

First Time Login with Symantec VIP Access Security Codes

This guide is designed to help you log in to Bank OZK Business Online Banking using the **Symantec VIP Access** app. Users of this guide include clients with Automated Clearing House (ACH), Remote Deposit Capture (RDC), and/or Wires.

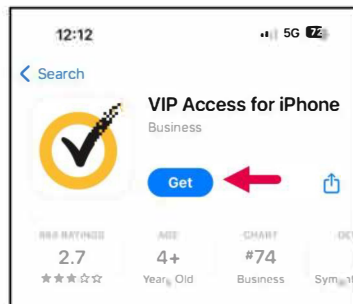
Questions beyond this information should be directed to the Customer Care Center (CCC) 501-319-6138.

NOTE: To ensure maximum security for your account, you must enter a security code each time you log in. The first time you log in, you must enter two security codes.

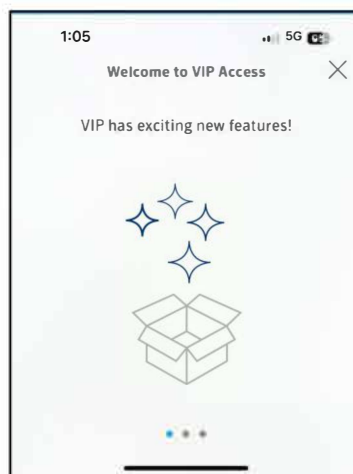
The VIP Access app running on your phone or mobile device provides these security codes.

Connecting your Account to VIP Access

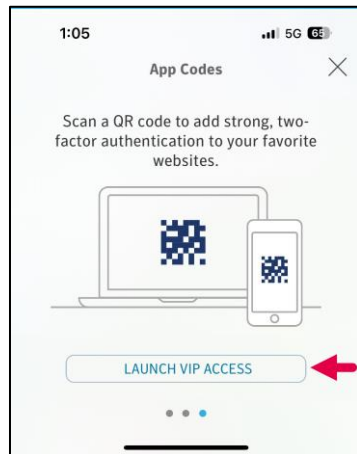
1. In your mobile device's app store, search for **Symantec VIP Access**.
2. Select **VIP Access for iPhone OR VIP Access on Google Play** and download the app.



3. Swipe through the welcome messages.

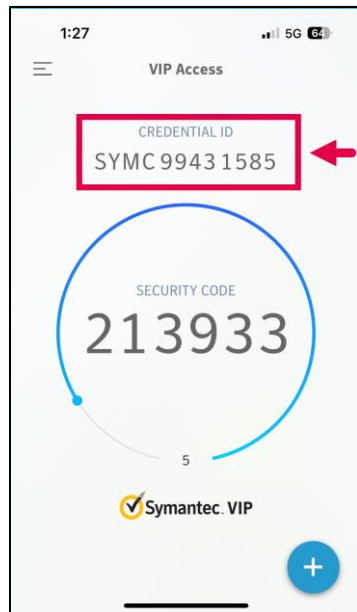


The App Codes screen displays.



4. Tap **Launch VIP Access**.

The VIP Access screen displays.



The Credential ID is your unique identification and will not change. You must connect this ID to your account to log in.

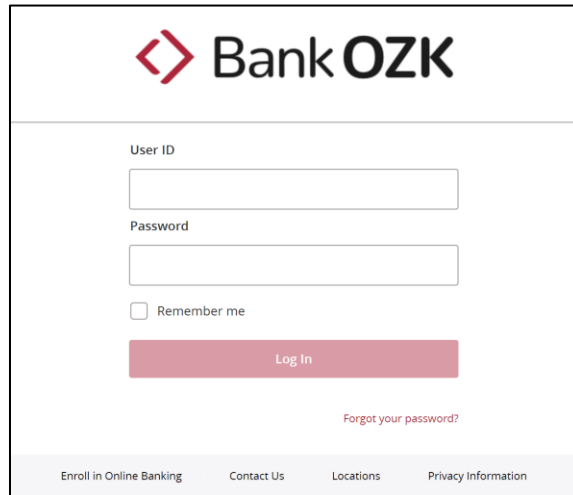
5. Connect your Credential ID to your account.

- Call Bank OZK at 501-319-6138.
- An agent will verify your identity.
- Provide the agent with your Credential ID and they will connect the ID to your account.

Logging in for the First Time

Your account must be connected to VIP Access before completing the steps in this section.

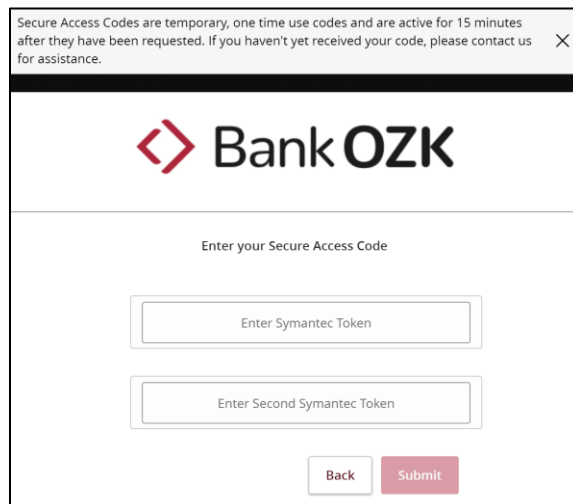
1. Navigate to the Business Online Banking (BOB) login screen.



The screenshot shows the Bank OZK login interface. At the top is the Bank OZK logo. Below it are two input fields: 'User ID' and 'Password'. There is a checkbox labeled 'Remember me' and a red 'Log In' button. A link for 'Forgot your password?' is located below the button. At the bottom, there are four links: 'Enroll in Online Banking', 'Contact Us', 'Locations', and 'Privacy Information'.

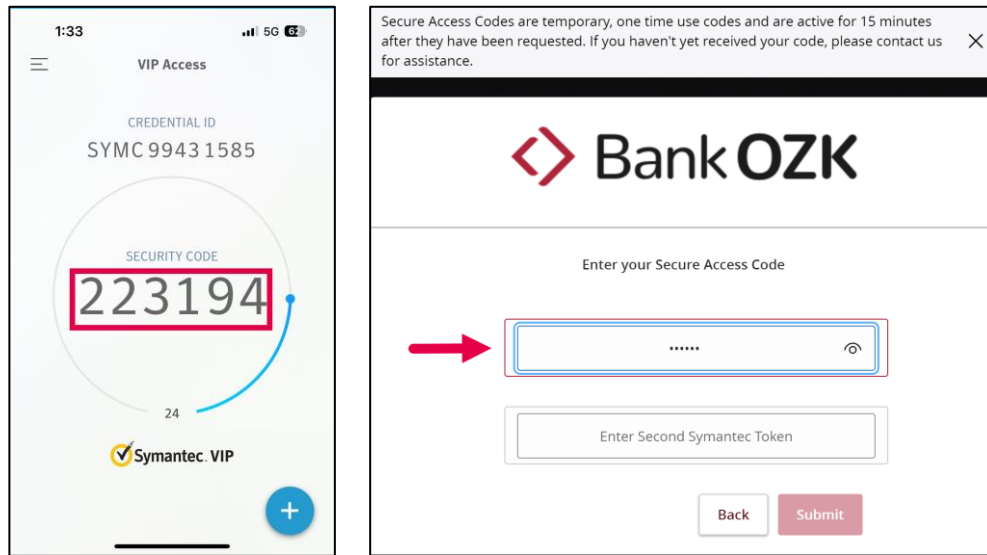
2. Enter your current user ID and password.
3. Click **Log In**.

The Security Code entry screen displays.

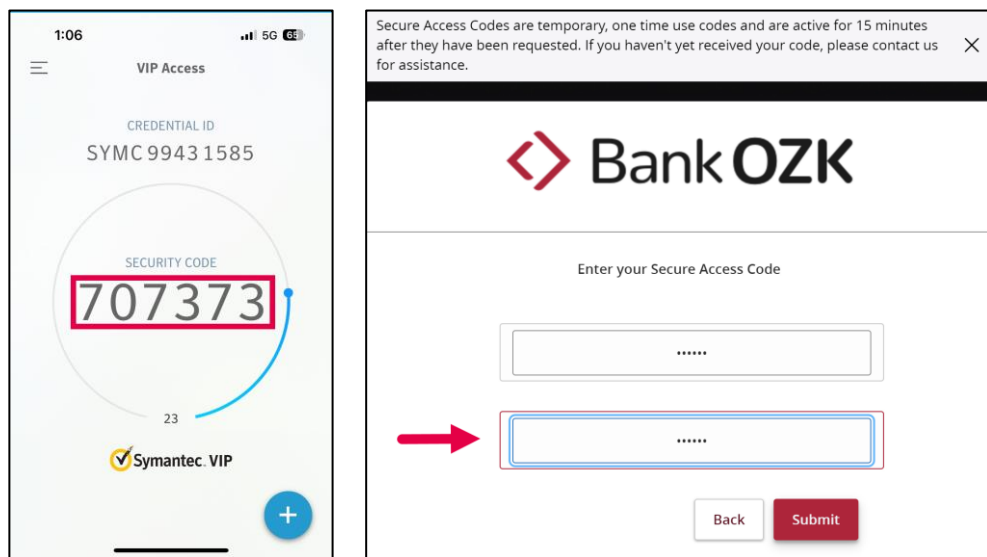


The screenshot shows the Security Code entry screen. At the top, there is a notification banner: 'Secure Access Codes are temporary, one time use codes and are active for 15 minutes after they have been requested. If you haven't yet received your code, please contact us for assistance.' Below the banner is the Bank OZK logo. The main heading is 'Enter your Secure Access Code'. There are two input fields: 'Enter Symantec Token' and 'Enter Second Symantec Token'. At the bottom, there are two buttons: 'Back' and 'Submit'.

4. Enter the Security Code from the VIP Access app.



5. Wait 30 seconds and enter the second code that appears.



6. Select **Submit**.

The Set new password screen displays.

Please set your new password:

Password Requirements:

- Must be between 8 and 15 characters
- Password may not be the same as last 10 passwords.
- May not be the same as current password

Current Password

New Password

Confirm New Password

Back Submit

7. Enter the information to change your password.

8. Select **Submit**.

The Terms and Conditions screen displays.

Bank OZK

Login ✓

Disclaimers

FIRST TIME LOGIN DISCLAIMER

Bank OZK Terms and Conditions

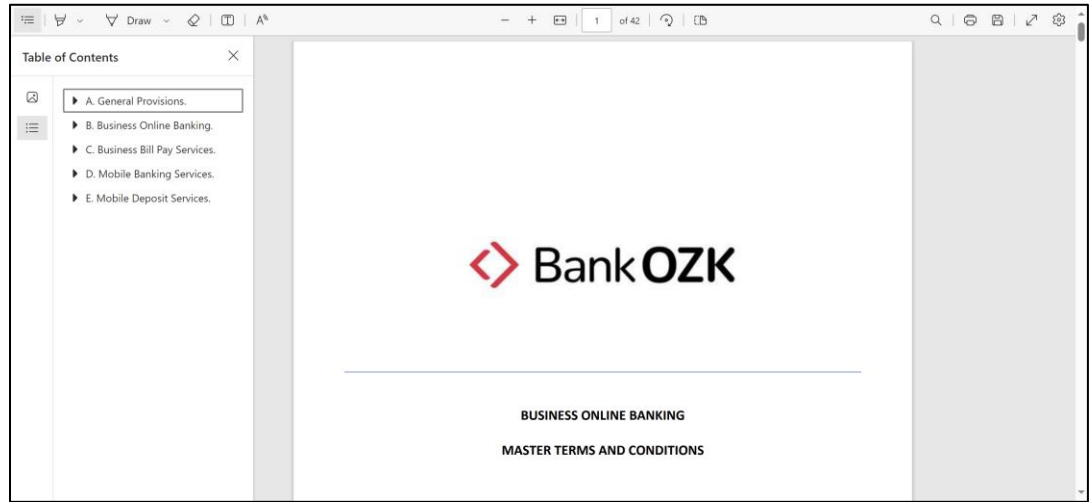
Click on the link below to review the Bank OZK Terms and Conditions, you may also download or print a copy for your records.

[Business Online Terms and Conditions](#)

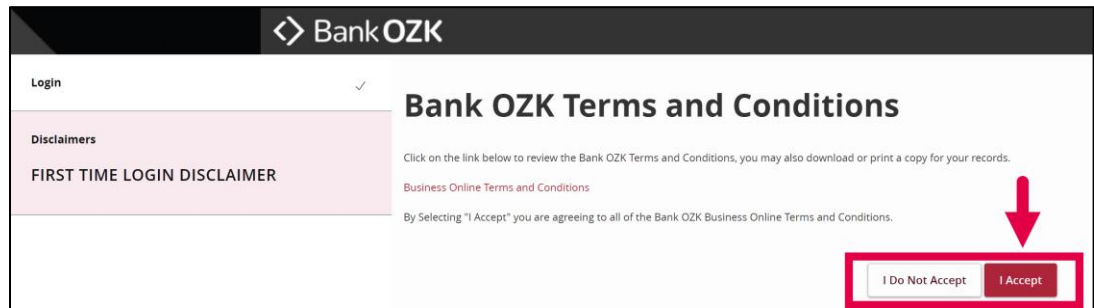
By Selecting "I Accept" you are agreeing to all of the Bank OZK Business Online Terms and Conditions.

I Do Not Accept I Accept

9. Click the link and review the Bank OZK Terms and Conditions.



10. Click **I Accept**.



You have successfully logged in. Welcome to Business Online Banking!

