

BrannenBank

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Frequently Asked Questions – First Time Login for Existing Users

Q: Why is my Online Banking changing?

A: Our existing online banking platform is no longer available. We have changed our platform provider giving you a completely updated look and feel with easy navigation windows and increased security features.

The screenshot displays the BrannenBank online banking dashboard. At the top, the BrannenBank logo and tagline are visible. The navigation bar includes links for My Accounts, Bill Pay, Move Money, and Additional Services. The main content area is divided into several sections:

- My Accounts:** A table listing four account types with their available and current balances. A 'BALANCE TOTALS' section shows a total of \$5,492.50 for all deposit accounts.
- Bill Pay:** A section promoting fast and easy bill payment with a 'Sign up for payments' button.
- Accounts Missing?:** A notice for users missing accounts from their profile.
- Calendar:** A calendar for November 2020 with the 3rd highlighted.
- Calculator:** A simple calculator with buttons for C, ±, %, +, 7, 8, 9, and ×.

| Account Type | Available | Current |
|------------------|--------------|------------|
| Checking Account | **\$1,309.75 | \$1,327.15 |
| Savings Account | **\$3,000.00 | \$3,000.00 |
| Spending Account | **\$16.00 | \$61.50 |
| HSA Family | **\$1,103.85 | \$1,103.85 |

| BALANCE TOTALS | |
|------------------------|------------|
| Total Deposit Accounts | \$5,492.50 |

**This balance may include overdraft or line of credit funds.

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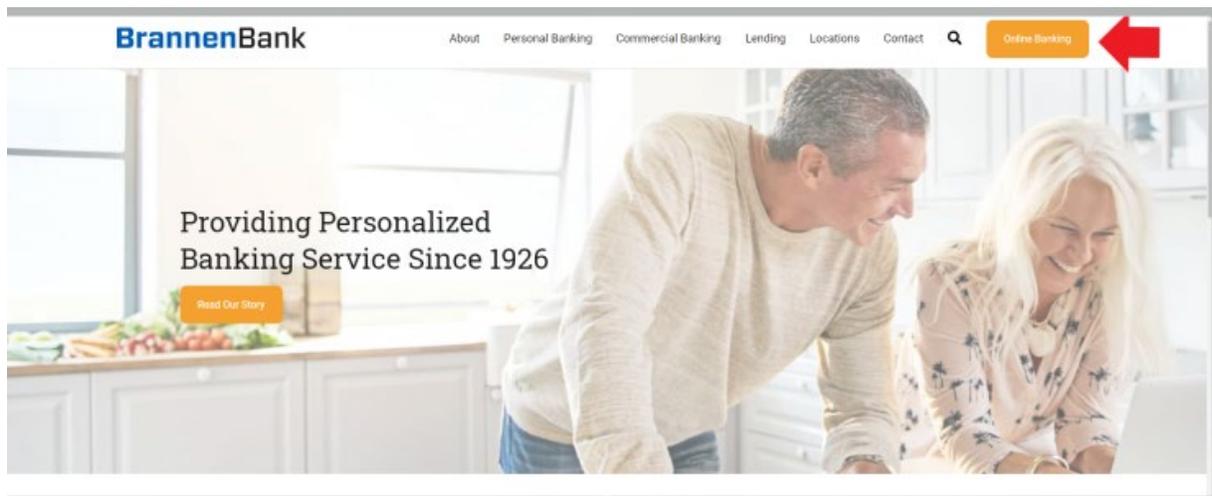
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Q: Will I access online banking the same way?

A: You will be able to access our new Digital Banking platform in one of two ways.

You can continue to access your Digital Banking login by clicking on the orange Online Banking button on our website at www.brannenbanks.com **OR** you may visit www.brannenonline.com to access your Online Banking login screen directly.

****Please note if you have bookmarked our previous login page you will need to delete it and bookmark the new link****



Q: Will my User Name and Password remain the same?

A: 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.

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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

| | |
|--|--|
| <p>Username</p> <input type="text" value="Test"/> | <p>Brannen Bank is excited to announce the launch of our new Digital Banking platform!</p> <p>For frequently asked questions and helpful step-by-step guides related to our new Digital Banking products, please visit www.brannenbanks.com/help.</p> |
| <p>Password</p> <input type="password" value="****"/> SHOW | |
| <p><input type="button" value="Login"/></p> <p>I can't access my account</p> | |



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.

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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



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](#) 

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



Logout

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.

Yes, register my private device No, this is a public device

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

My Accounts | Bill Pay | Move Money | Additional Services

My Settings | Help | Support | Logout

Featured: [Online Statements](#)

Last Visit Nov 3, 2020

My Accounts

| | |
|------------------|--------------|
| Checking Account | Quick peek |
| Available | **\$1,309.75 |
| Current | \$1,327.15 |
| Savings Account | |
| Available | **\$3,000.00 |
| Current | \$3,000.00 |
| Spending Account | |
| Available | **\$16.00 |
| Current | \$61.50 |
| HSA Family | |
| Available | **\$1,103.85 |
| Current | \$1,103.85 |

BALANCE TOTALS

| | |
|------------------------|------------|
| Total Deposit Accounts | \$5,492.50 |
|------------------------|------------|

**This balance may include overdraft or line of credit funds.

Bill Pay

Make paying bills fast and easy
Pay your bills on one screen in seconds.

Sign up for payments

Accounts Missing?

If you're missing an account from your profile, please contact us at 352-726-1221.

November 2020

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 1 | 2 | 3 | 4 | 5 |

0

| | | | |
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| C | ± | % | + |
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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.