



Butterfield

# Shore Online Banking Getting Started

September 2019

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## What you need to get started on Shore

1. User ID and password
2. RSA SecurID token



\*If you have not received these items, please contact your relationship manager for assistance.

3. Access to Internet Explorer (Shore is not compatible with any other browser)



Getting started  
on Shore



Getting started:  
Layers of security  
explained

## Background information

To maximise your security, Shore online banking is supported by two layers of security with different looks:

### RSA 'token' screen

The screenshot shows the RSA SecurID login interface. At the top left is the Butterfield logo. To the right is the RSA SecurID logo. Below the logo is the text: "Your Passcode is a combination of your PIN immediately followed by the 6 digit token number. There should be no gap between the PIN and token number." Below this is a section for "Care" instructions: "\*\* Care \*\* When logging in for the FIRST TIME you will be required to input the token number only. You will then be prompted to create a PIN. Thereafter, you will log in using both the PIN and token number." There is a link "Click here for login instructions". Below are two input fields: "User name:" and "PIN and token number:". A "Log On" button is at the bottom right. At the very bottom is a small disclaimer: "This computer system, including all related equipment, systems, networks and devices (specifically including Internet access), are provided only for authorized Butterfield Bank (Guernsey) Limited use only. This computer system may be monitored for all lawful purposes, including ensuring that its use is authorized for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability and operational security. All information, including personal information, placed on or sent over this system may be monitored. Use of these computer systems, authorized or unauthorized, constitutes consent to monitoring of this system. Unauthorized use may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, civil, criminal or other action. This system is provided by: Butterfield Bank (Guernsey) Limited, PO Box 253, Martello Court, St. Peter Port, Guernsey, Channel Islands, GY1 3QJ."

### Shore 'password' screen

The screenshot shows the Shore 'password' login interface. At the top left is the Butterfield logo. To the right is the RSA SecurID logo. Below the logo is the text: "Butterfield Bank (Guernsey) Limited Online Banking". Below this is a warning: "In order to prevent possible fraudulent activity on your account(s), if you receive any requests from Butterfield Bank (Guernsey) Limited to provide information regarding your account, including logon details and passwords, please contact your Client Relationship Officer to confirm the authenticity of the request." Below this is the instruction: "To enter please type your Login and Password and click Enter." At the bottom is a login box with "Login" and "Password" input fields and an "Enter" button.

Before you can start using Shore to view or input transactions, you will need to choose a PIN which will be used in conjunction with your RSA SecurID token. You will need to choose a new Shore password.

Follow the steps on [pages 4 to 6](#) to complete the security set up process

## Choose a PIN

1. Go to website:  
<https://shore.butterfield.gg>

2. Insert your User ID in  
the User name box

3. Insert the token number  
(6 digit rolling number  
from your RSA SecurID  
token)



4. Click log on

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**RSA SecurID**

Your Passcode is a combination of your PIN immediately followed by the 6 digit token number. There should be no gap between the PIN and token number.

**\*\* Care \*\***

When logging in for the **FIRST TIME** you will be required to input the token number only.  
You will then be prompted to create a PIN.  
Thereafter, you will log in using both the PIN and token number.

[Click here for login instructions](#)

User name:

PIN and token number:

[Log On](#)

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Getting started  
security layer 1:  
*Choosing and confirming  
your PIN*

Choose a PIN (continued)

5. Choose and insert PIN (between 4 and 8 digits)

6. Confirm PIN

7. Click Log On

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RSA SecurID

**PINs must contain 4 to 8 characters and digits.**

Enter your new PIN, then click Log On.

New PIN:

Confirm New PIN:

[Log On](#) [Cancel](#)

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Getting started  
security layer 1:  
*Choosing and confirming  
your PIN*



# Getting started security layer 1: *Choosing and confirming your PIN*

## Confirm your PIN

8. Insert your User ID

9. Insert your PIN (as set up in steps 5 and 6) immediately followed by the 6 digit token number. There should be no gap between the PIN and token number



7. Click Log On

**RSA SecurID**

**Butterfield** 

**105: New PIN accepted. You must authenticate using your new PIN. Wait for the number to change on your token and then enter it in the space provided.**

Your Passcode is a combination of your PIN immediately followed by the 6 digit token number. There should be no gap between the PIN and token number.

**\*\* Care \*\***

When logging in for the **FIRST TIME** you will be required to input the token number only. You will then be prompted to create a PIN. Thereafter, you will log in using both the PIN and token number.

[Click here for login instructions](#)

User name:

PIN and token number:

[Log On](#)

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Choose a password

11. Insert your USER ID

12. Insert the password provided by us

13. Click Enter

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**Butterfield Bank (Guernsey) Limited  
Online Banking**

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To enter please type your Login and Password and click Enter.

Login

Password

Getting started  
security layer 2:  
*Choosing and confirming  
your password*

## Getting started security layer 2: *Choosing and confirming your password*

### Choose a password (continued)

Tips on creating a new password  
Use 10 to 12 alpha numeric characters  
Include at least 1 lower case character  
Include at least 1 uppercase character  
Include at least 1 numeric character

14. Re-insert the password provided by us

15. Choose and insert a new password – see tips below

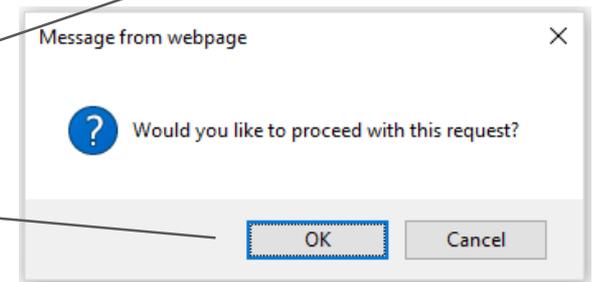
16. Re-insert new password

17. Click update

18. Click OK

19. Password updated – click OK

A screenshot of a password change form. It features three input fields labeled "Current Password", "New Password", and "Repeat Password". Below the fields are two buttons: "Update" and "Clear". Lines connect the numbered instructions on the left to the corresponding fields and buttons.



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Log into Shore with your new password

20. Insert your User ID

21. Insert you new password that you created in steps 15 and 16.

22. Click Enter to log in

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**Butterfield Bank (Guernsey) Limited  
Online Banking**

In order to prevent possible fraudulent activity on your account(s), if you receive any requests from Butterfield Bank (Guernsey) Limited to provide information regarding your account, including logon details and passwords, please contact your Client Relationship Officer to confirm the authenticity of the request.

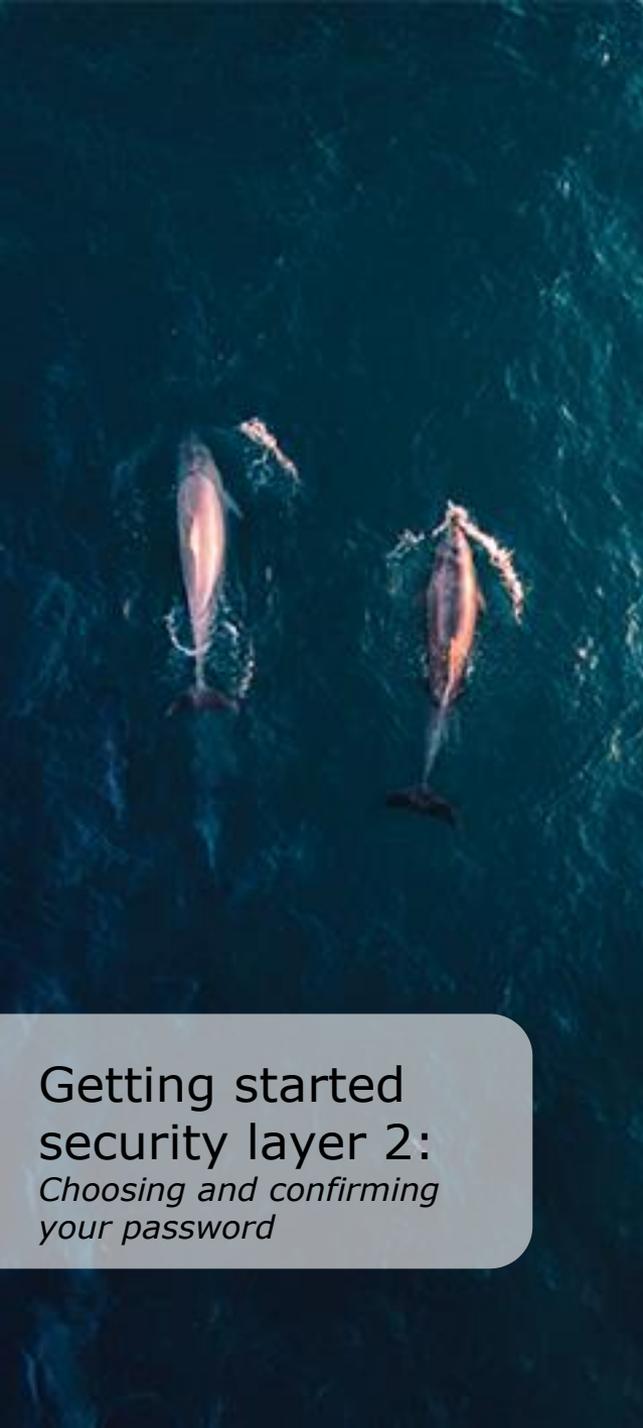
To enter please type your Login and Password and click Enter.

Login

Password

Enter

**Getting started:**  
*Log into Shore to view or input transactions*



Getting started  
security layer 2:  
Choosing and confirming  
your password

## Getting started with Shore enquiries

To make enquiries, click Select Customer

Welcome  
Butterfield  Shore

- Home
- Select Customer
- Transactions
- Valuations
- Search Functions
- General
- Downloads
- Terms & Conditions
- Sign Off

### Welcome to Butterfield Bank (Guernsey) Limited



Welcome. You last logged on at 09:13 on 28-08-2019.  
Your last unsuccessful login was at 14:35 on 09-08-2019.

You have no new messages

If an account number or reference number is underlined you can click on it to drill down further.

### Customer Selection

Selection options: Field: Short Name Operator: CONTAINS Criteria: Search

Records Displayed 1 To 20. Records Available : 295

Customer Number	Short Name	Name
<u>10000000</u>	Water Holdings Limited	Water Holdings Limited
<u>10000001</u>	PrasadPat Trust aka P&C Trust	PrasadPat Trust Ltd aka trustee of PrasadPat Trust Limited aka trustee
<u>10000002</u>	PrasadPat aka Prasad Family Trust	PrasadPat Trust Limited aka trustee
<u>10000003</u>	Topland Limited	Topland Limited
<u>10000004</u>	Woods Holdings Limited	Woods Holdings Limited
<u>10000005</u>	LSP Redbank Limited	LSP Redbank Limited
<u>10000006</u>	Red Lion House Limited	Red Lion House Limited
<u>10000007</u>	KCE Financial Limited	KCE Financial Limited
<u>10000008</u>	L Financial Limited	L Financial Limited
<u>10000009</u>	Pradeep Anand Singh Bhambhani Dis	Pradeep Trustees Ltd aka The Anand
<u>10000010</u>	Pradeep Babu Singh Bhambhani Dis	Pradeep Trustees Ltd aka The Babu
<u>10000011</u>	Pradeep Sagar Singh Bhambhani Dis	Pradeep Trustees Ltd aka The Sagar

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## Tips and useful information

### 1. What is a passcode?

PIN and token number = Passcode



### 2. Token number

The token number refreshes every 60 seconds. For security reasons, you are restricted from using the same token number twice. Should you need to repeat any step involving the token number, you should wait until the number has changed.

### 3. Choosing a Shore password

For security reasons, your password should consist of:

- 10 to 12 alpha numeric characters
- 1 lower case character
- 1 upper case character
- 1 numeric character



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(Guernsey) Limited (formally  
Butterfield Bank (Channel  
Islands) Limited)

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