

How do I access Digital Banking?

First Time Log In for Converted Users

If you already have a username for digital banking, your username will remain the same after the upgrade. To log in to digital banking after the upgrade you may access from a computer, tablet, or mobile device.

1. Simply enter your username and current password and click **Log In**.



Secure your account

Heartland Bank and Trust Company requires you to create a new password before you log in.

Create new password

Return to login

2. Click **Create new password** to proceed.

3. You will then be prompted to review and agree to our Digital Banking disclosure. To proceed, click the **I Agree** box and select **Continue**.

Step 1 of 4

I Agree

Continue

4. Next you will be prompted to verify protected information that matches the information on your personal or business account.

Step 3 of 4

Password reset method

SMS Text
A one-time code will be sent to your mobile phone.

Select Phone Number
(***) ***-*240

Email
A one-time code will be sent to your email address.

Voice Call
You will get a call that reads a one-time code to you.

Continue

6. Once received, enter the verification code and select **Verify** to proceed. *If any of these contact methods are not available to select or contain incorrect information, you may contact the bank to update them or proceed with verification via a valid method and then update once you are logged in.*

Step 2 of 4

Verify your identity

The following information is used to verify you have an account with Heartland Bank and Trust Company and that you are the owner of the account. We match your answers against our records. Questions marked with * are required.

Username

Social Security Number

ZIP Code
61701

Continue

5. You will then be required to receive a one-time code to validate your identity. You may choose to receive the one-time code via SMS, Voice, or email. Select the delivery method and click **Continue**.

NOTE: *If we do not have your current email address, mobile phone number, or home phone number on file, you will not be able to complete this step. Please call our Customer Care Center at 888-897-2276 for assistance.*

Step 4 of 4

Verification code

A 6-digit code has been sent to your phone number (***) ***-*240.

5 6 0 1 4 2

Code Will Expire In 5 Minutes

Resend code or Change method

Verify

Create your password

Your password must be at least thirteen characters in length.

 Password *

 Confirm Password *

7. On the following screen, you will create your chosen password. Your new password must meet the minimum requirements listed in the next section.

Username and Password Requirements

Username:

Password:

Requirement	Default		Default
Minimum Length	8	Minimum Length	13
Maximum Length	15	Must include a Number	No
Allow Alpha Characters	Yes	Must include an Uppercase	No
Allow Numeric Characters	Yes	Letter Must include a Lowercase	No
Allow Special Characters	Yes	Must include a Non-Alphanumeric	No