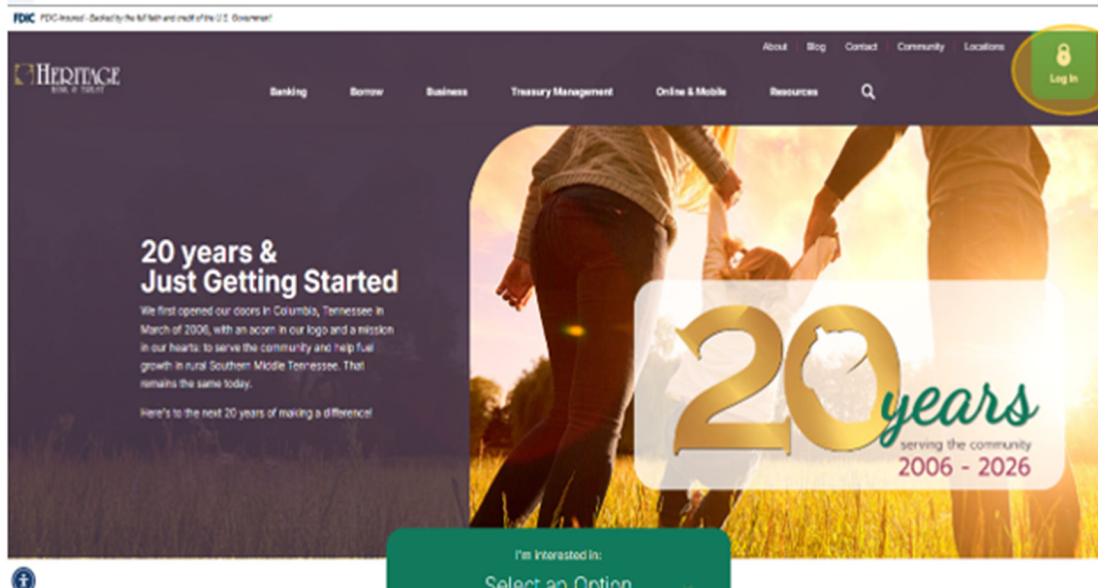


# How to update email address in Online Banking

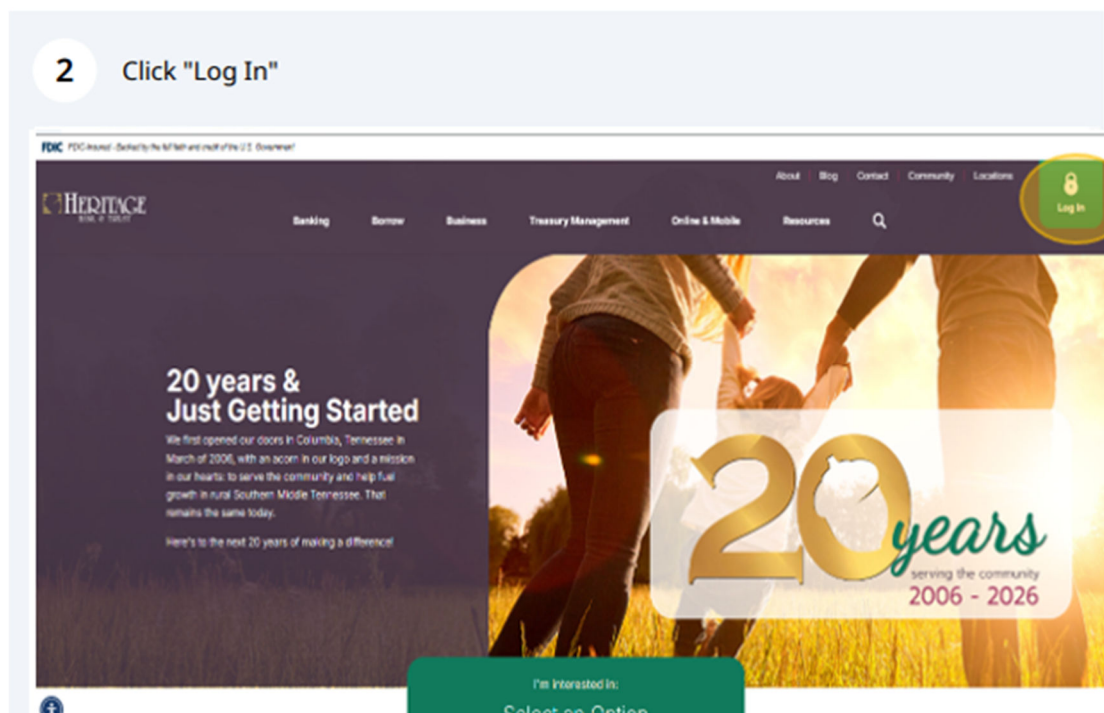
1

Go to <https://heritagebankandtrust.com/>



2

Click "Log In"



3 Click the "Enter Username" field under Personal

The screenshot shows the Heritage Bank & Trust Online Banking login interface. The 'Personal' login section is on the left, and the 'Business' section is on the right. The 'Enter Username' field in the 'Personal' section is highlighted with an orange circle. Below the username field is the 'Enter Password' field, and below that is a green 'Go' button. To the right of the 'Go' button are links for 'Enroll' and 'Forgot your password?'. The 'Business' section has similar fields and a 'Go' button, with a 'Forgot password' link below it. On the far right, there is a 'Mobile Banking' section with a 'Download App' button. The top navigation bar includes links for 'About', 'Blog', 'Contact', 'Community', and 'Locations'. The bottom of the page has a green bar with the text 'Select an Option' and a dropdown arrow.

4 Enter Username and Password

This screenshot shows the same login page as the previous one, but with the username 'mobiletest1' entered in the 'Enter Username' field of the 'Personal' section. The 'Enter Password' field is now active, showing a cursor. The 'Go' button is still highlighted. The 'Business' section remains unchanged. The 'Mobile Banking' section and the top navigation bar are also visible. The bottom green bar with 'Select an Option' is still present.

5 Click "Go"

Banking Borrow Business Treasury Management Online & Mobile Resources

## Online Banking

**Personal**

Enter Username  
mobiletest1

Enter Password  
.....

**Go**

Enroll Forgot your password?

**Business**

Enter Username

Enter Password

**Go**

Forgot password

**Mobile Banking**

Manage your finances wherever, whenever. Use our mobile banking app to check balances, pay bills and more.

**Download App**

Select an Option

6 Click "Profile"

Welcome MOBILE TEST CLIENT1  
Last log in: Dec 17, 2025

Contact Us Locations **Profile** Log out

UNITS TRANSFER BILL PAY MOBILE BANKING

Edit Accounts Print

Available balance \$0.00	Transfer	Recent
Available balance \$1.29	Transfer	Recent
Available balance \$6.40	Transfer	Recent

7

A passcode will be sent to the email address on file. Go to the email to get the passcode.

The screenshot shows the 'Profile' page of the Heritage Bank & Trust website. A modal window titled 'Enter a passcode' is displayed in the center. The modal contains the text: 'Profile changes require additional security challenge. An email with a passcode has been sent to: \*\*\*\*@\*\*\*\*@heritagebankandtrust.com.' Below this text is a text input field for the passcode, followed by 'Continue' and 'Cancel' buttons. An orange circle highlights the passcode input field. The background page shows a sidebar with links: Password, Challenge questions, Email, Phone, Electronic statements, and Mobile banking. At the bottom, there is a footer with links: Help, Disclosures, Locations & Hours, Privacy Policy, Contact Us, and Helpful Information. The footer also includes the text: 'Member FDIC, Equal Housing Lender ®, © 2015-2025 Fiserv, Inc. or its affiliates.'



**Alert!** If you are unable to access the email address on file or do not receive the passcode, contact us at 931-388-1970 or visit a branch near you. For customers that log in using business creditnals, please contact the Treasury Management team to update your information.

- 8 Once the passcode has been entered, click "Edit" to update the email address.

Welcome MOBILE TEST CLIENT1  
Last log-in: Dec 18, 2025

HOME ACCOUNTS TRANSFER BILL PAY MOBILE BANKING

**Profile**

Password

Challenge questions

Email

Phone

Electronic statements

Mobile banking

Member FDIC Equal Housing Lender  
© 2015-2025 Fanny, Inc. or its affiliates.

Help  
Disclosures  
Locations & Hours  
Financial Wellness  
Order Checks

Privacy Policy  
Contact Us  
Helpful Information  
Fraud

- 9 Enter new email address and confirm.

HOME ACCOUNTS TRANSFER BILL PAY MOBILE BANKING

**Profile**

Password

Challenge questions

Email

The email address entered here will be used for Online Banking correspondence including a temporary password in the event the forgot Password link is used. Select an email address that you will be able to access.

Email address TMB@heritagebankandtrust.com

New email address \* andian@heritagebankandtrust.com

Confirm email address \*

\* Indicates required field

Phone

Electronic statements

Mobile banking

## 10 Click "Save"

Password [Edit](#)

Challenge questions [Edit](#)

Email

The email address entered here will be used for Online Banking correspondence including a temporary password in the event the Forgot Password link is used. Select an email address that you will be able to access.

Email address TM@heritagebankandtrust.com

New email address \*

Confirm email address \*

\* Indicates required field

[Save](#) [Cancel](#)

Phone [Edit](#)

Electronic statements [Edit](#)

Mobile banking [Enroll](#)



**Alert!** If you are unable to access the email address on file or do not receive the passcode, contact us at 931-388-1970 or visit a branch near you. For customers that log in using business creditnals, please contact the Treasury Management team to update your information.