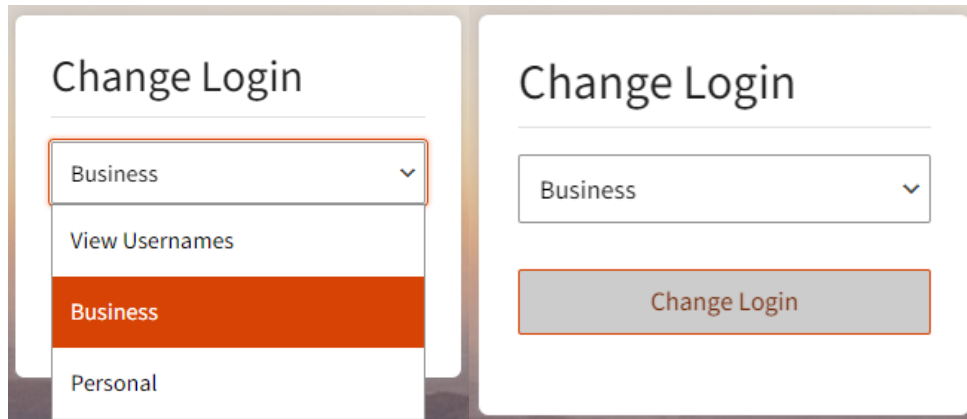# Change Login Guide

Contents

The Change Login feature provides online banking users with the ability to access other profiles via a single login. This feature is ideal for:

- Users who have access to accounts that are owned by different account holders.
- Users who have personal accounts and business accounts where the tax reported owner is the business.
- Bookkeepers and accountants who support more than one business.

! **Important Note:** Users may encounter issues when the username and password for a profile is not synchronized with the credentials used for Change Login. For example, if you change your username or reset your password for a particular profile or have not yet logged in since our upgrade on September 30, it may cause an error. For security purposes, when updating your username or password for any profile, update these credentials for Change Login as well. See Change Login Maintenance for details.

How to Use Change Login

1. Select the profile nickname from the Change Login widget on the Account Summary page.
2. Click the "Change Login" button.

The Account Summary Page will refresh with the accounts owned by the selected profile.

If you had access to more than one profile using a single login prior to September 27, see Converted Users.

For troubleshooting tips, see Change Login Maintenance.

First-Time Workflow for Converted Users

To ensure you have access to all features available for each profile, you may have been converted from one to two or more online banking profiles. If you were converted to two or more profiles, each profile will be available to select from the Change Login widget.

If you have personal accounts and business accounts where the tax-reported owner is the business, your existing username will default to your personal profile. See How to Locate Your New Username for your additional profiles.
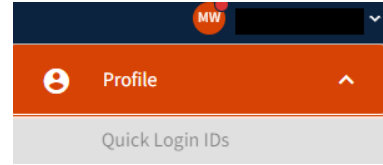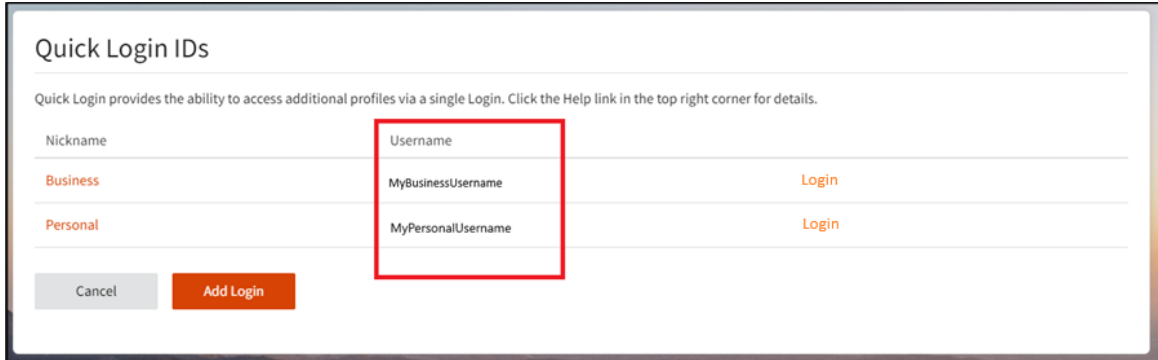
! **Important Note: If you are using Change Login to access 3 or more profiles, the following steps should be repeated for each profile and Change Login set.**
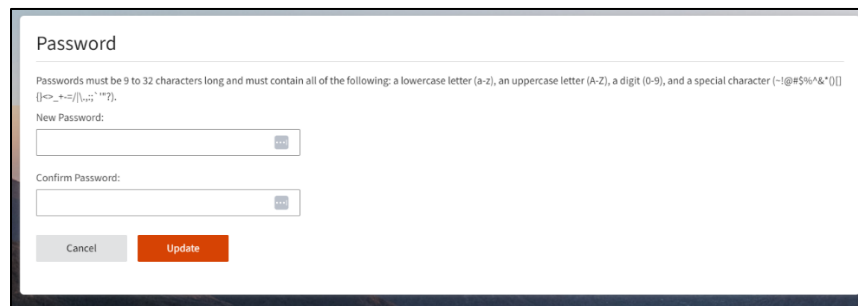
Establish a Permanent Password for Your New Profile

When using this feature for the first time, you will need to complete the following:

1. Click your name in the top right corner.
2. Click the "Profile" and "Quick Login IDs" menu.
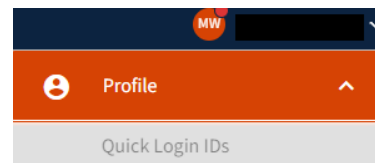3. View the username for each profile on the Quick Login IDs module.

4. Click the Login link to confirm your access to this profile. If you are unsuccessful, click on the Nickname, confirm the Username and reenter your password for the given profile.
5. If you do not know your password, click Forgot Password on the Beneficial State Bank Login Page to reset your password for the given Login Username.
6. Establish a permanent password for your new profile by populating the "Password" and "Confirm Password" fields.
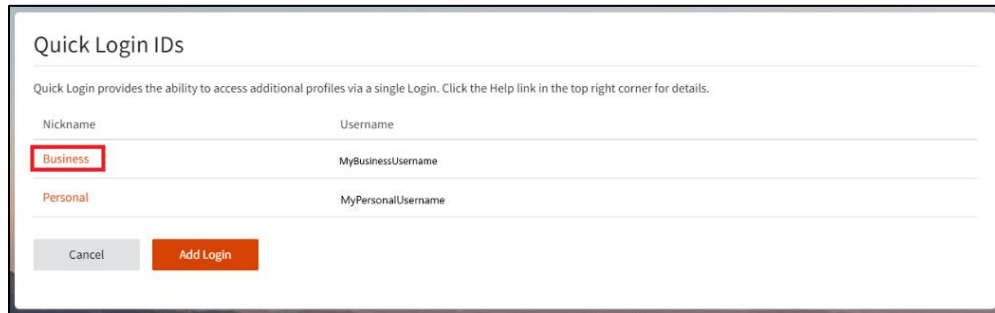

Verify Your Password for Each Profile

For security purposes, you will be required to synch your permanent password for each Change Login profile.

1. Click your name in the top right corner.
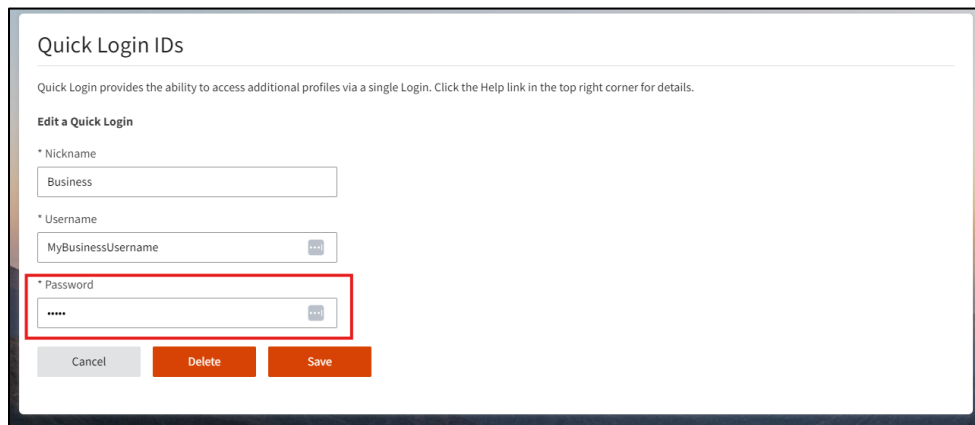2. Click the "Profile" and "Quick Login IDs" menu.
3. Click on the Profile nickname.

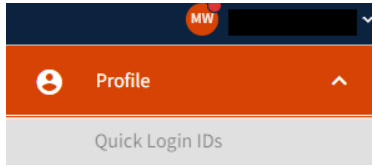4. Enter your permanent password for that profile in the "Password" field.

5. Click the "Save" button.
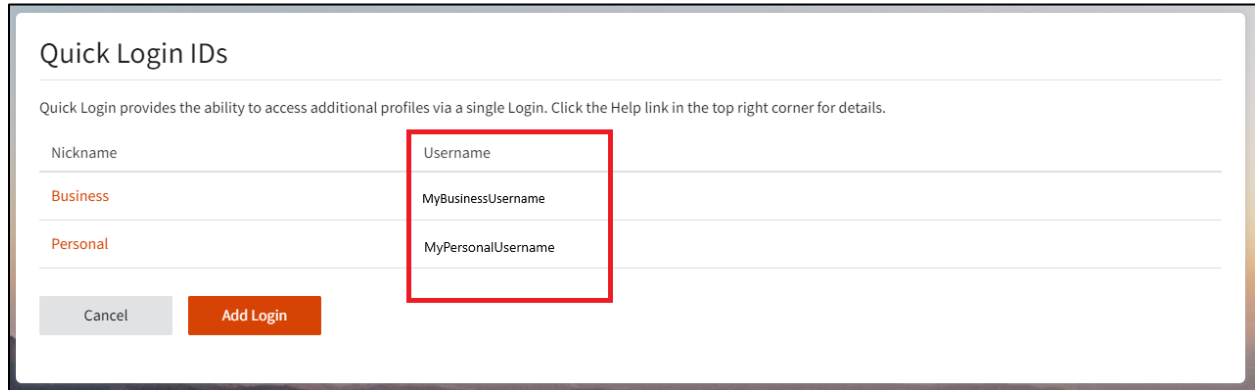
What To Do If You Forgot Your Password

If you forgot the password for a profile, utilize the Forgot Password link on the Beneficial State Bank Log In page to reset your permanent password. See [How to Locate Your New Username](#) to if you do not know the username for your other profile.

How to Locate Your New Username

The locate your username for each profile listed in the Change Login widget:

1. Click your name in the top right corner.
2. Click the "Profile" and "Quick Login IDs" menu.
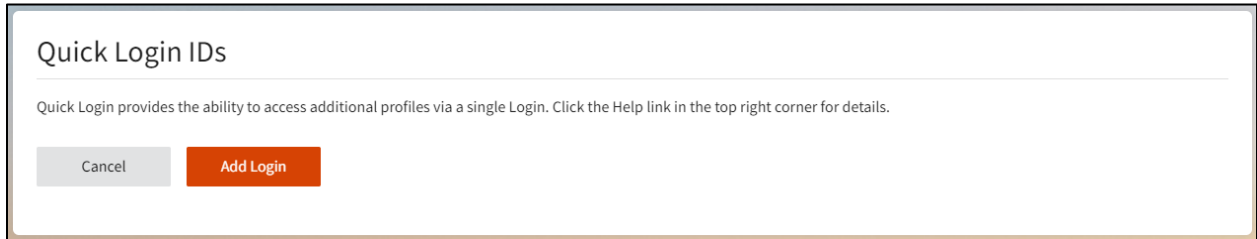3. View the username for each profile on the Quick Login IDs module.

Quick Login IDs

Quick Login provides the ability to access additional profiles via a single Login. Click the Help link in the top right corner for details.

Nickname	Username
Business	MyBusinessUsername
Personal	MyPersonalUsername

Cancel   Add Login

![Beneficial State Bank logo]

Adding Profiles to Change Login

To add a profile for Change Login:

1. Click your name in the top right corner.
2. Click the "Profile" and "Quick Login IDs" menu.
3. Click the "Add Login" button on the Quick Login IDs module.
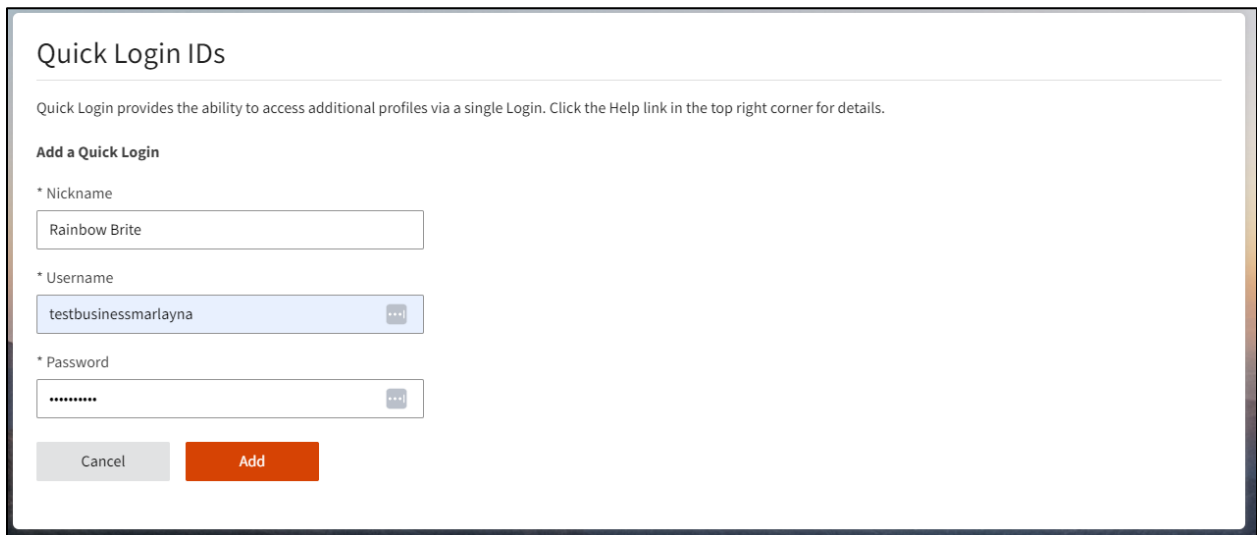
Quick Login IDs

Quick Login provides the ability to access additional profiles via a single Login. Click the Help link in the top right corner for details.

Cancel   Add Login

4. Enter the nickname for the profile you would like to add in the "Nickname" field. This name will be displayed for you to select in the Change Login widget located on the Account Summary page.
5. Enter the username used to log in to the profile you are adding in the "Username" field.
6. Enter the permanent password used to log in to the profile you are adding in the "Password" field.
7. Click the "Add" button.

Quick Login IDs

Quick Login provides the ability to access additional profiles via a single Login. Click the Help link in the top right corner for details.

Add a Quick Login

* Nickname

Rainbow Brite
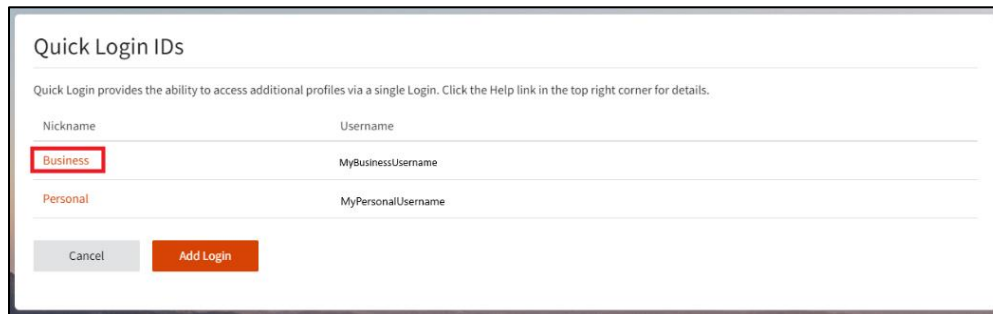
* Username

testbusinessmarlayna

* Password

••••••••••

Cancel   Add

The profile will be available for selection from the Change Login widget on the Account Summary Page.

![Beneficial State Bank logo]

Change Login Maintenance

Most users encounter issues when the username and password for a profile are not synchronized with the credentials used for Change Login. For security purposes, when updating your username or password for any profile, update these credentials for Change Login as well.

1. Click your name in the top right corner.
2. Click the "Profile" and "Quick Login IDs" menu.
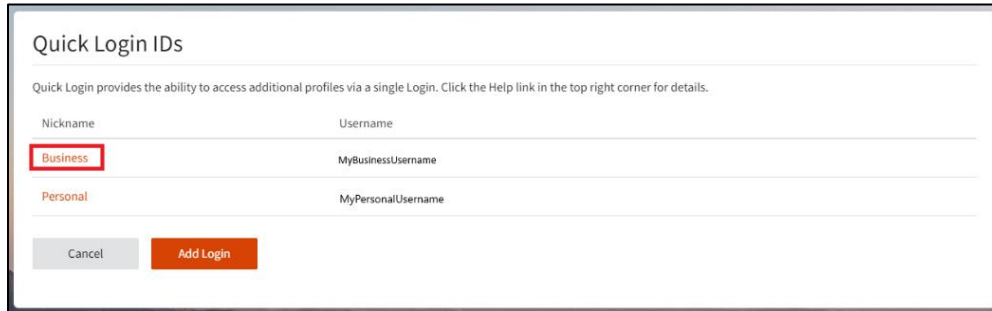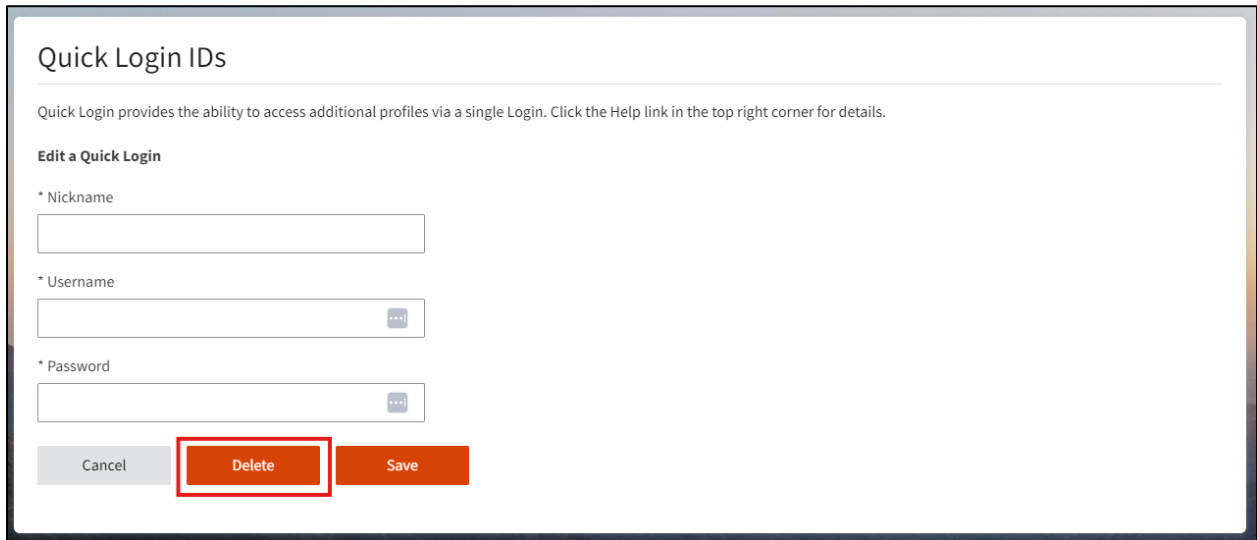3. Click on the Profile nickname.

4. Update the "Nickname" field to change the nickname referenced in the Change Login widget on the Account Summary page.
5. Update the "Username" field if the username for that profile has been updated.
6. Update the "Password" field if the password for that profile has been updated.
7. Establish a permanent password for your new profile by populating the "Password" and "Confirm Password" fields.
8. Click the "Save" button.

If you do not know your password, click Forgot Password on the Beneficial State Bank Login Page to reset your password for the given Username.

Deleting Change Login Profiles

To delete a profile from Change Login:

1. Click your name in the top right corner.
2. Click the "Profile" and "Quick Login IDs" menu.
3. Click on the Profile nickname.

4. Click the "Delete" button.

The profile will no longer be available for selection from the Change Login widget on the Account Summary Page.

QuickBooks Direct Connect for Change Login Users

If you use QuickBooks to access account information, you will need to establish a connection for each username and password. Please see the [QuickBooks Direct Connect Enrollment](#) guide.