

# Hilliard Lyons Trust

## Client Information Portal

The **Client Information Portal** provides on-line access to your Hilliard Lyons Trust Company account. To request access, contact your Trust Officer or Portfolio Manager.

### **Log into the Client Information Portal**

- Receive Access ID and initial Password via separate emails from our provider, FIS.
- Visit [hilliardtrust.com](http://hilliardtrust.com) and click on the “LOGIN TO YOUR ACCOUNT” button.
- Follow the enrollment process by answering the questions presented to establish your secured access and create your new password.
- Your password must be 8 to 24 characters long. It must contain a mix of at least 3 of the following:
  - Numbers
  - Uppercase letters
  - Lowercase letters
  - Special characters

### **System Recommendations**

1. Pentium Dual-Core/Athlon X2 minimum, Core 2 Duo/Athlon II X2 or higher recommended
2. 1024 x 768 or greater resolution
3. RAM 1G required minimum, 2G recommended
4. Additional software Microsoft® Excel® 2003, 2007 or 2010 Adobe® Acrobat® Reader 11.0 or newer

### **Supported Browsers & Supported Operating Systems**

Edge -Windows 10

Internet Explorer\*-Windows 7, Windows 8, Windows 8.1, Windows 10

Firefox -Windows 7, Windows 8, Windows 8.1, Windows 10

Chrome -Windows 7, Windows 8, Windows 8.1, Windows 10

Safari -Mac OS X 10.13 “Catalina”

iOS iPad 2, 3 and 4

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[hilliardtrust.com](http://hilliardtrust.com)

### **Questions?**

Account specific questions should be directed to your Trust Officer or Portfolio Manager. Contact information for each is available at [hilliardtrust.com](http://hilliardtrust.com).

For help with passwords or computer technology, contact our technology support group at 877.266.1244

**Technology Support is available to assist weekdays 7:30 a.m. – 5:00 p.m.**

*\*Client Information Portal may not be compatible using Internet Explorer on tablets or other mobile devices.*