

BrannenBank

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Frequently Asked Questions – First Time Login

Q: How do I access the new Digital Banking and will my username and password remain the same?

A: For early login you will be able to access our new Digital Banking platform at <http://new.brannenbanks.com>

Your user name will remain the same however your password has been changed. Please check your email for correspondence from the bank containing details about your username and password.

If you need additional assistance accessing our new Digital Banking platform for the first time please call 352-726-1221, option 0.

Q: What steps do I need to complete to successfully login to the new Digital Banking platform for the first time?

A: You will be asked to complete the following steps:

Step 1: Enter your Username and Password received from the bank.

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Log in to my account

Username

Password

[SHOW](#)

Login

[I can't access my account](#)

Brannen Bank is excited to announce the launch of our new Digital Banking platform!

For frequently asked questions and helpful step-by-step guides related to our new Digital Banking products, please visit www.brannenbanks.com/help.



FDIC

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Step 2: Accept the terms and conditions

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Logout

Terms and conditions

[Show the terms and conditions](#)

You must accept the terms and conditions to continue.

Step 3: Update your password.

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Improve your security.

We notice you need to create a stronger password.

Update your password

New password

✓ Minimum of 8 characters

✓ Minimum of 1 letter

✓ Minimum of 1 number

✓ Minimum of 1 special character

Retype password

✓ Passwords must match

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Step 4: Verify your contact information. If you do not have access to your email you may add a phone number to receive your access code. We strongly encourage you to add your mobile number to receive your access code via text messaging. This will save you time should you need assistance in the future.

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Verify your contact information

Select where you would like to receive your verification code to confirm your contact information. If there is a login from a device we don't recognize, we'll contact you.

⚠ Where should we send the access code?

Add another way to reach you:

[+ Add your phone number](#)

Step 5: Enter your one time passcode received via your chosen method and make your device registration selection.

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Verify your contact information

📞 Within a minute, you'll receive a verification code at

Enter access code

[▶ Didn't get the access code?](#)

💡 Save time by registering this device.

If this is your personal device, register it now. We won't need to contact you the next time you log in.

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Success! You should now be at your Digital Banking home page and be able to view your accounts.

The screenshot shows the BrannenBank digital banking interface. At the top, the BrannenBank logo is displayed with the tagline "- Financial Solutions Since 1926 -". To the right of the logo are links for "My Settings", "Help", "Support", and "Logout". Below the logo, a blue navigation bar contains "My Accounts" and "Move Money". The main content area is divided into two sections. On the left, under the "My Accounts" header, there are four account types listed: "Checking Account", "Emergency Account", "Spending Account", and "HSA Family". Each account type has a "Quick peek" link and a balance display. The "Checking Account" and "Emergency Account" show a balance of "**\$". The "Spending Account" shows a balance of "\$1". The "HSA Family" account shows a balance of "**\$". On the right, there is a section titled "Accounts Missing?" with a message: "If you're missing an account from your profile, please contact us at 352-726-1221." Below this message is a calendar for November 2020, with the date 27 highlighted. The calendar shows the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and the dates (1 through 30). The date 27 is highlighted with a blue box. In the top right corner of the main content area, it says "Last Visit Nov 27, 2020".

Q: What happens if I do not have access to the email address provided and cannot add a phone number on my first login attempt OR I have not received my access code?

A: Please contact your local Brannen Bank representative for further assistance. You may contact us at 352-726-1221 Option 0 and then Option 1.