

BANKOH BUSINESS CONNECTIONS 3.0

QUICK REFERENCE GUIDE

Logon and Security

System Requirements

Bankoh Business Connections (BBC) 3.0

Before You Begin

Ensure you have

- Internet connection
- Administrative privileges on the computer where BBC 3.0 will be accessed

Browser Support

- **Certified Browsers**

Browser	Version	Platform(s)
Microsoft Edge – for the client browser	20+	Windows 7+
Internet Explorer	11	Windows 7, 8.1
Firefox	43	Windows
Firefox	44	Windows
Chrome	47	Windows
Chrome	48	Windows
Safari	9	OSX*

- **Supported Browsers** – BBC 3.0 will review defect reports and provide software patches based on Severity and Priority. Software patches will be provided for currently available browser versions at the time the fix is made (software patches will not be provided for non-current browser versions).

Browser	Version	Platform(s)
Firefox Extended Support Release (ESR)	35+	
Firefox	Future	Windows
Chrome	41 - 46	Windows
Chrome	41 - 46	OSX
Chrome	Future	Windows
Chrome	Future	OSX
Safari	7, 8	OSX*
Safari	Future	OSX

System Requirements

Bankoh Business Connections (BBC) 3.0

Browser Support (continued)

- **Unsupported Browsers**

Browser	Version	Platform(s)
Internet Explorer	8**	Windows 7
Internet Explorer	8**	Windows XP***
Internet Explorer	9**	Windows 7
Internet Explorer	9**	Windows Vista
Internet Explorer	10**	Windows 7 Desktop Mode
Internet Explorer	10**	Windows 8 Desktop Mode
Internet Explorer	10**	Windows 8 Metro Mode
Firefox	Prior to 35	
Chrome	Prior to 41	
All other browsers not listed as certified or supported		

* BBC 3.0 does not support the Windows version of Apple Safari. The Windows version of Safari is no longer being updated by Apple – the last update provided to that browser was in 2012.

** Effective January 12, 2016, Microsoft will only support the most current version of Internet Explorer available for a given Operating System. For the Microsoft Operating Systems we support, 7 and 8.1 (support for Windows 10 is pending), IE 11 will be the only version of IE that Microsoft supports; BBC 3.0 will follow suit. IE 11 is the only IE version BBC 3.0 will support starting with R3.

*** BBC 3.0 will no longer provide software patch support for issues specific to Internet Explorer 8 running on Windows XP. Microsoft support for Windows XP ended on April 8, 2014, and no further Microsoft patches to address OS security vulnerabilities will be provided. For this reason, BBC 3.0 does not recommend accessing its platform from Windows XP after the Microsoft support end date. For customers currently running Windows XP, BBC 3.0 recommends using Firefox.

Logon

Bankoh Business Connections (BBC) 3.0

Logon

1. Click on the following link on BOH.com to access your Bankoh Business Connections (BBC) 3.0 account:
<https://1402781.dgbconnections.com/ui>
2. From the login page, enter your **Company ID**, **User ID**, and **Password**.
3. Click **Sign In**.





Company ID

2

User ID

2

Password

2

3 [Forgot Password](#)

MEMBER FDIC

Contact Us: 808-694-8021 | connections@boh.com

Security

Bankoh Business Connections (BBC) 3.0

Change Password

On your initial logon, you will be prompted to change your password.

1. In **Current Password**, enter the password provided with your account.
2. In **New Password**, enter your new password. Enter once more in **Repeat New Password**. Follow password protocols as noted.
3. Click **Change Password**.

Change Password
×

Current Password 1

New Password 2

Repeat New Password 2

- ⊗ A minimum of 1 lowercase letters is required
- ⊗ A minimum of 1 uppercase letters is required
- ⊗ A minimum of 1 digit(s) is required
- ⊗ A minimum of 1 special characters is required !"#\$\$%&'()*+,-.:=?@^_{}~;
- ⊗ The new password must contain at least 8 character(s)

3
Change Password
Cancel

Security

Bankoh Business Connections (BBC) 3.0

Establish Security Questions

You will be prompted to establish five (5) security questions that will be used to authenticate you in the event you forget your password.

1. Click on **Administration and Settings > My Security Questions**. Follow protocols for answers to security questions as noted.
2. Click **Save**.
3. Bank of Hawaii recommends refreshing your Security Questions when you update your password.



1 Please establish your security questions that will be used to authenticate you in the event that you forget your password. Choose questions with answers that are easy to remember.

- Five questions must be selected and answered.
- Answers are not case-sensitive and must be unique.
- Answers must have 3 - 35 characters, including spaces.
- Special characters are allowed ! @ # \$ % ^ & * () - ? ; : , = + / "

Mask Answers

Question 1

Please choose a question

Answer

Question 2

Please choose a question

Answer

Question 3

Please choose a question

Answer

Question 4

Please choose a question

Answer

Question 5

Please choose a question

Answer

2

Security

Bankoh Business Connections (BBC)

Secure Passcode Settings

1. An additional layer of security will require Users to input and validate their **Secure Passcode Settings**.
2. You may elect to receive your passcode through **one** of the following options:
 - Text Message
 - Voice Call Phone Number
 - Email Address
3. Click on [Click here to Make Default](#) to select **one** option as the default to receive the passcode.

Secure Passcode Settings

Text Message

Mobile Phone Number ⓘ

[Add Another Phone Number](#)

Voice Call

Phone Number

[Click Here to Make Default](#)

[Add Another Phone Number](#)

Email

Email Address

[Click Here to Make Default](#)

[Add Another Email Address](#)

Security

Bankoh Business Connections (BBC)

Secure Passcode Settings (continued)

To receive your passcode via Text Message:

1. Enter your **Mobile Phone Number**.
2. Click **Send Activation Code**. An activation code will be sent to this phone.
 Note: This mobile phone number must be activated with your account to receive passcodes via SMS.
3. Enter the code.
4. Click **Activate**.
5. Click **Add Another Phone Number** to add additional mobile phone numbers; repeat steps 1 - 4.

Text Message

Mobile Phone Number ⓘ

1 (800) 000-0000

2 Send Activation Code

5 Add Another Phone Number

This mobile phone number must be activated to receive passcodes via SMS. Clicking the button above will send an activation code to this phone.

3 Enter Code

4 Activate

Re-send Code

Sending text message with activation code to this phone

To receive your passcode via Voice Call:

1. Enter a phone number in the Voice Call Phone Number field.
 Note: Extension numbers will not be recognized as a valid entry.
2. Click **Add Another Phone Number** to add additional voice call phone numbers.

Voice Call

Phone Number

1

2 Add Another Phone Number

✓ Click Here to Make Default

Security

Bankoh Business Connections (BBC)

Secure Passcode Settings (continued)

To receive your passcode via Email:

1. Add an email address in the Email Address field.
2. Click **Add Another Email Address** to add additional email addresses.

Email

Email Address

1

[✓ Click Here to Make Default](#)

2

Add Another Email Address

Save

Reset

3. Click [✓ Click here to Make Default](#) to select **one** option as the default to receive the passcode.
4. The default option to receive the passcode will be marked as shown below:

Default

5. Click **Save**.

FAQ

Frequently Asked Questions

Session Inactivity Warning Message

Q: Will I be prompted for inactivity before being logged out of BBC 3.0?

A: Yes. The system recognizes 20 minutes of inactivity before the User will be prompted with a **Session Inactivity Warning** message:

Session Inactivity Warning

Your session is about to expire due to inactivity. Do you want to continue with this session?

Yes No

You will then have one minute to respond either “Yes” to continue with the current session or “No” to exit from the session. If you do not respond, the system will automatically log you out of your current session.

Forgot Password

Q: I forgot my password. What do I do?

A: If you are in the login screen, type in your Company ID and User ID and click the [Forgot Password](#) link next to the blue Sign In button.

Answer the security question challenge and click Submit.

Enter New Password; enter again in Repeat New Password; click Reset Password.

Note: Password protocol is minimum 8 characters, minimum 1 uppercase, minimum 1 lower case, minimum 1 digit, minimum 1 special character.

Password Violation

Q: I may be in Password Violation status? How do I know?

A: If you’ve made four unsuccessful attempts in entering your password, you will enter Password Violation status. Please contact your company’s System Administrator for assistance.

Contact Information

For more information, contact Cash Management Services at the following:

Hawaii: (808) 694-8021

Toll-free: (877) 232-0118

Guam: (671) 479-3629 or (671) 479-3633

Email: connections@boh.com