Welcome to Business Online Banking

Dual Approval of Recipients/ Security Alerts

Bank of Hope®

Bankers. Experts. Neighbors.

Bank of Hope®

FDIC FDIC-Insured - Backed by the full faith and credit of the U.S. Government

Good Afternoon, BANK OF HOPE USER

Home | Payments & Transfers | Reports | Services | Settings | Resources | Log Off

If the *Recipient Approval* feature is enabled, changes to recipients (creating, modifying, or deleting) must be approved by another user with Manage Recipient permissions. To enable this feature, contact the Bank of Hope Treasury Management Department. Within your company, one authorized user creates/modifies/deletes the recipient, and another reviews and approves it. The standard workflow is to create your recipients and then add the approved recipient to your template(s).

MESSAGES & ALERTS

Alert Settings

Manage transaction, balance and security alerts

COMPANY ADMINISTRATION

Policies

Manage permissions for transactions, features & accounts at a company level

Manage Users

Add, modify or delete users

Manage User Roles

Assign or modify users roles and access

Bank of Hope

FDIC FDIC-Insured - *Backed by the full faith and credit of the U.S. Government*

Good Afternoon, BANK OF HOPE USER

Home | Payments & Transfers | Reports | Services | Settings | Resources | Log Off

Click on the pencil icon to permit a user to manage recipients.

USER ROLE TEMPLATES

USER ROLES

Create Role

Name	Description	Status	Users
Copy of admin role	jk test	Pending Approval	2
VIEW ONLY	ACCESS ACCOUNT VIEW ONLY	Active	5
admin role	None	Active	8

Edit admin role

Bank of Hope®

FDIC *FDIC-Insured - Backed by the full faith and credit of the U.S. Government*

Good Afternoon, BANK OF HOPE USER

Enable Manage Recipients, scroll down and save.

FEATURES

RIGHTS

- Access to all payment templates
- Allow one-time recipients
- Commercial: Can view all recipients
- Commercial: Recipient Upload From Batch
- Enable ACH Reversal
- Enable Centrix Positive Pay
- Manage Recipients
- Manage Users

Bank of Hope

FDIC FDIC-Insured - Backed by the full faith and credit of the U.S. Government

Good Afternoon, BANK OF HOPE USER

Home Payments & Transfers Reports Services Settings Resources Log Off

Resources

CONNECT WITH US

Contact Us
Reach a Bank of Hope associate

RESOURCES

Branches & ATMs
Locate branches and ATMs near you with this link

User Guides
View our User Guides to help you navigate options and features

Privacy Policy
View our Privacy Policy

Terms and Conditions
Review and accept our Terms and Condition

Online Help Center
Learn more with Online banking help and documentation

For additional assistance on Approving or Rejecting changes to an existing recipient, please refer to the Online Help Center located under our Resources menu.

See below link for "Approving or rejecting changes to an existing recipient: https://cdn1.onlineaccess1.com/cdn/base/documentation/help/4.4.0/content/enduser/busbank/approvingrejectingrecipientchanges.htm?Highlight=approving%20a%20recipient

Approving or rejecting changes to an existing recipient

On the **Recipients** page, recipients in a pending state are designated using a yellow bar and a *Changes Need Approval* message. Any recipients needing approval will display at the top of the list, in alphabetical order.

> **Note:** Once this feature is enabled, users are unable to approve their own changes to a recipient, and the changes must be reviewed by a second entitled user. However, if a user rejects their own changes, the changes are effectively canceled, and the recipient is reset to its original state. If a user rejects a change, the user must enter a reason for the rejection.

To approve or reject a change to an existing recipient

1. From within the Recipients list, select the actions menu (⋮) and then select **Review Changes**.
2. On the Review Changes page, select either **Reject Changes** or **Approve Changes** to either cancel the changes or effect the changes, respectively.

Previous changes to the recipient can be reviewed by selecting **View Change History** from the **Actions** menu (⋮), and the change history can be printed or printed to file for future use.

Managing recipients
- Searching for a recipient
- Adding a new recipient
- Creating a wage garnishment recipient
- Editing a recipient
- Editing the templates associated with a recipient
- Deleting a recipient
- **Approving or rejecting changes to an existing recipient**

Bank of Hope®

FDIC FDIC-Insured - Backed by the full faith and credit of the U.S. Government

Good Afternoon, BANK OF HOPE USER

Home | Payments & Transfers | Reports | Services | Settings | Resources | Log Off

Settings

To receive an alert when a recipient has been added or modified, go to settings from the main menu and click on the alert setting tile.

MESSAGES & ALERTS

Alert Settings
Manage transaction, balance and security alerts

COMPANY ADMINISTRATION

Policies
Manage permissions for transactions, features & accounts at a company level

Manage Users
Add, modify or delete users

Manage User Roles
Assign or modify users roles and access

SECURITY

Bank of Hope®

FDIC FDIC-Insured - Backed by the full faith and credit of the U.S. Government

Good Afternoon, BANK OF HOPE USER

Home Payments & Transfers Reports Services Settings Resources Log Off

Various Alerts can be turned on for recipients add, modified or approved

Security Alerts (38)

Edit Delivery Preferences

Alert me when a bulk wire transfer is created.

Alert me when a bulk international wire transfer is created.

Alert me when an address is changed.

Alert me when an outgoing ACH transaction is created.

Alert me when a recipient is added.

Alert me when a wire transfer is created.

Alert me when an international wire transfer is created.

Alert me when an external transfer is authorized.

Bank of Hope

FDIC FDIC-Insured - Backed by the full faith and credit of the U.S. Government

Good Afternoon, BANK OF HOPE USER

Alert me when a payment template is created.

Various Alerts can be turned on for recipients add, modified or approved

Alert me when a new user role is created.

Alert me when forgot password is attempted for my login ID.

Alert me when an invalid password for my login ID is submitted.

Alert me when the forgot password process is attempted unsuccessfully.

Alert me when an invalid secure access code is submitted.

Alert me when my login ID is disabled.

Alert me when my login ID is locked out.

Alert me when a payment template is modified.

Alert me when a recipient is modified.

Alert me when I receive a secure message.

Visit us at Bankofhope.com Business Banking for additional information

https://www.bankofhope.com/business-banking