



NTOUCH
TREASURY

N Touch Treasury

Getting Started

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How Do I Log into *N Touch Treasury*?

You will be provided a Company ID and Login ID prior to logging in the first time. The following email will be sent to the email on file for you from the email address do_not_reply@jackhenry.com:

Thank you for enrolling in N Touch Treasury.

You should have already received an email with both your Company ID and Login ID credentials. The link below will be used for your initial login so that you can establish your password and then establish several security questions. Once you have signed into N Touch Treasury, you will be prompted to enter your mobile device number and then a 4-digit PIN which will be used for transactions that require authentication. During this process, you will receive a one-time 6-digit code via a text message through your mobile device. Please reply back to this message with the same 6-digit code followed by the 4-digit PIN. For example: 9771531234 After accepting the Terms & Conditions, you will be directed to your account dashboard.

Should you have any questions, please contact us directly at:
Treasury Support
treasurysupport@ntouchbanking.com
833-846-2699

Initial Login: (A customized link will appear here in your email)
Subsequent logins (please use this link for your bookmark):
<https://treasury.jackhenry.com/nbcbank#/login>

Once you click the link to establish your credentials, you will put in the Company ID we have provided to you and then your existing Login ID (one from legacy First Atlantic Bank product) and click SUBMIT

You will then be prompted to create your password which must be between 6 and 25 characters in length and contain a capital letter, a lower case letter, a number and a special character. Passwords are valid for 365 days.

You will be prompted to answer 3 security questions; be sure and SAVE your answers somewhere because you will have to answer all 3 questions should you ever need a password reset.

You will be prompted to enter your mobile device number and then a 4-digit PIN which will be used for transactions that require authentication. During this process, you will receive a one-time 6-digit code via a text message through your mobile device. Please reply back to this message with the same 6-digit code followed by the 4-digit PIN. For example: 9771531234

This process sets up the Out of Band authentication for release of funds for ACH and wire transactions.

Accept Terms and Conditions

User Verification

To verify your identity and process with a password change, please enter your Company ID and Login ID and provide the answer(s) for your security question(s).

Company ID: *

Login ID: *

Change Password

Please enter a new password following the password requirements listed below.

Password Requirements:

- Password maximum length : 20
- Password minimum length : 5
- Allow alphabets in password : Yes
- Allow numbers in password : Yes
- Allow special characters in password : Yes
- Alphabets in password are required : Yes
- Numbers in password are required : Yes
- Special characters in password are required : No
- Number of upper case required in password : 1
- Number of lower case required in password : 0
- Cannot be one of the previously used passwords : 2

Company ID:

Login ID:

New Password: *

Confirm Password: *

Then you will be prompted to answer and confirm your Security Questions....

Security Questions

i For additional authentication purposes, please select three security questions and provide an answer for each question. You may be prompted to answer security questions at login or when initiating transactions.

Question 1: *

Answer: *

Question 2: *

Answer: *

Question 3: *

Answer: *

Security Questions

i For additional authentication purposes, please select three security questions and provide an answer for each question. You may be prompted to answer security questions at login or when initiating transactions.

Question 1: *

Answer: *

Question 2: *

Answer: *

Question 3: *

Answer: *

Confirm Security Questions

Security Question 1: What is the first name of your grandmother (your mother's mother)?

Answer: Jane

Security Question 2: What is the first name of your closest childhood friend?

Answer: Jack

Security Question 3: What was your major during college?

Answer: Business

Confirm

Edit

1. Select **Question 1** from the drop-down list, and then enter the corresponding **Answer**.
2. Select **Question 2** from the drop-down list, and then enter the corresponding **Answer**.
3. Select **Question 3** from the drop-down list, and then enter the corresponding **Answer**.
4. Select **Submit**.
5. On the *Confirm Security Questions* screen, review the entries for accuracy, and then select **Confirm**.

Add phone number to receive either a **Text Message (SMS)** and/or an **Automated Phone Call...**

You will receive a code and pin that you must enter within a given time frame to authenticate.

You can select **Remind Me Later** or **No Thanks** from this screen as well.

Phone Numbers for Authentication

For additional authentication purposes, please provide phone numbers to receive text messages (SMS) and automated phone calls. You may be prompted to verify your identity by responding to a text message or automated phone call at login or when initiating transactions.

Text Message (SMS)

Get a prompt via text message and reply to verify your identity.

[Add Phone Number](#)

Automated Phone Call

Receive a prompt via automated phone call and reply to verify your identity.

[Add Phone Number](#)

You can only enter this information one time. You must contact your financial institution to change your security phone numbers.

[Remind Me Later](#) [No Thanks](#)

On the Terms and Conditions screen, read and select the I agree check box, and select Accept. The Dashboard view of Treasury Management opens.

User Menu

Use the **User** menu to access **Profile & Preferences**, **Notification Setup**, and **Log Off** options.

Profile and Preferences

Use the *Profile & Preferences* view to set up your personal and security information.

This view has two sections: *User Information* and *Security Preferences*. Each section is collapsible.

Select **Save** after making any updates. You then receive a notification to the provided email address detailing the changes made to your profile.

NOTE

The **Save** button is not available until all the required fields have been populated.

User Information

This information auto-populates when you open this page the first time.

Use this section to update your personal information. The **Name** and **Login ID** cannot be edited. Your financial institution configures this information. You are able to change your email address and phone, mobile, and fax numbers.

NOTE

If you enter your phone number, messaging and data rates may apply.

Security Preferences

Use this section to update your password. Also, determine if you want to see account nicknames or account numbers throughout Treasury Management.

Changing Your Password

The specific requirements for the new password are based on your financial institution's Treasury Management password policy.

1. Navigate to the Treasury Management website.
2. From the **[User Name] Menu**, select **Profile & Preferences**.
3. Select **Change Password** in the *Security Preferences* section.
4. Enter your **Current Password**.
5. Enter your **New Password**.
6. Re-enter the new password for the **Re-enter New Password** field.
7. Select **Save**.

Notification Setup

Use the *Notification Setup* view to set up your notification preferences for each module available in Treasury Management.

Each section is collapsible/expandable by selecting the minus/plus signs beside the section name.

Filtering is also available. To find information quickly, start typing the notification name in the filter box at the top of each section. The notifications available narrow down as you type until the matching notification remains.

You can set up notifications in the following modules.

- Login
 - User Credentials Locked
 - User Email Address Changed
- Transfer
 - Transfer Created
 - Transfer Pending Approval
 - Transfer Approved
 - Transfer Pending Approval 30 minutes Prior to Cutoff
 - Transfer - Approval Rejected
 - Transfer - Edited / Deleted
 - Recurring Transfer Expiring
 - Recurring Transfer Upcoming

- Transfer Failed
- Pending Approval Transfer Expired Wire
- Wire
 - Wire Payment Created
 - Wire Payment Pending Approval
 - Wire Payment Approved
 - Wire Pending Approval 30 Minutes Prior to Cutoff
 - Wires - Approval Rejected
 - Incoming Wire Credit
 - Wire Failed
 - Pending Approval Wire Expired
 - Recurring Wires Upcoming
 - Wire Beneficiary Created
 - Wire Beneficiary Pending Approval
 - Wire Beneficiary Approved
 - Wire Beneficiary - Edited / Deleted
 - Wire Beneficiary - Approval Rejected
 - Recurring Wires Expiring
 - Wire - Edited / Deleted
- ACH
 - ACH Payment Created
 - ACH Payment Pending Approval
 - ACH Payment Approved
 - Pending Approval 30 Minutes Prior to Cutoff
 - ACH Payment - Approval Rejected
 - ACH Payment - Edited / Deleted
 - ACH Payment Failed
 - Pending Approval ACH Payment Expired
 - Recurring ACH Payment Expiring
 - Recurring ACH Payment Upcoming
 - ACH Batches Processed
 - ACH Payment Uninitiated
 - Receiving Incoming ACH EDI
 - ACH Batch Created
 - ACH Batch Pending Approval
 - ACH Batch Approved
 - ACH Batch - Approval Rejected
 - ACH Batch - Edited / Deleted

- Positive Pay
 - Exception Items Ready for Review (Check)
 - Exception Items Ready for Review (ACH)
 - Check Positive Pay - Pending Decision 30 Minutes Prior to Cutoff
 - ACH Positive Pay - Pending Decision 30 Minutes Prior to Cutoff
 - Stop Payment Created
 - Stop Payment Pending Approval
 - Stop Payment Approved
 - Stop Payment - Approval Rejected
- Admin
 - User Created
 - User Pending Approval
 - User Approved
 - User Approval Rejected
 - User Information / Entitlements Changed
- Account
 - Statements or Notices

Configuring Notification Preferences

The preferences configured here determine how your notifications are sent and appear within Treasury Management.

1. From the **[User Name] Menu**, select **Notification Setup**.
2. Enter or change your **Email** address.
3. Select the toggle to enable the notification.
The toggle appears green if you want to receive a notification. If it is gray, you do not receive a notification.
4. Select the **Email** and **Desktop Notification** check boxes for each enabled (green) item to receive a notification using that method.
Repeat this step for every item in all sections.
5. Select **Submit**.

Select **Reset** for the fields to return to their default settings.

Logging Off Treasury Management

1. From the **[User Name] Menu**, select **Log Off**.
A *Confirm Log Out* dialog box appears.
2. Select **Log Out**.