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

**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.*

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