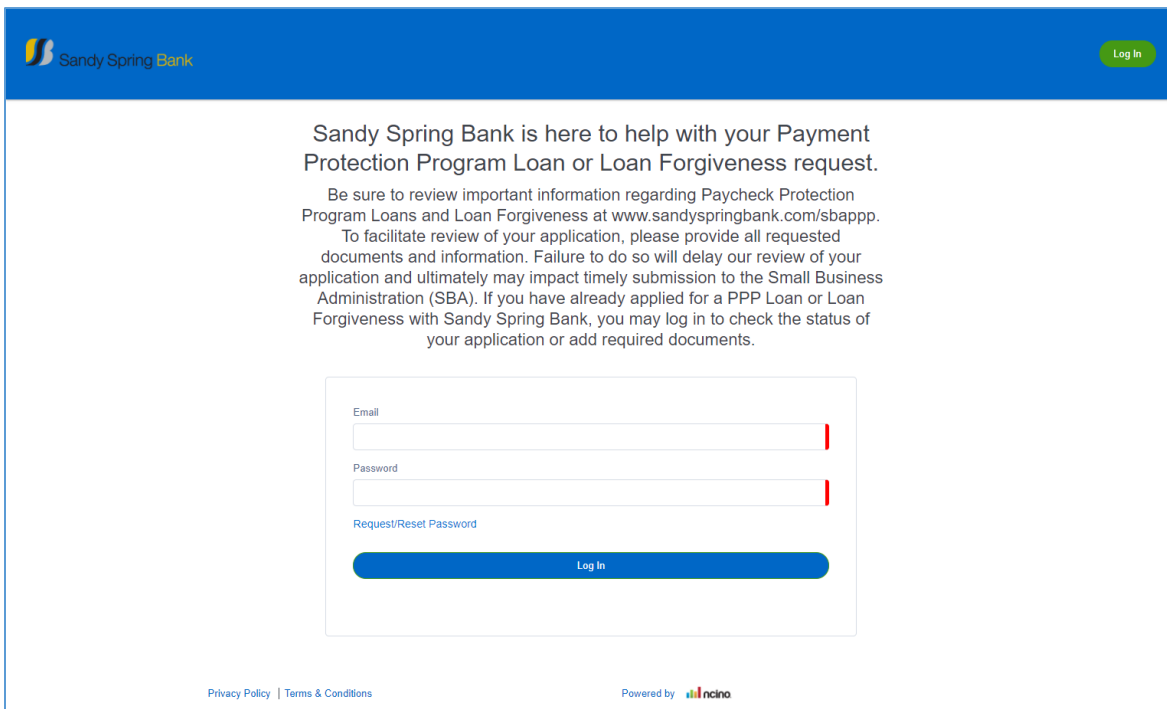


Resetting or Requesting your Portal Password

If you have never logged into the Sandy Spring Bank PPP loan application portal, if you've forgotten your password, or if it has been more than 90 days since you logged into the portal, follow these instructions to request a new password or reset your password.

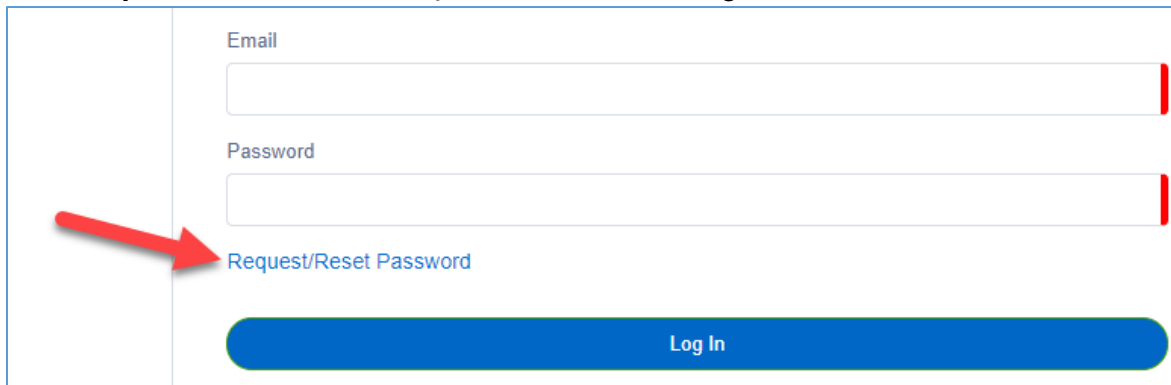
Important: Please whitelist or add **pppqa@sandyspringbank.com** to your safe senders or contacts to ensure the password reset email does not go to your spam folder.

From the invitation email, click on the link to access the login page of the portal.



The screenshot shows the Sandy Spring Bank login portal. At the top left is the bank's logo and name. At the top right is a "Log In" button. The main content area contains a welcome message and instructions. Below the text is a login form with three input fields: "Email", "Password", and "Request/Reset Password". A blue "Log In" button is positioned below the "Request/Reset Password" field. At the bottom of the page, there are links for "Privacy Policy" and "Terms & Conditions", and a note "Powered by nino".

Click **Request/Reset Password** just above the blue **Log In** button.



This close-up view of the login form highlights the "Request/Reset Password" link. A red arrow points from the left towards the text "Request/Reset Password", which is located directly above the blue "Log In" button. The "Email" and "Password" input fields are also visible above the link.

This takes you to the “Need to Request or Reset your password?” page.

Enter the authorized signer’s email address, and click **Request/Reset Password**.

Need to Request or Reset your password?

Submit your email below to receive a link to request/reset it.


Email

Request/Reset Password

A confirmation page displays.

Need to Request or Reset your password?

Submit your email below to receive a link to request/reset it.

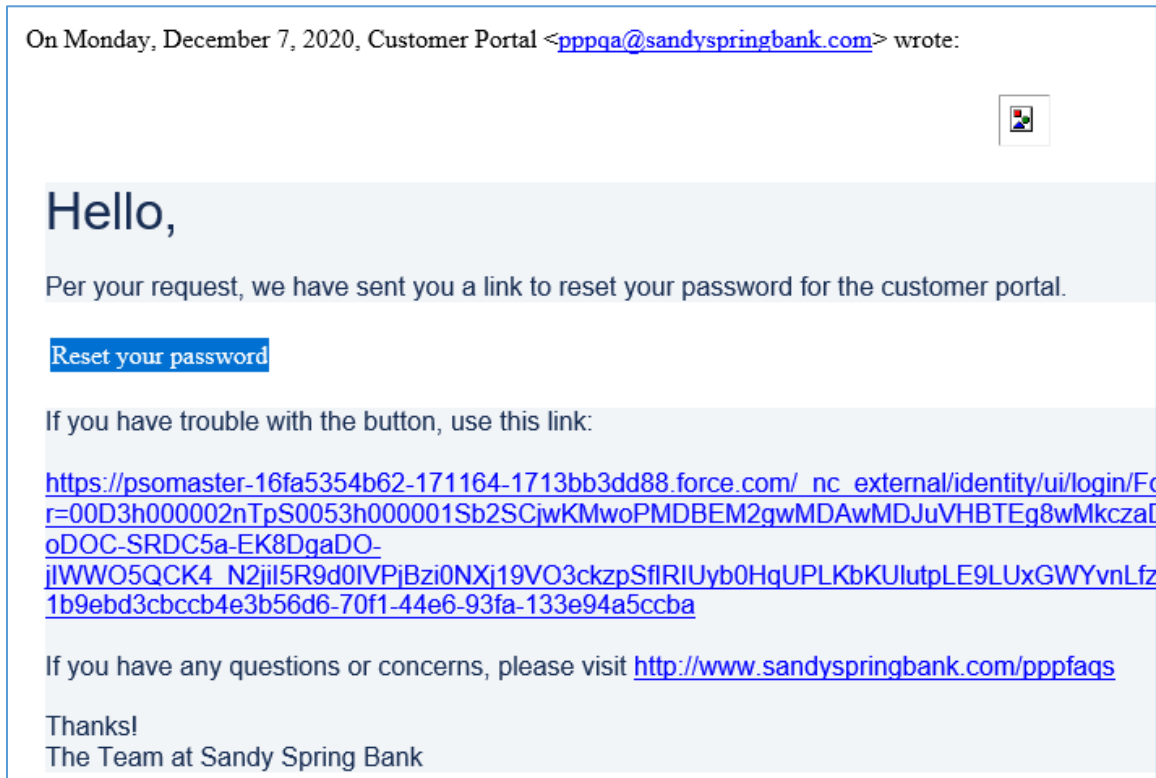


An email is on the way

We just sent a password reset email to the email you provided. A link will be included to set your new password.

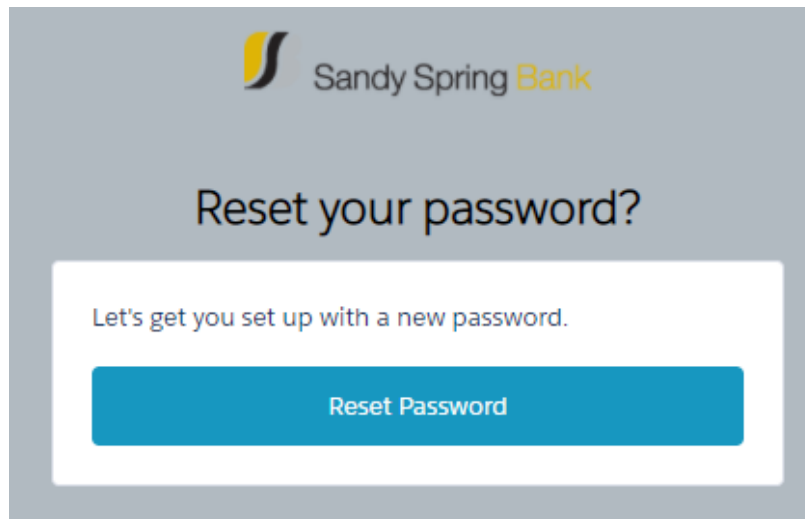
The system validates the email address to make sure it already exists in the system. Once validated, it will send a password request/reset email to the email address specified.

The email will come from "Customer Portal <pppqa@sandyspringbank.com>" and look like this:

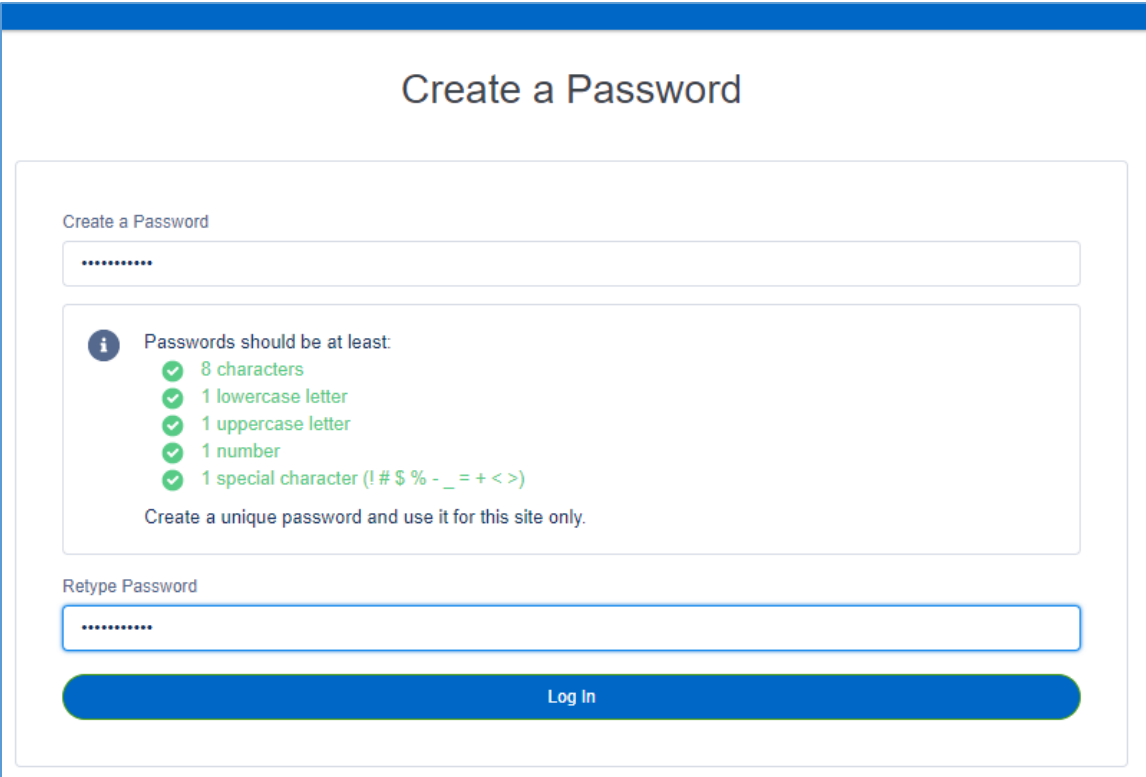


Click the blue **Reset your password** button or copy the long URL address and paste it into your web browser.

This takes you to the "Reset your password?" page.



Click the **Reset Password** button, and the **Create a Password** page displays. Following the guidance on the page, create a new password, and then retype the same password. Click **Log In**.



Create a Password

Create a Password

.....

i Passwords should be at least:

- ✓ 8 characters
- ✓ 1 lowercase letter
- ✓ 1 uppercase letter
- ✓ 1 number
- ✓ 1 special character (! # \$ % - _ = + < >)

Create a unique password and use it for this site only.

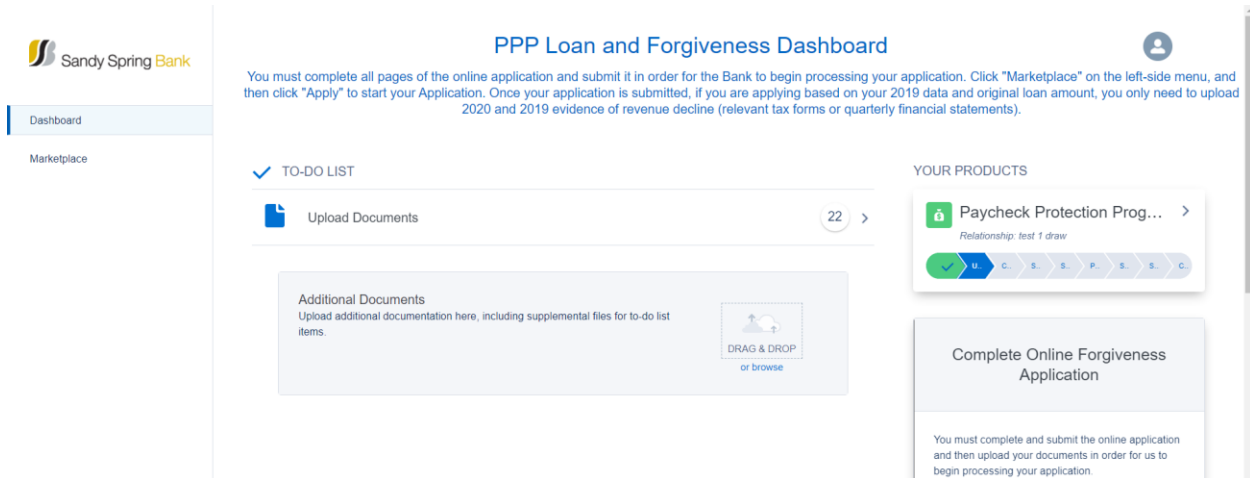
Retype Password

.....

Log In

PPP LOAN APPLICATION PORTAL INSTRUCTIONS

You are now logged into the portal and your dashboard/home page displays.



The screenshot shows the 'PPP Loan and Forgiveness Dashboard' for Sandy Spring Bank. On the left is a navigation menu with 'Dashboard' and 'Marketplace'. The main content area has a title 'PPP Loan and Forgiveness Dashboard' and a user profile icon. Below the title is a paragraph of instructions: 'You must complete all pages of the online application and submit it in order for the Bank to begin processing your application. Click "Marketplace" on the left-side menu, and then click "Apply" to start your Application. Once your application is submitted, if you are applying based on your 2019 data and original loan amount, you only need to upload 2020 and 2019 evidence of revenue decline (relevant tax forms or quarterly financial statements).' Below this is a 'TO-DO LIST' section with a checkmark icon and the text 'Upload Documents' followed by a '22' in a circle and a right arrow. Underneath is a box for 'Additional Documents' with the text 'Upload additional documentation here, including supplemental files for to-do list items' and a 'DRAG & DROP or browse' button with an upload icon. To the right is a 'YOUR PRODUCTS' section with a 'Paycheck Protection Prog...' card showing a progress bar with steps U, C, S, S, P, S, S, C. Below that is a 'Complete Online Forgiveness Application' card with the text: 'You must complete and submit the online application and then upload your documents in order for us to begin processing your application.'

Updated 3/10/2021