

# BrannenBank

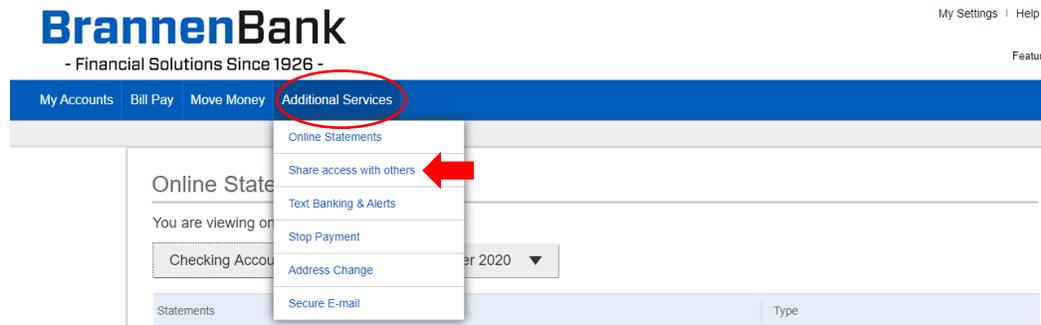
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## Frequently Asked Questions – Share Access

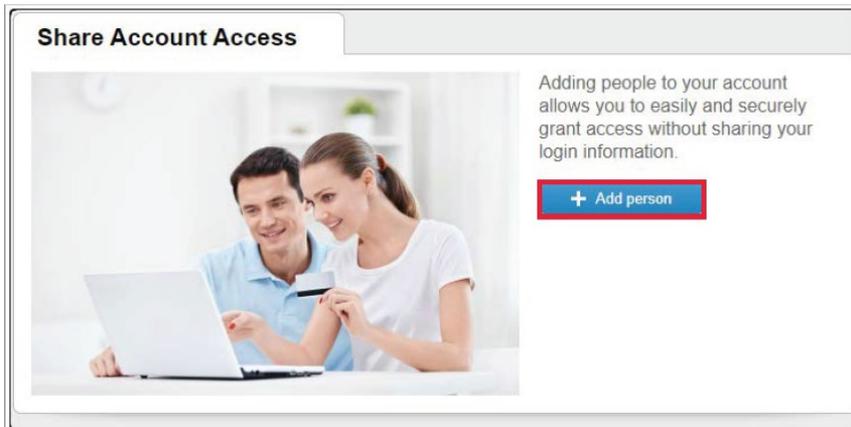
**Q: I want someone else to be able to view my account activity and/or assist me with managing my daily banking. Can I grant someone else access to my Digital Banking without adding them to my account?**

**A:** Yes, our share access feature allows you to provide Digital Banking account access to someone else and grant them specific permissions. You control the number of people you share access with, the accounts that they have access to, and the permissions they have.

From the blue navigation bar select Additional Services and click Share access with others.



Begin sharing access by clicking the Add person button and completing the requested information on the next screen. All information requested is required with the exception of middle name to save the sub-user. This is also where you can grant full access to all accounts or grant specific account access and permissions.



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## Share Account Access

Who can access my accounts?

First name Middle name (optional) Last name

Phone number Enter email address

What accounts can they access?

[Grant full access to all accounts](#)

Checking Acc...

\$1,285.36



[Click to grant access](#)

Spending Acc...

\$16.00



[Click to grant access](#)

HSA Family

\$1,103.85



[Click to grant access](#)

Emergency A...

\$3,000.00



[Click to grant access](#)

Cancel

Save

Make a suggestion

Help us provide the best experience possible by giving us your feedback.

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**Q: What access permissions are available to the users I have shared Digital Banking access with?**

**A:** You may grant full access to all accounts or grant limited access per account. Granting full access will allow users to view accounts, make internal transfers, and send bill payments up to the bill pay transaction limit set by you.

OR

You may also choose to grant limited access per account. The account permission options are View only, Make internal transfers, Make bill payments, or Make internal transfers and bill payments. Once your selections are complete the save button will turn blue for you to click and you will be asked to accept the terms of use for granting shared access.

The image shows two screenshots of the 'Share Account Access' interface. The top screenshot shows the 'Who can access my accounts?' section with input fields for name and phone number, and the 'What accounts can they access?' section with a list of accounts and a 'Grant full access to all accounts' link circled in red. The bottom screenshot shows the same interface with a 'Choose payment options' dialog box overlaid, featuring a 'Bill payments need my approval for amounts over:' section with a '\$250.00' input field circled in red.

**Share Account Access**

Who can access my accounts?

First name Middle name (optional) Last name

Phone number Enter email address

What accounts can they access? [Grant full access to all accounts](#)

Checking Acc... \$1,285.36	➔	<a href="#">Click to grant access</a>
Spending Acc... \$16.00	➔	<a href="#">Click to grant access</a>
HSA Family \$1,103.85	➔	<a href="#">Click to grant access</a>
Emergency A... \$3,000.00	➔	<a href="#">Click to grant access</a>

Cancel Save

Make a suggestion  
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[Provide feedback](#)

**Share Account Access**

Who can access my accounts?

First name Middle name (optional) Last name

Phone number

What accounts can they access?

Checking Acc... \$1,285.36	➔	<a href="#">Click to grant access</a>
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**Choose payment options**

Bill payments need my approval for amounts over:

Per transaction

Done

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### Share Account Access

Who can access my accounts?

First name  Middle name (optional)  Last name

Phone number  Enter email address

What accounts can they access? [Grant full access to all accounts](#)

Checking Acc... \$1,285.36	<input type="radio"/> View only	<input checked="" type="checkbox"/> Access granted <a href="#">Remove access</a>
	<input checked="" type="checkbox"/> Make internal transfers	
	<input checked="" type="checkbox"/> Make bill payments	Limit: \$250 <a href="#">Change Permissions</a>
Spending Acc... \$16.00	<a href="#">Click to grant access</a>	
HSA Family \$1,103.85	<a href="#">Click to grant access</a>	
Emergency A... \$3,000.00	<a href="#">Click to grant access</a>	

Make a suggestion

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## Terms of Use

By clicking on Continue, you agree to the [Terms of Use](#) to share access with others

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**Q: I have shared access with another user and granted their access permissions what do they have to do next?**

**A:** The user(s) you have shared access with will receive two emails from [customerservice@brannenbanks.com](mailto:customerservice@brannenbanks.com). One will contain their Username and one will contain their password. Passwords will expire in 30 minutes.

<p><b>From:</b> <a href="mailto:customerservice@brannenbanks.com">customerservice@brannenbanks.com</a> <b>Date:</b> November 4, 2020 at 12:44:29 PM EST <b>To:</b> <b>Subject:</b> You've been granted online account access</p> <p>Brannen Bank</p> <p> has given you access to their online banking account at Brannen Bank. Your login credentials will be sent via two separate communications.</p> <p>Your Username is: </p> <p>Once you have received both credentials, you may click here: <a href="https://www.brannenonline.com/tob/live/usp-core/app/login/consumer">https://www.brannenonline.com/tob/live/usp-core/app/login/consumer</a> to access and manage the account of . You will need your phone with the number ending in " " to verify your identity.</p> <p>If you have any questions regarding your access, please contact us at 352-726-1221.</p> <p>Thanks, Brannen Bank</p>	<p><b>From:</b> <a href="mailto:customerservice@brannenbanks.com">customerservice@brannenbanks.com</a> <b>Date:</b> November 4, 2020 at 12:44:29 PM EST <b>To:</b> <b>Subject:</b> You've been granted online account access</p> <p>Brannen Bank</p> <p> has given you access to their online banking account at Brannen Bank. Your login credentials will be sent via two separate communications.</p> <p>Your Password is: </p> <p>This password will expire in 30 minutes.</p> <p>Once you have received both credentials, you may click here: <a href="https://www.brannenonline.com/tob/live/usp-core/app/login/consumer">https://www.brannenonline.com/tob/live/usp-core/app/login/consumer</a> to access and manage the account of . You will need your phone with the number ending in " " to verify your identity.</p> <p>If you have any questions regarding your access, please contact us at 352-726-1221.</p> <p>Thanks, Brannen Bank</p>
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Once both emails are received the user must click the blue hyperlink contained in the email and enter the user name and temporary password provided to complete the Multi Factor Authentication (MFA) process.

The user will receive a phone call to the number that was provided when shared access was granted and receive a one-time verification code to enter. Once the MFA process is completed the user will be asked to change their password and accept the terms and conditions.

BrannenBank

Secure login

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

(xxx) xxx-!

Call me

Questions?

- [I can't access one of these options.](#)
- [Why must I complete this step again?](#)

Message and data rates may apply for text option. For help or information send "help" to 44833. To cancel at any time send "stop" to 44833. By clicking Text me button you agree to the Terms and Conditions and Privacy Policy.

[Show the Terms and Conditions and Privacy Policy.](#)

BrannenBank

Secure login

Within a minute, you'll receive a verification code at (xxx) xxx-!

Enter code

Verification Code

[Didn't get the 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

Questions?

[I can't access one of these options.](#)

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Success! You need to change your password.

Temporary 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

Update password

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Terms and conditions

[Show the terms and conditions](#)

You must accept the terms and conditions to continue.

Accept

Decline

FDIC

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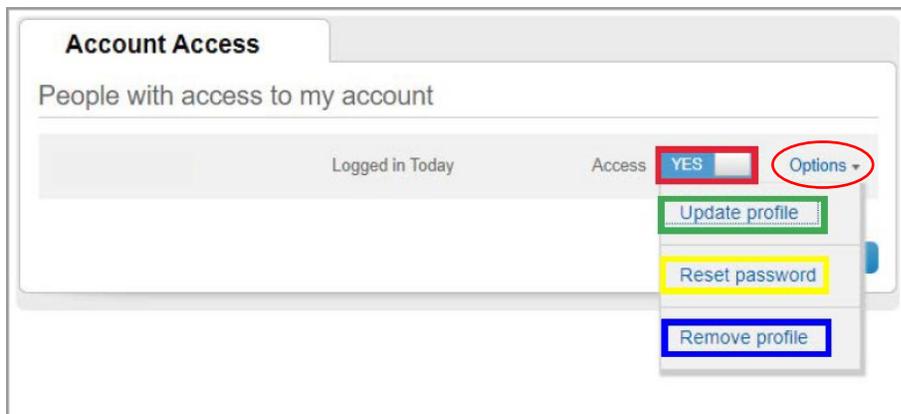
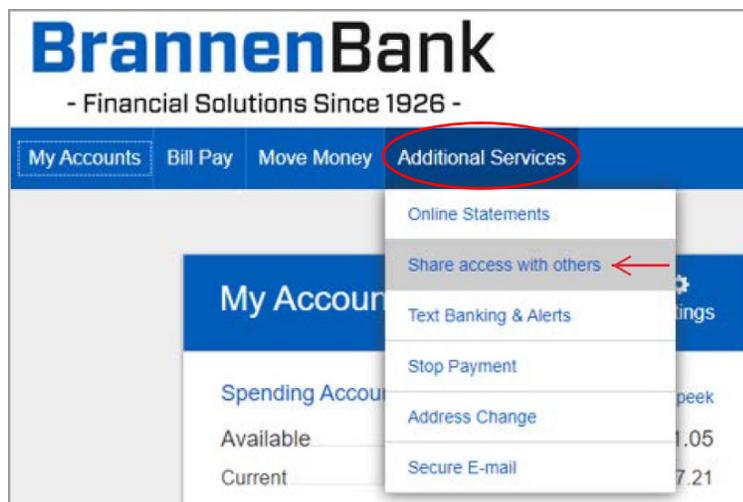
**Q: How do I change, suspend or remove access permissions for a user I have shared access with?**

**A:** From the Additional Services option on the blue navigation bar select Share access with others and then select the blue [Options](#) hyperlink.

To suspend or place a user's access on hold toggle the Access bar from Yes to No

To change a user's access permissions select the blue [Update profile](#) hyperlink

To remove a user's access permissions select the blue [Remove profile](#) hyperlink



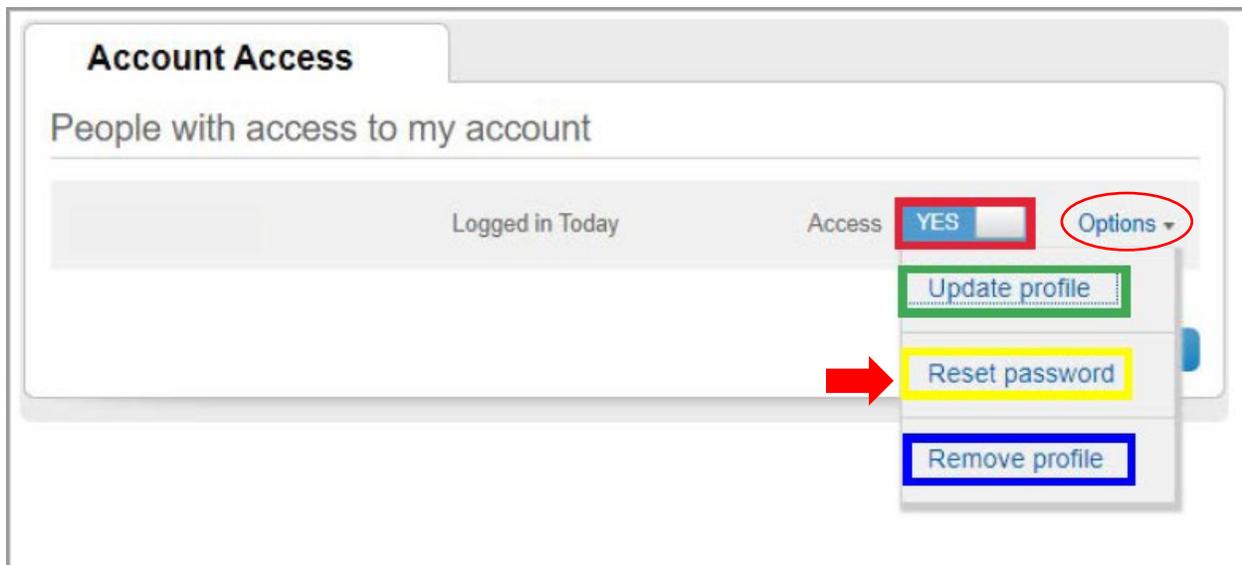
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**Q: How do I reset a password for one of my user's that I granted shared access permissions to?**

**A:** From the Additional Services option on the blue navigation bar select Share access with others, then select the blue [Options](#) hyperlink for the user needing their password reset and select reset password. You will select the Generate a new password button, provide the user with the temporary password provided and select done.

The user must immediately login with the temporary password provided, complete the MFA process and update their password.



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Reset password for

To generate a new password click button below. Provide  with the new password to access the account.

[Generate a new password](#)

A new password was created for

The new password for  is:

must now use this password to log in.

[Done](#)

**Q: How many users can I grant Digital Banking access to?**

**A:** You may share access with an unlimited number of users.