two Authorized Representatives to approve such transactions unless otherwise approved in writing by us. Notwithstanding the foregoing, any requirement of verifying two or more signatures on checks, if such a requirement exists, does not apply to electronic transfers, including online bill payments, using the Access Service and Bank is released from liability when making such transfers or payments. This means that any Authorized Representative shall be authorized to individually make electronic transfers, including online payments, even though the Authorized Representative's authority to transfer or withdraw funds from an account by some other means (e.g., by check) must be exercised jointly with one or more other persons.

BACK **ACCEPT**

17. Click **Continue**.

Enrollment Required

Please take a moment to complete your enrollment. You will be asked to update your profile information, and choose challenge questions to help protect your identity.

CONTINUE



18. On the Profile Enrollment page, enter your contact information:

- **First Name**
- **Last Name**
- **Email address**
- **Address**
- **City**
- **State**
- **Zip Code**
- **Work Phone**

* First Name	Ted Demo63
* Last Name	Nelson
* Email address	Demo63@ftb.com
* Address	123 Fake Address
* City	Fake City
* State	Tennessee
* Zip Code	55555
* Work Phone	(817)296-5740

19. Use the **Security Question 1 drop down arrow** to select your first Security Question.

20. Enter the Answer in the **Security Answer 1** field.

21. Repeat #18 for **Security Question 2, 3, and 4**.

22. Repeat #19 for **Security Answer 2, 3, and 4**.

23. Click **Continue**.

Security Question 1:	In what city was your high school? (full name of city only)	▼
* Security Answer 1		
Security Question 2:	What is the first name of the best man at your wedding?	▼
* Security Answer 2		
Security Question 3:	In what city was your mother born? (Enter full name of city only)	▼
* Security Answer 3		
Security Question 4:	What is your best friend's first name?	▼
* Security Answer 4		
<div>BACK CONTINUE</div>		

24. Review questions and answers.

25. Click **Accept & Enroll**.

User ID:	Demo63
First Name:	Ted Demo63
Last Name:	Nelson
Email Address:	Demo63@ftb.com
Address:	123 Fake Address
City:	Fake City
State:	Tennessee
Zip Code:	55555
Work Phone:	(817)296-5740
Mobile Phone:	
Security Question 1:	In what city was your high school? (full name of city only)
Security Answer 1:	test
Security Question 2:	What is the first name of the best man at your wedding?
Security Answer 2:	test
Security Question 3:	In what city was your mother born? (Enter full name of city only)
Security Answer 3:	test
Security Question 4:	What is your best friend's first name?
Security Answer 4:	test
<div>BACK ACCEPT & ENROLL</div>	

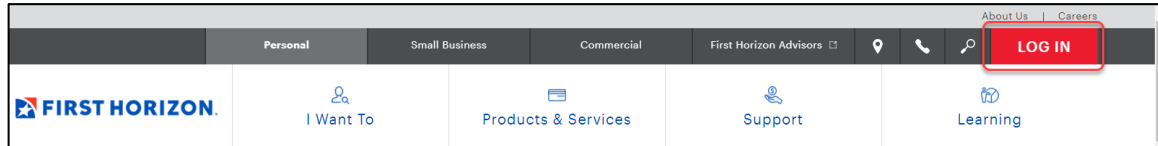
26. You are successfully enrolled.



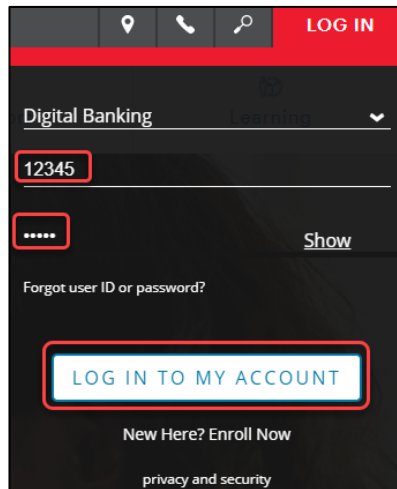
FORGOT PASSWORD

Follow these instructions to reset your password if it is forgotten.

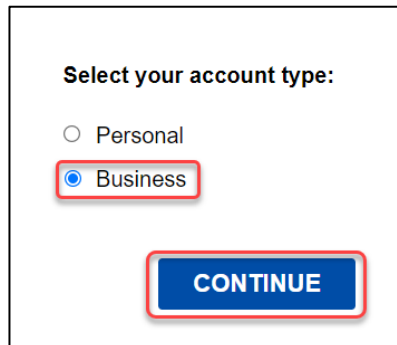
1. In the top right corner, click **LOG IN**.



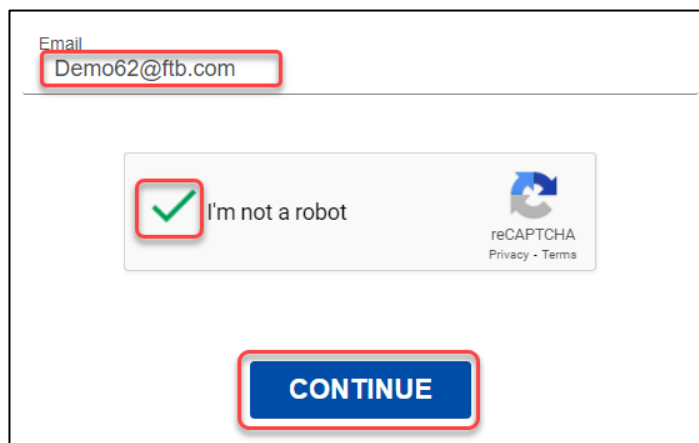
2. Click the **Forgot user ID or password?** link.



3. Select **Business** as the type of account you have with the Bank.
4. Click **Continue**.



5. Enter the **email address** associated with your account.
6. Click the **checkbox** beside **I'm not a robot** to initiate the CAPTCHA.
7. Click **Continue**.





8. Click each **applicable box** to answer the question presented.
9. Click **Verify**.

10. Select a **method** to receive your verification code.
 - Text
 - Email
 - Phone

11. Click **Continue**.

12. Enter the **verification code** that was sent to the chosen verification method.

13. Click **Continue**.



14. Enter a new password using the criteria provided in the **Enter New Password** field.

15. Enter your new password again in the **Confirm Password** field.

16. Click **Reset**.

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Continue