



## BUSINESS ONLINE BANKING SYSTEM UPGRADE GUIDE

### Business Online Banking

- As part of our upgrade we are introducing the new Business Online Banking. Business Online Banking will have features and functionality designed specifically for businesses. It will help you save time, improve cash flow and streamline cash management procedures, all in a fully secure environment.
- Go to [firstbankofberne.com](http://firstbankofberne.com) and click on “Log in”. If you currently have an online ID for your business, you will select business from the log in menu and enter it in the Access ID field.
- Enter your temporary password, which is the last four digits of the TIN number. You will be prompted to change your password and set up your security questions during your first login.

#### **Skip these steps if you do not have a security token.**

##### **Security Token Registration Instructions**

- Enter Serial Number on back, DO NOT include the hyphens
- Click the button on your token and enter the 10 digit One Time Password (OTP) that appears
- Enter a 4 digit PIN of your choice
- E-mail address should fill in automatically, if not, enter your e-mail address
- Enter secret question of your choice, along with the answer to your question. Click “submit.”
- The system will confirm your successful enrollment
- **The next time you log in, your password will be the 8 digit OTP with your 4 digit PIN added to the end. Example: 051157371111**  
Token OTP PIN
- Next time you login, after putting in your token password, the system will give you a “site authentication value.” Hit the button on your token again and the 4 digits that appear should match the site authentication value. If so, hit “ok” to log in.

- Transaction history from April 7, 2016 through October 7, 2016 will be available in the new online banking, however check images will not be available. Older transaction history can be accessed via your statement.
- Existing check images will not transfer to the new online banking system. Checks processed after October 10<sup>th</sup> will appear on the new online banking.
- Account-to-account transfers, including those to make loan payments, will transition to the new online banking. However, it is recommended that you review your transfer schedule to ensure the information was transitioned correctly.
- Alerts will not transition to the new online banking. You will be required to set up new alerts in the new system

### **Business Bill Pay**

- Once you have logged into the new business online banking click on the Bill Pay tab. You will be presented with a new Terms of Service and Privacy Policy, after accepting those you will be directed to the Payment Center if you have existing payees or you will be prompted to create payees.
- Your existing payees will transfer, however they will not be loaded into the new system until the morning of Tuesday, October 11<sup>th</sup>. It is recommended that you review your payees to ensure the information is correct.
- Single payments, scheduled recurring payments, and payment history will not transition into the new business bill pay.

### **Business Mobile Banking**

- Our all new FBB Business Mobile Banking App will be available on October 11<sup>th</sup>.
- Prior to downloading the new app, you will need to sign up for mobile banking through online banking via a desktop computer. Once sign up is complete, you will be able to download our new Business Mobile Banking App once it is available. Simply search for First Bank of Berne within your app store, be sure to select the business app.



- Please be sure to delete the old Mobile Banking App (if you are a current Mobile Banking App user) once you have the new Business Mobile Banking App downloaded.



- The new Business Mobile Banking App allows you to review transfers and payments, approve transactions, deposit checks, and even help protect your company from fraud by reviewing Positive Pay exceptions.
- Mobile Deposit allows you to deposit checks securely anytime, anywhere, using First Bank of Berne's Mobile Banking App. Simply enter the amount, snap a photo of the front and back of the check and click deposit.

### **Statements**

- All customers will receive a paper statement mailed to them with a cut-off date of Friday, October 7<sup>th</sup>, even if you typically receive e-statements you will receive a paper statement in the mail

E-statements prior to June 30, 2016 will be available via in the new online banking with statements after June 30<sup>th</sup> to become available soon after.