

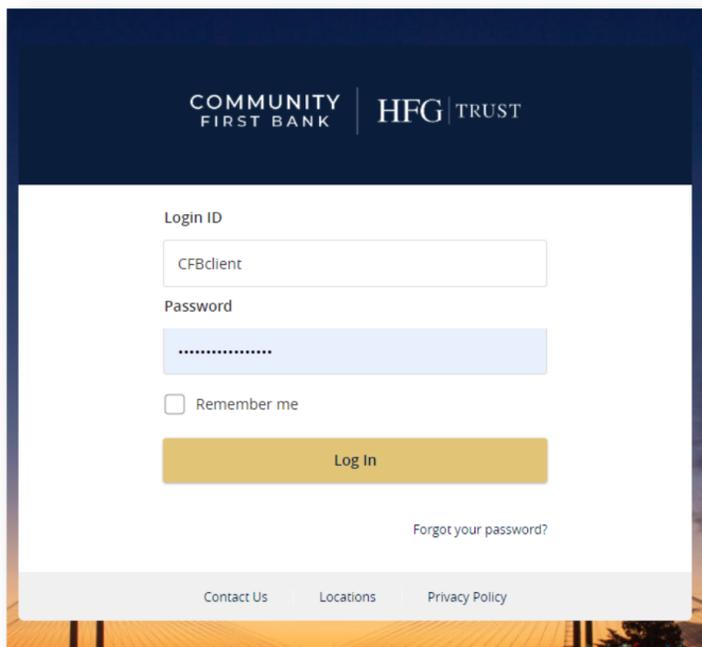
Online Banking *How-To Guide*

First Time Log-In

When logging into online banking for the first time from an existing account, you will take the steps below to setup your account on our new online banking platform.

Please read below for a step-by-step guide on logging into online banking.

For more resources, visit cfbhfg.com/online-banking

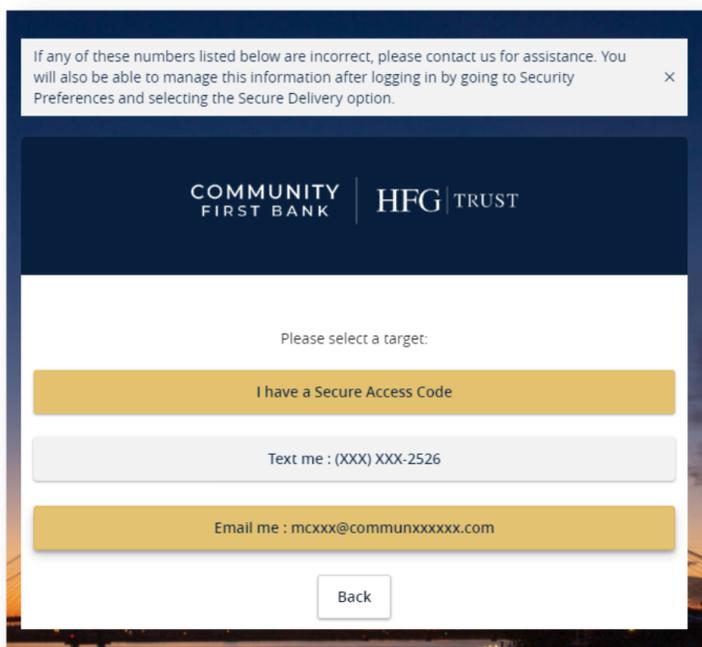


1

When you first visit the online banking portal, enter your current username and password.

*If you have forgotten your password, please click the "**Forgot your password?**" link.*

If you have forgotten both your username and password please contact your local branch for assistance.



2

Once logged in, you will be prompted to select a delivery method (either through email or text message) to receive your Secure Access Code.

Look for your Secure Access Code in either your email inbox or phone messages.

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First Time Log-In

Secure Access Codes are temporary, one time use codes and are active for 15 minutes after they have been requested. If you haven't yet received your code, please contact us for assistance. X

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Enter your Secure Access Code

026107

Back Submit

3

Once receiving your Secure Access Code, enter this code into the prompt box in the online banking portal.

Select 'Register Device' if you are logging in from a personal device. Select 'Do Not Register Device' if you are logging in from a public device or do not wish to register at this time. X

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Device Registration

Access Code Accepted.

Do Not Register Device

Register Device

4

If using a personal and secure device, choose whether or not to register the device for easy log-in access.

We recommend not registering the device if using a public or unsecure device.

**If you have any issues logging into online banking,
please contact your local Community First Bank branch for assistance**

Kennewick Branch

(509) 783-3435

M-Th: 9AM - 5:30PM

Friday: 9AM - 6PM

Pasco Branch

(509) 735-5020

M-Th: 9AM - 5PM

Friday: 9AM - 6PM

Richland Branch

(509) 222-2250

M-Th: 9AM - 5PM

Friday: 9AM - 6PM

Connell Branch

(509) 234-2265

M-F: 9AM - 5PM

**Online Banking
Support**

(509) 783-0955

M-F: 9AM - 5PM