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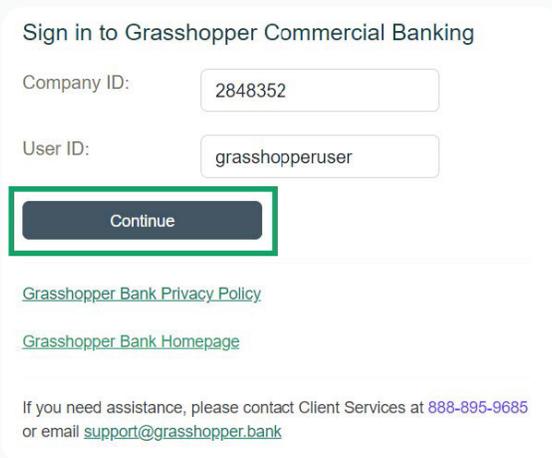
07 Manage Contact Information

Logging in

Step 1 Login to **Grasshopper Commercial Banking**.

Step 2 Enter your 7-digit Company ID and User ID. Select **Continue**.

Note: If you don't have these credentials, contact your Company Administrator.



Sign in to Grasshopper Commercial Banking

Company ID:

User ID:

Continue

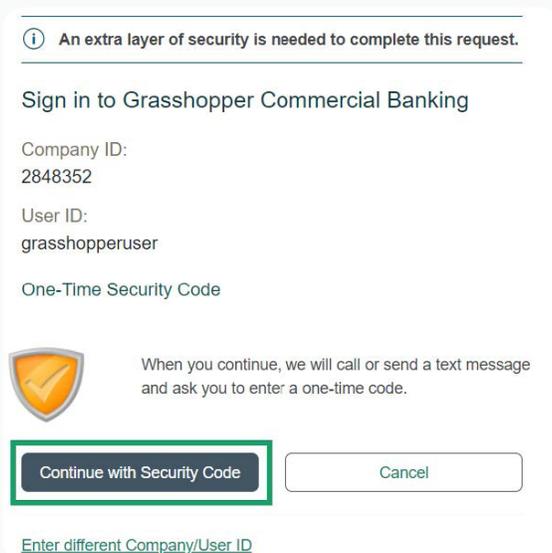
[Grasshopper Bank Privacy Policy](#)

[Grasshopper Bank Homepage](#)

If you need assistance, please contact Client Services at 888-895-9685 or email support@grasshopper.bank

Step 3 You may be prompted to continue with a One-Time Security Code for the following reasons. If prompted, select **Continue with Security Code**.

- First-time login
- Changed browsers or computers since last login
- Cache/cookies were cleared from your browser since last login



i An extra layer of security is needed to complete this request.

Sign in to Grasshopper Commercial Banking

Company ID:
2848352

User ID:
grasshopperuser

One-Time Security Code

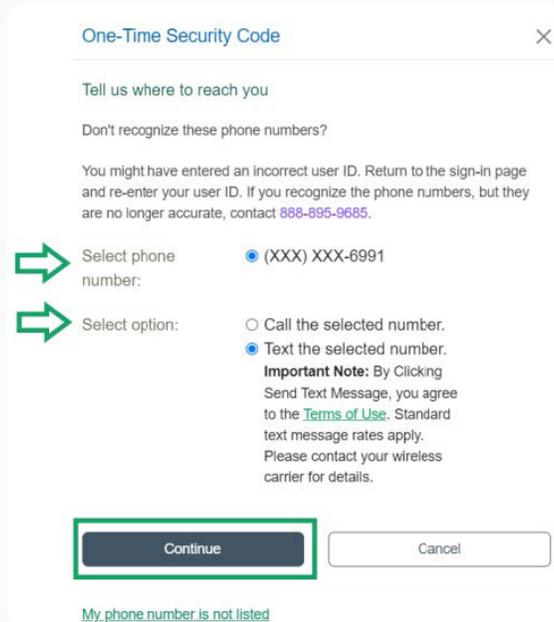
 When you continue, we will call or send a text message and ask you to enter a one-time code.

Continue with Security Code

[Enter different Company/User ID](#)

Step 4 Select a phone number and option to receive a voice Call or Text. Select **Continue**.

Note: If you see phone numbers you don't recognize, verify you entered the correct Company ID and User ID. Contact Client Services for assistance.



One-Time Security Code

Tell us where to reach you

Don't recognize these phone numbers?

You might have entered an incorrect user ID. Return to the sign-in page and re-enter your user ID. If you recognize the phone numbers, but they are no longer accurate, contact [888-895-9685](tel:888-895-9685).

Select phone number: (XXX) XXX-6991

Select option: Call the selected number.
 Text the selected number.

Important Note: By Clicking Send Text Message, you agree to the [Terms of Use](#). Standard text message rates apply. Please contact your wireless carrier for details.

Continue Cancel

[My phone number is not listed](#)

Step 5 If you chose Call, note the one-time security code shown on the screen and type or speak the code into the phone when you receive the call. Then select **Phone Call Completed**.



One-Time Security Code

Please wait for your phone call. We are now calling (xxx) xxx-6991. During the call, you will be asked to enter the one-time security code displayed below.

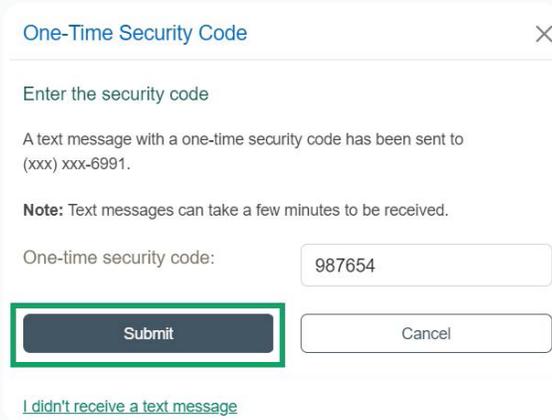
Once you complete the phone call, click Phone Call Completed.

One-time security code: **47029**

Phone Call Completed Cancel

[I didn't receive a phone call](#)

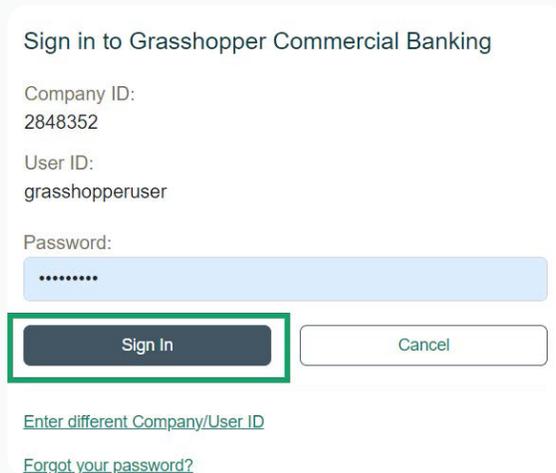
If you chose Text, you will receive a text message containing the code. Enter this code in the **One-time security code** field. Then select **Submit**.



A dialog box titled "One-Time Security Code" with a close button (X) in the top right corner. The text inside reads: "Enter the security code", "A text message with a one-time security code has been sent to (xxx) xxx-6991.", and "Note: Text messages can take a few minutes to be received." Below this is a label "One-time security code:" followed by a text input field containing "987654". At the bottom, there are two buttons: "Submit" (highlighted with a green border) and "Cancel". A link at the bottom left says "I didn't receive a text message".

Step 6 Enter your password. Then select **Sign In**.

If you forgot your password, select the **Forgot your password** link and follow the prompts to receive a one-time security code.



A sign-in form titled "Sign in to Grasshopper Commercial Banking". It contains the following fields: "Company ID:" with the value "2848352", "User ID:" with the value "grasshopperuser", and "Password:" with a masked input field showing ".....". At the bottom, there are two buttons: "Sign In" (highlighted with a green border) and "Cancel". Below the buttons are two links: "Enter different Company/User ID" and "Forgot your password?".

Change Password

Users can change their own password once per day. If you have changed your own password and need it changed again in the same day, please contact your Company Administrator.

Step 1 Select **Administration > Self Administration > Change Password**.

Step 2 Enter your **Current Password**. Then enter your **New Password** that follows the on-screen requirements. Re-enter the new password in the **Confirm Password** field.



The screenshot shows the 'Self Administration' page with three tabs: 'Change Password', 'Personal Preferences', and 'User Activity Report'. The 'Change Password' tab is active. Below the tabs, a message states: 'Only one password change is allowed in a day. Your password was last changed on September 26, 2023'. There are three password input fields: 'Current Password', 'New Password', and 'Confirm Password', each with a strength indicator icon on the right. Green arrows point to the first two fields. At the bottom, there are two buttons: 'Update Password' (highlighted with a green border) and 'Cancel'.

Step 3 Select **Update Password** to complete.

Unlock Account

Users are allowed three unsuccessful login attempts before their account is locked. Users may also be locked if they have become inactive due to not logging in within 90 days (or 10 days for users with a temporary password).

Locked accounts can be unlocked by:

- **User can reset password at login.**
Note: A company user who is locked by a Company Administrator cannot unlock themselves.
- **A company user who has the Administration role.** A password change is not required in this case.
- **Client Services.** Users will be given a temporary password and are required to change it upon signing on.

Manage Contact Information

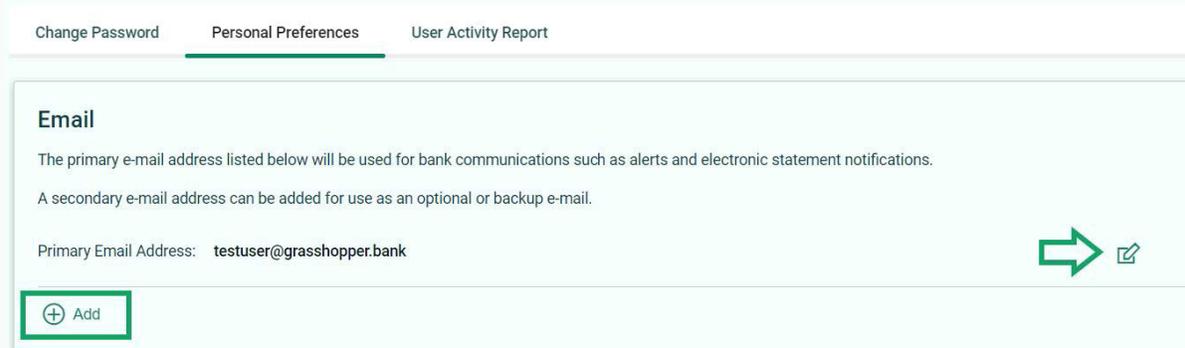
Add/Change E-mail Address

Each user can have a primary and secondary email address.

Step 1 Select **Administration > Self Administration > Personal Preferences**.

Step 2 To change an e-mail address, select the edit icon next to it. To add a secondary e-mail address, select **Add**.

Self Administration



The screenshot shows the 'Self Administration' page with three tabs: 'Change Password', 'Personal Preferences' (which is selected), and 'User Activity Report'. Below the tabs is the 'Email' section. It contains the following text: 'The primary e-mail address listed below will be used for bank communications such as alerts and electronic statement notifications. A secondary e-mail address can be added for use as an optional or backup e-mail.' Below this text, the 'Primary Email Address' is listed as 'testuser@grasshopper.bank'. To the right of the email address is a green arrow icon with a pencil, indicating an edit function. At the bottom left of the email section, there is a green-bordered button with a plus sign and the word 'Add'.

Step 3 Change the **Primary Email Address** and/or **Secondary Email Address** as needed. Up to 100 alphanumeric characters are allowed.

Step 4 Select **Update** to save your changes.

Add/Change Phone Number

All users are required to have at least one telephone number. Up to six phone numbers are allowed.

Users are unable to add/change their own phone numbers. For assistance, please contact Client Services.