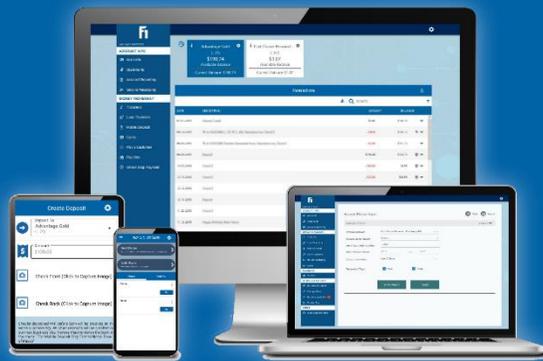


# First

## National Bank of Pasco



## Digital Banking Guide

# Intention of Training Guide

This document is intended to serve as instructions for the use of all digital banking services provided by First National Bank of Pasco (FNBP). While FNBP has done everything they can to provide easy to use instructions, they may not match exactly what every user sees on their device. The type of device being used to access digital banking, as well as future updates to digital banking itself, could both cause the instructions given to not perfectly match what the customer sees. Any issues with digital banking or with customer bank accounts should be reported to FNBP immediately.

<https://www.fnbpasco.com/contact/locations-hours/>

## Accessibility

Though this guide and digital banking are both designed to be accessible by as many customers as possible, a scenario may be presented that this document and digital banking cannot fully accommodate to. If this guide, digital banking, or a specific feature of either is inaccessible, please contact your local FNBP branch and a customer service associate will assist in any way they can to make reasonable accommodation.

## Bill Pay

FNBP offers a digital Bill Pay solution that is accessible from within Digital Banking. Because of the feature rich platform used for Bill Pay, it made the most sense to provide a separate guide exclusively for Bill Pay. Please visit the following link to access all of FNBP's training guides, including the one for Bill Pay.

<https://www.fnbpasco.com/digital-banking-guides/>



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## Terms to Remember

Throughout this guide, different functions of digital banking will be described, and screenshots will often accompany them. In order to increase ease-of-use, common terms will be defined below, and relevant screenshots will follow. If a term or action are defined within Terms to Remember, it is likely that term or action won't be defined or pictured when referenced in the document. Because of this, please use this section of the training guide to become familiar with commonly used terms and any associated images.

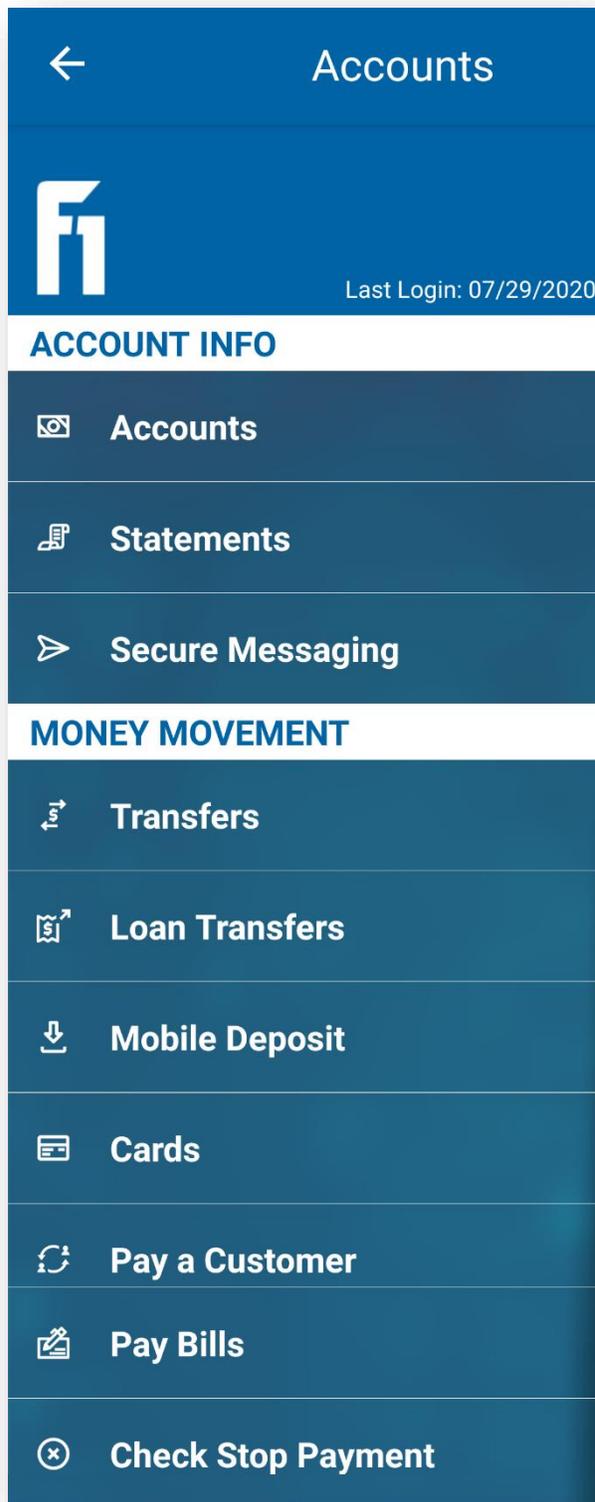
### Left-side menu / Left-side bar menu / Hamburger Menu

When accessing digital banking through a web browser, the left-side menu is always visible on the left side of the screen.

In mobile, the left-side menu is accessible by tapping the three parallel lines (called a Hamburger Menu, pictured below) in the top left corner. This expands and displays the left-side menu.



## Left-side Menu

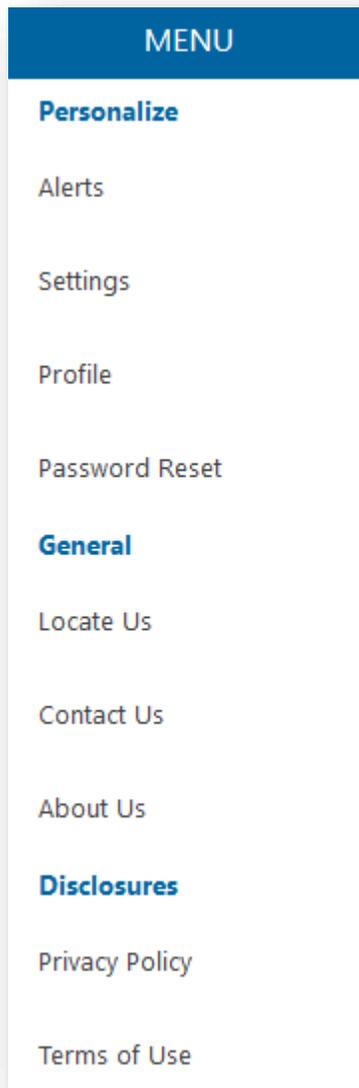


The left-side menu includes the following options. All of their specific features are described later in the document.

- Accounts
- Statements
- Secure Messaging
- Transfers
- Loan Transfers
- Mobile Deposit
- Cards
- Pay a Customer
- Pay Bills
- Check Stop Payment

## Right-side Menu / Secondary Features

The right-side menu provides access to all secondary features, which offer additional controls for managing accounts and money. From any device, select the gear icon (pictured below) in the top right corner to access the right-side menu.



### *Gear*

(Pictured below)



### *Right-side Menu*

(Pictured Left.)

The right-side menu includes the following options. All of their specific features are described later in the document.

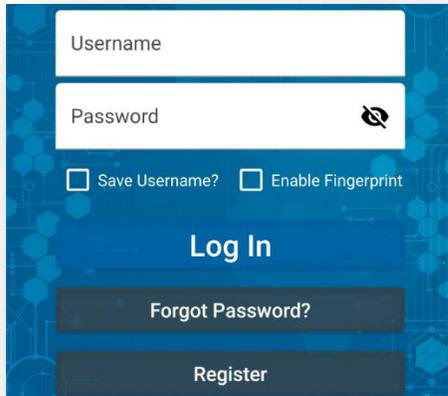
- Alerts
- Settings
- Profile
- Password Reset
- Locate Us
- Contact Us
- About Us
- Privacy Policy
- Terms of Use

## SMS/TEXT / Text Message

Some features of digital banking require the use of text messaging, also known as SMS/TEXT. **IMPORTANT!** Standard text and data rates from your cell phone provider may apply. Please contact your cell phone provider if you're unsure about text and data rates. FNBP does not charge for SMS/TEXT messages.

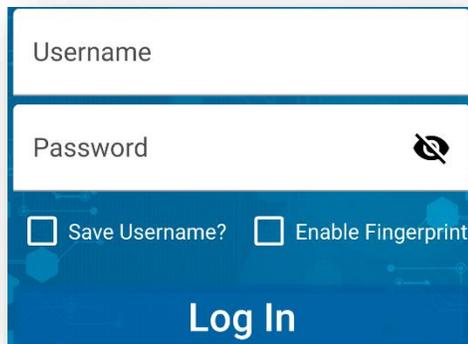
## Login Screen

The login screen is what all users attempting to use digital banking will see if they are not logged in when connecting.

A screenshot of a digital banking login screen. It features a blue background with a hexagonal pattern. At the top, there are two white input fields: 'Username' and 'Password'. The 'Password' field has a small eye icon to its right. Below the input fields are two checkboxes: 'Save Username?' and 'Enable Fingerprint'. At the bottom, there are three buttons: 'Log In' (white text on a blue background), 'Forgot Password?' (white text on a dark blue background), and 'Register' (white text on a dark blue background).

From the login screen, users can:

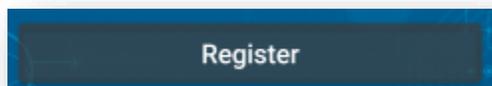
- Login to digital banking with a username and password, as well as save the username for next login and enable fingerprint / face ID login.

A close-up screenshot of the login screen, focusing on the input fields and checkboxes. It shows the 'Username' and 'Password' fields, the eye icon, and the 'Save Username?' and 'Enable Fingerprint' checkboxes. The 'Log In' button is also visible at the bottom.

- Recover their username and/or reset their password.

A close-up screenshot of the 'Forgot Password?' button, which is white text on a dark blue background.

- Register for first time use.

A close-up screenshot of the 'Register' button, which is white text on a dark blue background.

# Digital Banking

The Digital Banking / Internet Banking is the system where account holders at First National Bank of Pasco (FNBP) register, login, and conduct banking tasks like viewing account transactions and balances, conducting internal transfers, and setting up account alerts and security alerts. Additional actions like paying bills, managing debit cards, making deposits, transferring funds interanlly to friends and family, stopping payments, and communicating securely with account holders are possible.

## Accessing Digital Internet Banking

The Digital Banking Internet Banking platform can be accessed from FNBP's homepage ([www.fnbpasco.com](http://www.fnbpasco.com)), on supported mobile devices, and on any of the following browsers: Internet Explorer, Chrome, Safari, and Firefox.

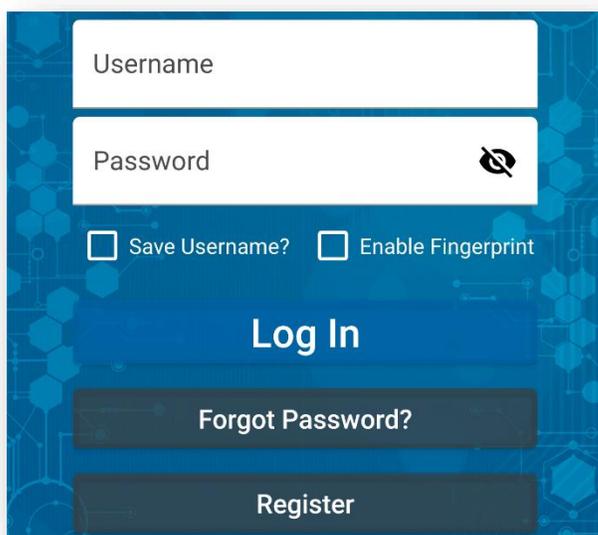
## User Enrollment and Login

### New Account Holder Self-Registration

The steps below outline the process for an account holder to enroll in Fusion Digital Banking.

**IMPORTANT!** All users have to register when accessing Digital Banking for the first time on or after August 12<sup>th</sup>, 2020.

1. Open the internet banking platform, using either a web browser or the mobile app, and select Register.

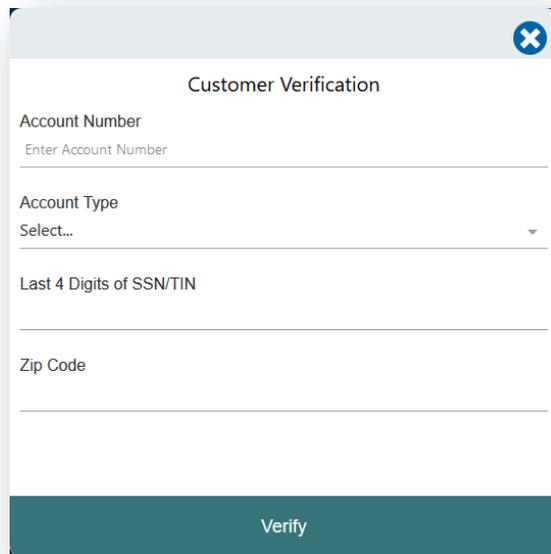
A screenshot of the FNBP digital banking interface. It features a blue background with a hexagonal pattern. At the top, there are two white input fields: 'Username' and 'Password'. The 'Password' field has a small eye icon to its right. Below these fields are two checkboxes: 'Save Username?' and 'Enable Fingerprint'. A large blue button labeled 'Log In' is centered below the checkboxes. Underneath the 'Log In' button are two dark blue buttons: 'Forgot Password?' and 'Register'.

2. Read and Accept the Terms & Conditions.

3. Enter the requested detail in order to register for digital banking. You will need to have

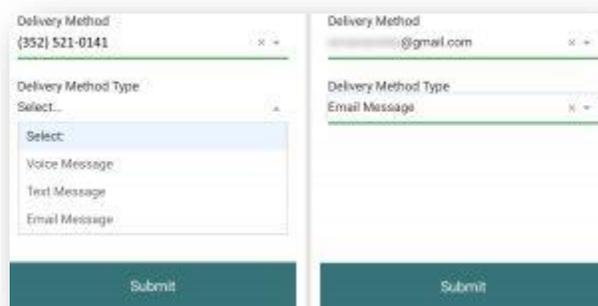
- Account number
- Account type
- Last 4 digits of your SSN/TIN
- Zip code

If you are uncertain on any of that information, please contact your local branch



A screenshot of a mobile application form titled "Customer Verification". The form has a close button (X) in the top right corner. It contains four input fields: "Account Number" with a placeholder "Enter Account Number", "Account Type" with a dropdown menu showing "Select...", "Last 4 Digits of SSN/TIN", and "Zip Code". At the bottom of the form is a teal "Verify" button.

4. On the next page, you will use your phone number or email address to verify your identity.

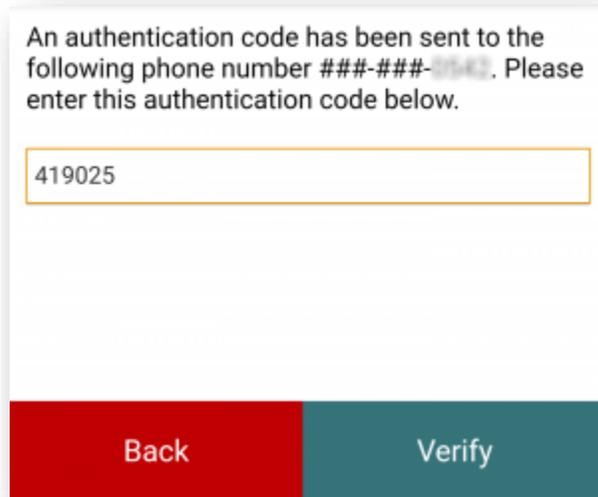


A screenshot of a mobile application screen for selecting a delivery method. It is split into two columns. The left column has a "Delivery Method" field with the value "(352) 521-0141" and a "Delivery Method Type" dropdown menu with a list of options: "Select", "Voice Message", "Text Message", and "Email Message". The right column has a "Delivery Method" field with a value ending in "@gmail.com" and a "Delivery Method Type" dropdown menu with the value "Email Message". Both columns have a teal "Submit" button at the bottom.

5. A security code will be sent as selected.



6. Enter the security code and select “Verify”.



An authentication code has been sent to the following phone number ###-###-####. Please enter this authentication code below.

Back Verify

7. You will then be prompted to set up a new username and password. This will be your login for all digital products, regardless of the device you use.
  - a) Username must be between 6 and 20 characters
  - b) Password must be 8 or more characters, contain at least 1 upper case letter, 1 lower case letter, a number, and a special character.  
Special characters can be any combination of the following:  
! @ # \$ % ^ & \* ( )



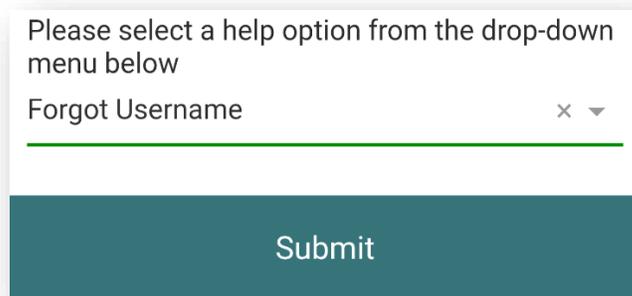
## Forgotten Username/Password

Users can recover their current username (but not change it), change their password, and unlock their account if too many logins have been attempted.

**Note:** Using Forgot Password? is another way to recover a username. If a user needs to remember their username and reset their password, they can both be done using the Forgot Password? feature.

### *Forgot Username*

1. From the login screen, select Forgot Password?
2. Select Forgot Username from the drop-down list; then, click Submit.

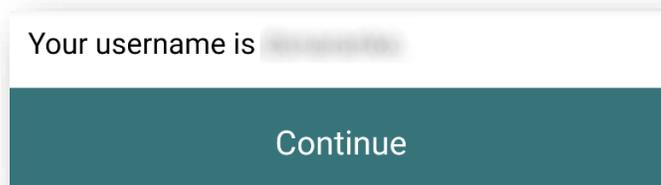


Please select a help option from the drop-down menu below

Forgot Username x ▾

Submit

3. After choosing Forgot Username, an account holder would enter the same validation details that they submitted at registration (Account number, account type, last 4 digits of SSN/TIN, and zip code).
4. Upon successful validation, choose the method to receive a one-time security code (SMS/TEXT, phone call or email).
5. Once the security code is received, enter it and select Verify.
6. The user will be brought to a screen displaying your username. No account details can be modified from this screen. Select Continue to return to the login screen and proceed with logging in.



Your username is [blurred]

Continue

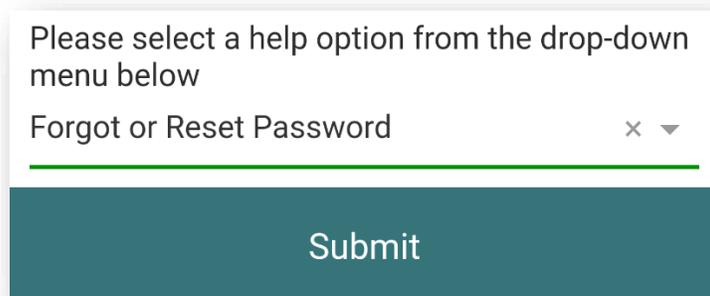
## *Forgotten Password*

When an account holder has forgotten their Password, they can click on the Forgot Username or Password link on the main login page to open the Help menu.

After choosing Forgot Username, an account holder would enter the same validation details that they submitted at registration (Account number, account type, last 4 digits of SSN/TIN, and zip code).

Upon successful validation the account holder would be allowed to change their password. The new password cannot be the same as the account holder's last password, but it can be a previous password from before that one.

1. From the login screen, select Forgot Password?
2. Select Forgot or Reset Password from the drop-down list; then, click Submit.



Please select a help option from the drop-down menu below

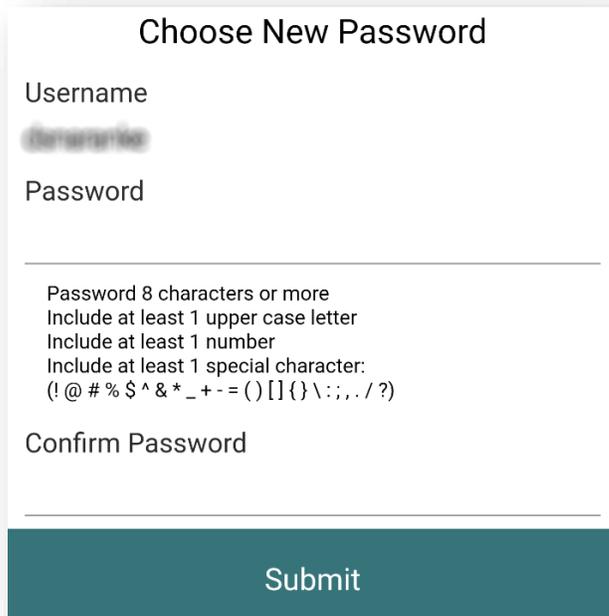
Forgot or Reset Password x ▼

Submit

3. Enter the same validation details that they submitted at registration (Account number, account type, last 4 digits of SSN/TIN, and zip code).
4. Upon successful validation, choose the method to receive a one-time security code (SMS/TEXT, phone call or email).
5. Once the security code is received, enter it and select Verify.



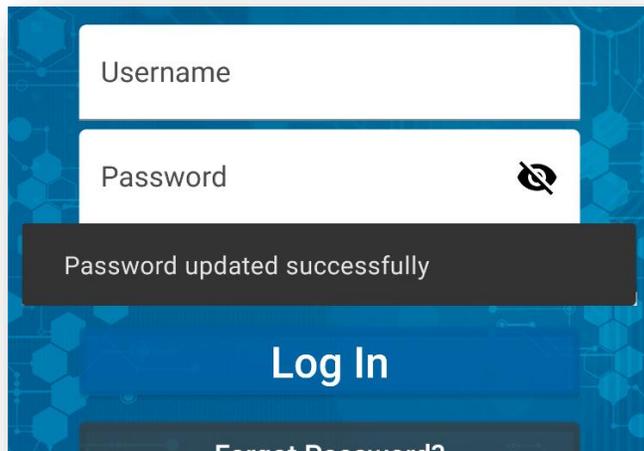
- The next screen will display your current username and allow you to reset your password. Choose a new password that meets the specified criteria, enter it into the Password and Confirm Password fields, and then select Submit.



The screenshot shows a form titled "Choose New Password". It contains the following elements:

- A "Username" field with the value "demario" displayed.
- A "Password" field.
- A "Confirm Password" field.
- A "Submit" button at the bottom.
- Below the Password field, the following criteria are listed:
  - Password 8 characters or more
  - Include at least 1 upper case letter
  - Include at least 1 number
  - Include at least 1 special character:  
(!@#%\$^&\*+\_-+=()[]{} \ ; , . / ?)

- The user is redirected back to the login page and given confirmation the password has been changed. The new password can be used immediately to login.



The screenshot shows the login page with the following elements:

- Username and Password input fields.
- A "Log In" button.
- A "Forgot Password?" link.
- A dark notification banner at the top that reads "Password updated successfully".

### *Too Many Password Attempts*

If an account holder enters their password incorrectly six times, the account will become locked. The account holder will need to follow the steps above to reset their password and login to the system.

### *Account Holders Who Have Been Locked Out by the Financial Institution*

If the account holder is locked out by FNBP for any reason, the account holder cannot reset their password as a way to bypass the lock out that FNBP has placed on their account. Users that have been locked out and are unable to reset their account should contact their local FNBP branch.



## Post-Login Features

After successfully logging in, the system opens the Account Summary page by default. The page also has account tiles at the top of the page. An Account's heading is shown above the side-bar menu upon first login.

The left-side menu enables account holders to navigate between features.

If using the FNB mobile app, the left-side menu can be accessed by tapping the icon menu icon (also called the hamburger menu) in the top left corner.



If using a web browser, the left-side menu always remains visible and accessible on the left side of the screen.

As the account holder moves through the other features, they can click the Accounts button to navigate back to the Account Summary page.

## Account Tiles and Account List View

### *Account Tiles*

The Account Summary page is the default first screen that displays after the account holder logs in. Active accounts, available, and current balances are visible in each Account Tile across the top of the screen.

 i 1996 Highland Oaks ... 	 Personal Checking 	 Personal Checking 	 Residential Rental Pro... 
(...00)	(...20)	(...50)	(...01)
<b>\$0.00</b>	<b>\$396,752.74</b>	<b>\$5,007.52</b>	<b>\$787.23</b>
Available Balance	Available Balance	Available Balance	Available Balance
Current Balance: \$164,043.43	Current Balance: \$103,247.26	Current Balance: \$5,007.52	Current Balance: \$787.23

The account to the far left is the account that is in the primary position. The transactions visible below the account tiles correspond to the account tile that is highlighted above.

Four accounts are visible by default. To view additional accounts, click the arrow to the right of the accounts.



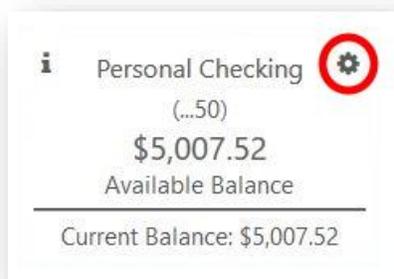


The “i” icon at the top of each Account Tile shows important account details such as applicable interest earned, interest rates, loan balances, date of next payment and so on.



### *Nicknaming and Hiding Accounts Using Account Tiles*

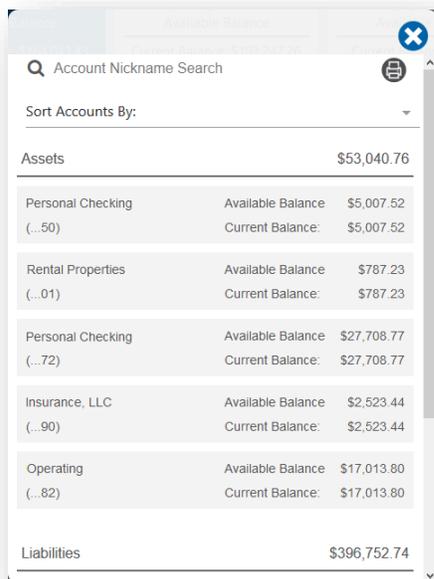
The gear icon to the top right of each Account Tile allows the account holder to nickname an account or hide it from display.



**Note:** Accounts can be unhidden in the Account Settings feature, which is covered in detail later in this document. The order in which accounts are displayed is customizable in Account Settings.

## Account List View

To the left of the Account Tiles there is a small list view icon. The list view icon brings up a vertical list of the account holder's accounts. Users can also sort their accounts by different criteria using Sort Accounts By.



## Transaction Details

The transactions details area provides a list of processed and pending transactions. Account holders can use the search feature to find transactions and can also print the transaction page.

### *Check/Deposit Imaging*

This service works with many third-party check image retrieval, archiving, and storage solutions to give account holders online access to cleared check images or deposit slips, if available. Click the arrow on the right of the transaction to view the check or deposit slip image for available transactions.

Transactions			
DATE	DESCRIPTION	AMOUNT	BALANCE
06-04-2020	Check	- \$124.37	\$5,635.70

Transactions			
DATE	DESCRIPTION	AMOUNT	BALANCE
06-04-2020	Check	- \$124.37	\$5,635.70

AMOUNT  
- \$124.37

BALANCE  
\$5,635.70

Acct #:  
(...50)

Date:  
06-04-2020

Type:  
Debit

THE BACK OF THIS CHECK CONTAINS A SECURITY MARK - DO NOT ACCEPT WITHOUT HOLDING AT AN ANGLE TO VERIFY SECURITY MARK.

FIRST NATIONAL BANK OF PASCO  
DIXIE CITY, FL

PAY One Hundred Twenty Four and 37/100 Dollars

TO THE ORDER OF: \_\_\_\_\_

#CSP010000FAAB45# 78018895

June 2, 2020

\*\*\*\*\*124.37

100-DAYS AFTER ISSUE

MEMO: \_\_\_\_\_

FRONT IMAGE    BACK IMAGE    PRINT

### *Adding Transaction Images*

Attaching an image to a transaction, whether it is an image of a receipt or a check, may serve as a helpful reminder when account holders review their account activity. For example, an account holder may want to attach an image of a receipt to a tax-

deductible transaction. Follow the steps below to attach an image to a transaction.

1. From the main side-bar menu, select Accounts to open the Transactions page.
2. Select the down arrow corresponding to the transaction to which you want to attach an image.

DATE	DESCRIPTION	AMOUNT	BALANCE
06-19-2020	Tfr to XXXX3860 (...72) TO (...60)	-\$1.00	\$190.73

3. Select the paper clip icon to open the dialog box shown below and attach relevant documents

DATE	DESCRIPTION	AMOUNT	BALANCE
06-19-2020	Tfr to XXXX3860 (...72) TO (...60),	-\$1.00	\$190.73

AMOUNT  
-\$1.00

BALANCE  
\$190.73

Acct #:  
(...72)

Date:  
06-19-2020

Type:  
Debit

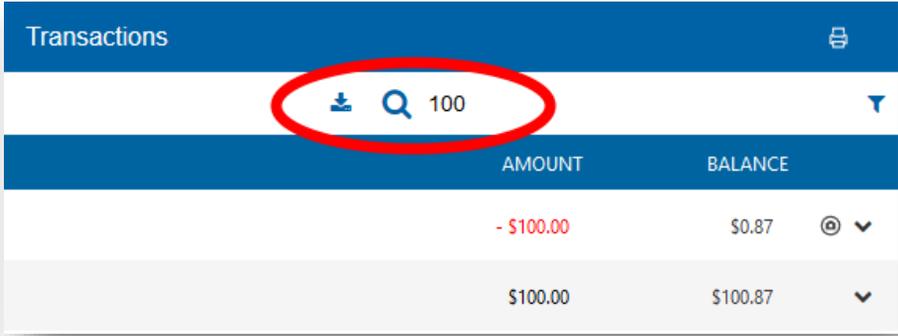
### *Viewing and Exporting Account Details*

To view details of a particular transaction, click the downward arrow on the right side of the specific transaction for which you want to view more detail.

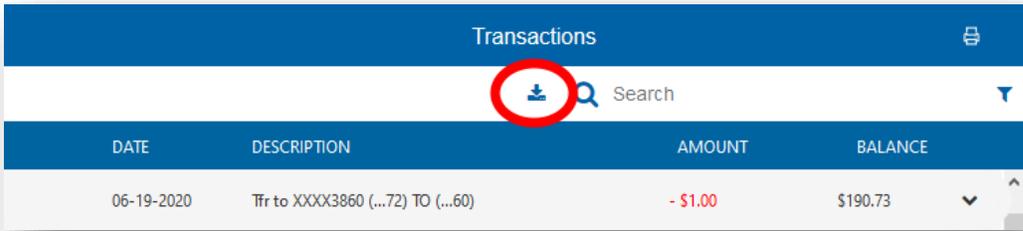
DATE	DESCRIPTION	AMOUNT	BALANCE
06-19-2020	Tfr to XXXX3860 (...72) TO (...60)	-\$1.00	\$190.73



To search for specific transactions, enter search criteria in the Search toolbar.



Account holders can click on the Export icon to Export transactions to a Comma Delimited (CSV) file, QuickBooks Web Connect (QBO), and Quicken Web Connect (QFX).

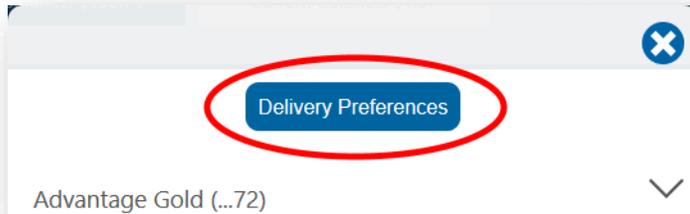


## Account Statements

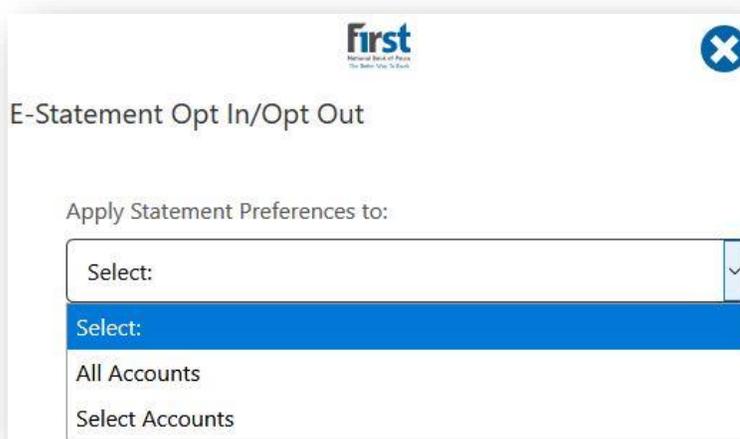
### *Statement Delivery Preferences*

Account holders can change the way they want their statements to be delivered.

1. Open the Statements feature from the left side-bar menu.
2. In the box that opens, select Delivery Preferences.

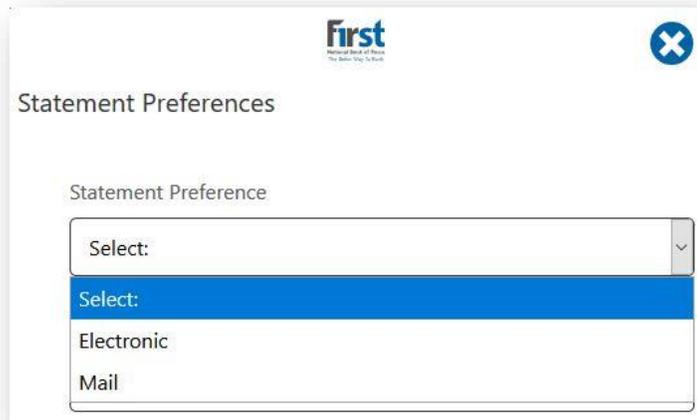


3. From the drop-down menu, choose to edit delivery for All Accounts or Select Accounts, and then click Submit



- a) Selecting "All Accounts" applies a statement preference (Mail, Paper) to all of the account holder's accounts.
- b) Selecting "Select Accounts" allows the account holder to apply different statement preferences to one or more of their accounts.

- On the next page, select your delivery preference (Electronic or Mail) and then choose Submit.



- If selecting Electronic, an email address will need to be provided.
- If selecting Mail, the statements will be mailed to your address on record. The email address field is still available but not required.

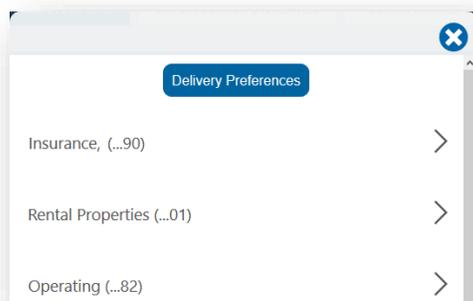
**IMPORTANT!** Choosing to receive Mail statements may lead to additional charges to the account(s) being changed. Please contact your local branch if more information is required.

**IMPORTANT!** Choosing to receive Mail statements will remove the ability to view statements online for the account(s) that are changed.

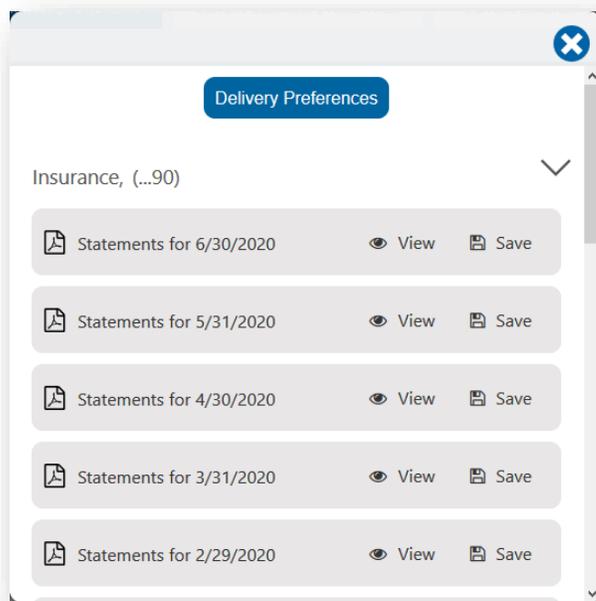
### *Retrieving Statements*

Account statements are available for all online banking accounts.

- Open the Statements feature from the left side-bar menu.
- Select one of the available accounts to view monthly statements.



3. All available statements are listed.
4. Select Save to download the statement to your device or select View to view the statement.



## Account Reporting (Web Browser Only)

The Account Reporting option opens the Account History Report page. This page enables account holders to view account history information using parameters they can define on the page.

### *Creating a Report*

1. From the main side-bar menu, select Account Reporting.  
**IMPORTANT!** Account Reporting is only accessible from a web browser. This feature is not available from any mobile app.
2. Select the criteria to search for. The following fields can also be used to further narrow down search results:
  - Check Number
  - Amount range
  - Transaction Date Range
  - Transaction Type
3. Click Apply to view the history results.
4. After the Account History Report populates, use the Edit button to move back to the Search page.



### *Saving a Report*

1. From the left side-bar menu, click Account Reporting to open the Account History Report page.
2. Select the criteria to search for, then click Save Report.

Choose Account: First Choice Personal Checking (...60) x ▾

Choose Saved Report: Select... ▾

Search By Check Number: \_\_\_\_\_

Enter Amount Range: \$1.00 to \$30.00

Choose Date Filter: Last 30 Days x ▾

Transaction Type:  Debit  Credit

Save Report Apply

3. Type the name of the report in the new window and click Confirm

### *Retrieving a Saved Report*

1. From left side-bar menu, click Account Reporting to open the Account History page.
2. Navigate to the Choose Saved Report filter, then select a saved report from the drop-down.
3. Then click on Apply.

Account History Report

Advanced Search

Choose Account: Select... ▾

Choose Saved Report: Select... ▴

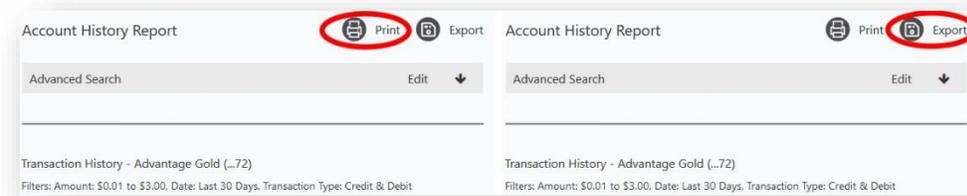
Search By Check Number: 5 to 30 dollars

Enter Amount Range: \$0.00 to \$0.00



## Printing/Exporting Account History

1. From the left side-bar menu, click Account Reporting to open the Account History Report page.
2. Select your search criteria; then, click Apply to view the history results.
3. Click the Print or Export button toward the top right.
  - a) Print will attempt to use an installed printer to print a physical copy of the report.
  - b) Export will download a CSV formatted file of the report.

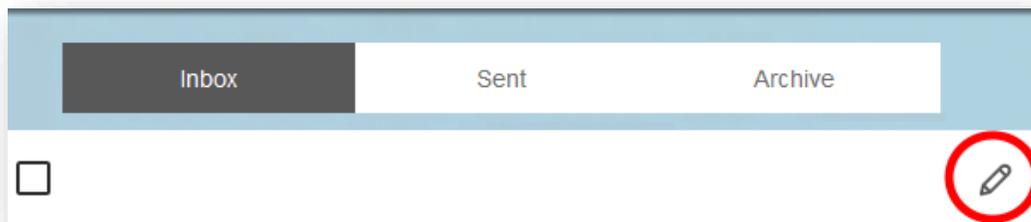


## Secure Messages

### Composing and Sending

Follow the instructions below to send a secure message to the financial institution.

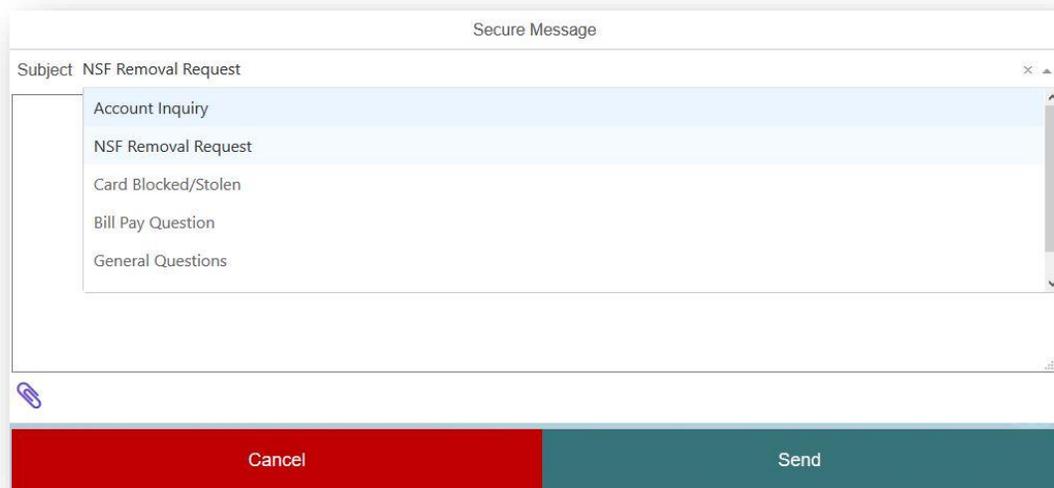
1. From the left side-bar menu, click Secure Messaging to open the Secure Messaging page. From this page, account holders are able to read messages in the inbox and view sent and archived messages.
2. Click the pencil icon in the bottom right corner (pictured below) to open a new message in edit mode.



3. From the drop-down list, select the subject of the message.

Default options are:

- Account Inquiry
- NSF Removal Request
- Card Blocked/Stolen
- Bill Pay Question
- General Questions
- Check Stop Request



**Note:** Account holders DO NOT have the ability to type in their own subject detail. One of the pre-filled subjects from the drop-down menu must be used.

4. Type the message in the text box, which is positioned directly below the Subject.

5. Click the paper clip icon in the bottom left corner (pictured above) to attach a file to your message if applicable. A window opens enabling you to select your file.

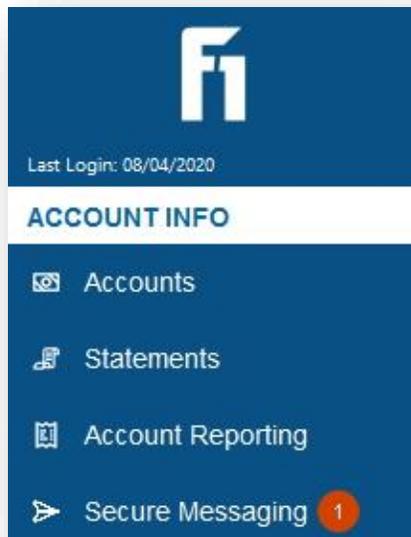
**Note:** Attachments must be .pdf, .gif, .jpg, or .png files and cannot exceed 2.0 MB in size.

6. Click Send.



## *Viewing a Secure Message*

When the financial institution has replied to the secure message, a numerical indicator will appear in the side menu. Follow the instructions below to view a secure message.



1. From the left side-bar menu, click Secure Messaging.
2. The Secure Message inbox opens. Account holders are able read messages in the inbox and view sent and archived messages.
3. Double-click a message in the inbox to open the message.

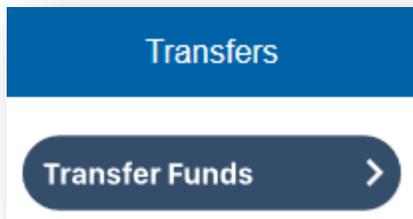
## *Deleting a Secure Message*

1. Click Secure Messaging to open the main Secure Messaging page. From this page, account holders are able read messages in the inbox and view sent and archived messages.
2. Select the check box corresponding to the message.
3. Click the trash can icon to delete the message.



## Transfers

1. From the left side-bar main menu, select Transfers to open the Transfers page.
2. Select Transfer Funds to begin the transfer process.



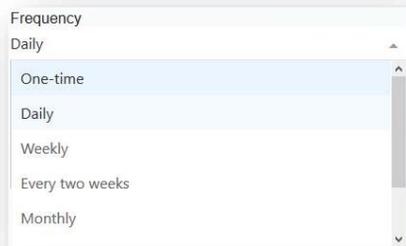
3. Select the account from which you want to transfer funds (debit) using the Transfer From drop- down list.
4. Select the account to which you want to transfer funds (credit) using the Transfer To drop-down list.
5. Enter the transfer amount in the Amount field.
6. Enter a memo in the Memo field (if applicable).
7. Select the transfer frequency from the Frequency drop-down list. Options are:
  - One-time
  - Daily
  - Weekly
  - Every two weeks
  - Monthly
  - Every three months
  - Annually

 A screenshot of a transfer form with the following fields:
 

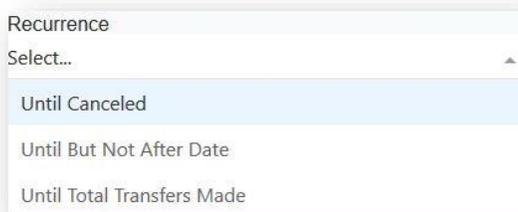
- Transfer From:** A dropdown menu with a radio button and the text "Select..." and a downward arrow.
- Transfer To:** A dropdown menu with a radio button and the text "Select..." and a downward arrow.
- Amount:** A text input field containing "\$0.00" with a radio button to its left.
- Send Date:** A date picker field with a radio button and the date "07-30-2020". A checkmark is visible in the radio button.
- Memo:** A text input field with a radio button and the placeholder text "Memo(Required for Future Dated Transfers)".



8. To set up a recurring transfer:
- Choose the Frequency of the transfer from the drop-down list.



- Choose the Recurrence from the drop-down list.



- Enter an end date or total number of transfers.

- Select Submit at the bottom. The Authorize Payment confirmation opens.
- Click Confirm. The transfer scheduled successfully confirmation opens.
- Click Close to close the message or click View Transfer Details to view transfer information.

## Managing Transfers

The Transfers page enables account holders to view, edit, and delete existing transfers.

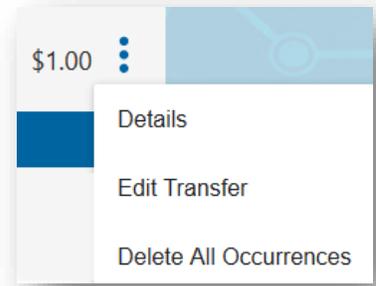
- From the side-bar main menu, select Transfers to open the Transfers page.
- Select the  icon to the right of the transfer you want to manage.



3. From the drop-down list, account holders can:

- Click Details to view additional information about a specific transfer.
- Click Edit Transfer to edit a scheduled transfer.
- Click Delete All Occurrences to cancel an entire series of transfers.

**Note:** If the transaction you select is not a reoccurring one, Details will be the only option available.

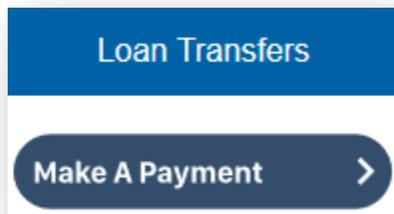


## Loan Transfers

Users are able to make loan payments, schedule future payments, and make draws against lines of credit from within digital banking.

### *Loan Payments*

1. From the left-side bar menu, select Loan Transfers.
2. On the Loan Transfers page, select Make A Payment



3. To make a loan payment, complete the following fields:
  - Transfer From: From the drop-down menu, select the account to make the payment from.
  - Transfer To: From the drop-down menu, select the loan to apply the payment to.
  - Send Date: Choose the date to initiate the payment on.
  - Transfer Type: From the drop-down menu, choose if the payment is a regular payment, principal only, or a paydown to zero. For more information on the different payments types please contact your local FNBP branch.
  - Amount: Enter the amount of the payment.
  - Memo: Provide a short description of the transaction.  
**Note:** A memo is required for future dated transactions
  - Frequency: From the drop-down menu, choose how often the payment should occur.  
If the transaction is a one-time payment, select the first option from the list.  
If a reoccurring payment is being scheduled, provide necessary information on reoccurrence.



The screenshot shows a 'Loan Transfers' form with the following fields and values:

Field	Value
Transfer From	Advantage Gold (...85)
Transfer To	LOC (...91)
Send Date	08-03-2020
Transfer Type	Principal Only
Amount	\$500.00
Memo(Required for Future Dated Transfers)	Principal Payment
Frequency	Select...

**Summary:**

Field	Value
Amount	\$500.00
From Account	Advantage Gold (...85)
To Account	LOC (...91)
Send Date	08-03-2020
Transfer Type	Principal Only
Memo(Required for Future Dated Transfers)	Principal Payment

At the bottom of the form are two buttons: 'Cancel' (red) and 'Submit' (teal).

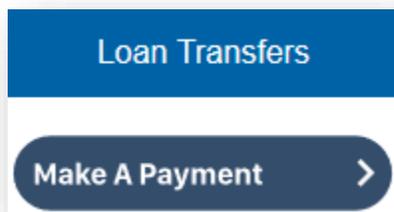
**IMPORTANT!** Users are responsible for ensuring availability of funds on scheduled payments.

- Once all payment information has been entered, select Submit. A confirmation will be given, and the user is brought back to the Loan Transfers page.

### *Loan Draws*

Certain types of loan accounts allow customers to make a draw against the loan and into one of their checking accounts.

- From the left-side bar menu, select Loan Transfers.
- On the Loan Transfers page, select Make A Payment



3. To make a draw on a loan, complete the following fields:
  - Transfer From: From the drop-down menu, select the loan to make the draw on.
  - Transfer To: From the drop-down menu, select the account to deposit the draw into.
  - Send Date: Current date is set by default and is the only option.
  - Transfer Type: From the drop-down menu, select Regular.
  - Amount: Enter the amount of the payment.
  - Memo: Provide a short description of the transaction.
4. Once all draw information has been entered, select Submit. A confirmation will be given, and the user is brought back to the Loan Transfers page.

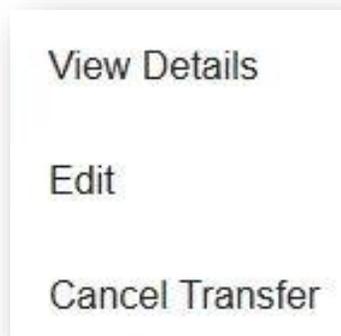
### *Editing/Deleting a Scheduled Payment*

To edit the details on a scheduled payment, or to delete it entirely, a user should do as follows:

1. From the left-side bar menu, select Loan Transfers.
2. On the Loan Transfers page, scheduled payments will be displayed under Pending.
3. Select the  icon to the left of the future transaction that will edited/deleted.

DATE	FROM	TO	DESCRIPTION	AMOUNT
Pending				
08/01/2020	First Choice Business Checking	1234	Payment Auto Transfer Scheduled to be executed	

4. In the menu that opens, choose the action desired action.
  - View Details: View all of the information about the transfer/payment.
  - Edit: Make changes to a scheduled payment.
  - Cancel Transfer: Stop an upcoming scheduled payment.



**Note:** View Details is the only option available for transaction listed under Processed.



The screenshot shows a table of transactions. The first row is highlighted in blue and labeled 'Processed' in a red box. The transaction details are as follows:

Transaction ID	Account	From	To	Amount	Action
08-09-2025	1234	First Choice Business Checking	New Cabinet	\$4,000.00	View Details
	5678		Transfer Successful		

5. If editing a transaction, select Submit to finalize the edit.

## Mobile Deposit

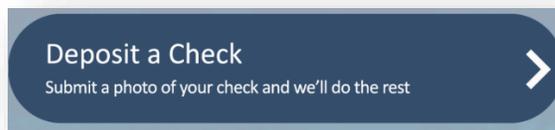
### *Depositing a Check from a Mobile Device*

Account holders are able to deposit checks via Digital Banking Mobile Deposit from any supported mobile device.

**Note:** This process requires your smart device to take a picture of the front and back of the check images. This requires access to your camera to be given to the FNB Pasco app being used. You will be automatically be prompted to give access the first time you use Mobile Deposit.

**Note:** FNB Pasco has default deposit limits for all users. If you would like to know your limits, or to discuss raising them, please contact your local branch.

1. From the left side-bar main menu, select Mobile Deposit.
2. Click Deposit a Check to begin the deposit.



3. Select the account to which you want to deposit funds from the Deposit To drop-down list.

- Enter the amount of the check in the Amount field.

Deposit To  
Select...

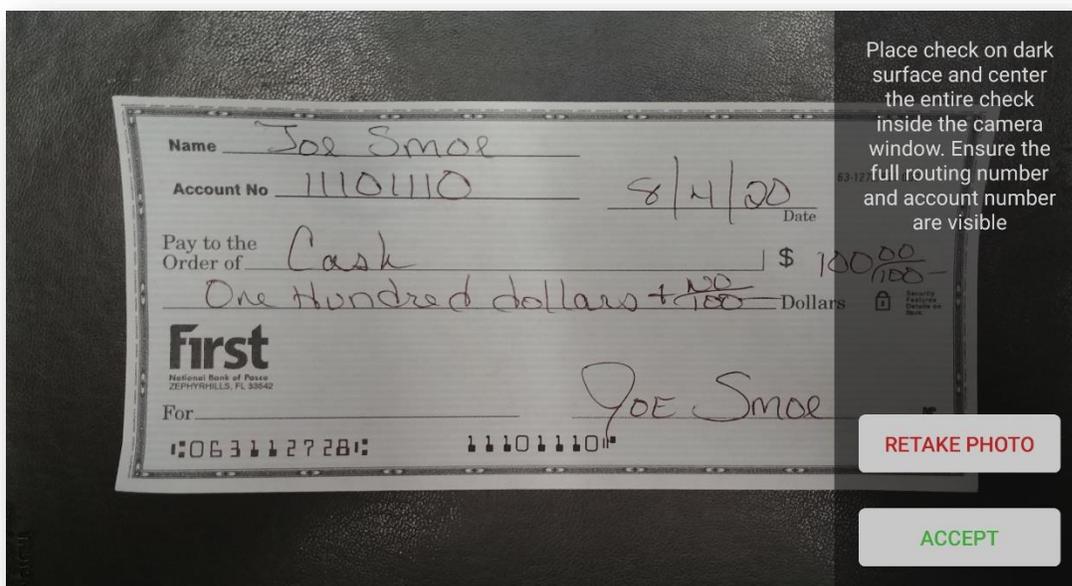
Amount  
\$0.00

Check Front (Click to Capture Image)

Check Back (Click to Capture Image)

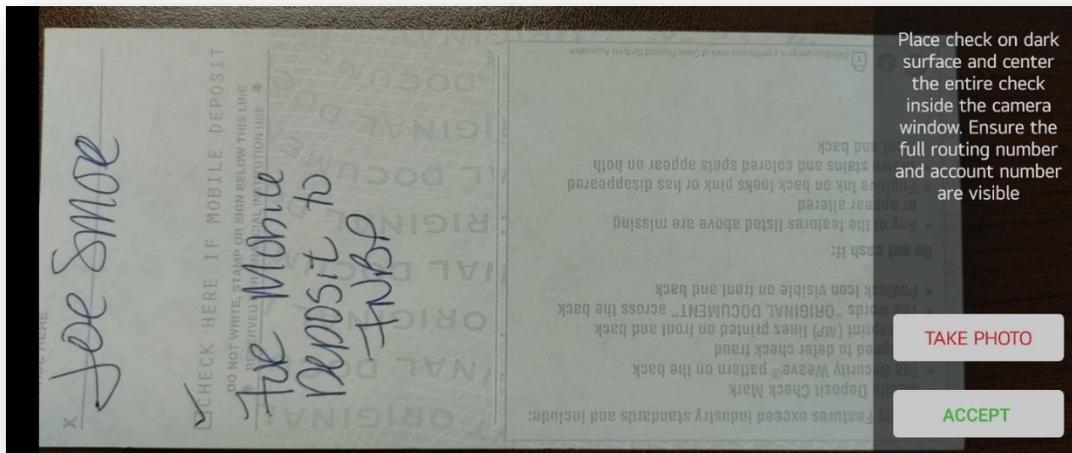
Submit

- Select Check Front to capture an image of the front of the check.
- Follow the on-screen instructions to ensure the image is taken correctly.
  - Select Take Photo to take an image of the check
  - Select Accept once you have a satisfactory image.



**IMPORTANT!** Images of the check must be clear and well-lit in order to be processed. The handwriting should also be legible for Mobile Deposit to detect the check information. Failure to meet these three requirements might lead to the Mobile Deposit not accepting the check.

7. Once the image is accepted, the user is returned to the Create Deposit screen.
8. Click Check Back to capture an image of the back of the check.
9. Repeat steps 6 & 7 to capture the back of the check.



**IMPORTANT!** The back of the check must include a signature to be deposited, as well as written endorsement of “For mobile deposit to First National Bank of Pasco” (First National Bank of Pasco can be shortened to FNB Pasco or FNBP).

10. From the Create Deposit screen, verify all of the deposit information is correct and select Deposit.

Deposit To  
**Advantage Gold**  
 (...72)

Amount  
 \$100.00

Check Front

Check Back

**Submit**

11. On the final screen, review the deposit and select Confirm if everything is satisfactory.
12. The user is returned to the Mobile Deposit screen and they can view the pending transaction.

Mobile Deposit

Deposit a Check  
 Submit a photo of your check and we'll do the rest

(...9272) Aug 4, 2020  
 Deposit Received

\$100.00

Remote Deposit submitted for review. Funds may not be available immediately.

**Note:** Recently deposited checks may take several minutes to appear in the recently deposited list.

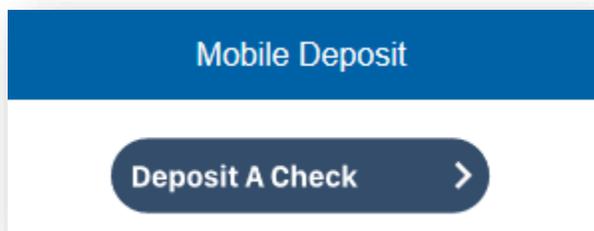
## Depositing a Check from a Computer

Account holders are able to deposit checks via Internet Banking Deposit Capture directly from their desktop. Most account holders do find it easier to deposit checks via the mobile application deposit feature.

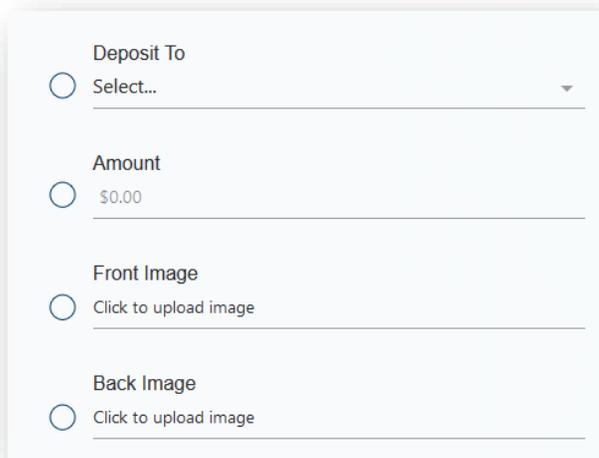
Account holders who have loaded the check they want to deposit to their personal computer or laptop should follow the steps below to deposit a check.

**Note:** This process requires front and back check images saved on your PC to complete a deposit. It is recommended that check images are deleted after the deposit is complete.

1. From the left-side bar main menu, click Deposits.
2. Click Deposit a Check to open the Deposits page.



3. Select the account to which you want to deposit funds from the Deposit To dropdown list.
4. Enter the amount of the check in the Amount field.

A screenshot of a deposit form. It contains four sections, each with a radio button on the left and a text input field on the right. The first section is labeled "Deposit To" and the input field contains "Select...". The second section is labeled "Amount" and the input field contains "\$0.00". The third section is labeled "Front Image" and the input field contains "Click to upload image". The fourth section is labeled "Back Image" and the input field contains "Click to upload image".

5. Click the Upload a Check Image (Front).
6. Locate the image of the check on your computer and select it to be used.

7. Click Back Image and repeat step 6.

**IMPORTANT!** The back of the check must include a signature to be deposited, as well as written endorsement of "For mobile deposit to First National Bank of Pasco" (First National Bank of Pasco can be shortened to FNB Pasco or FNBP).

8. Verify all of the information being submitted is correct, then click Submit.
9. Click Confirm to submit your deposit for review.  
Deposits appear as a pending transaction in your receiving account until approved. A message is sent to confirm that the deposit information has been successfully submitted

The screenshot shows the 'Mobile Deposit' interface. On the left, there are three sections: 'Deposit To' (Advantage Gold (...72)), 'Amount' (\$100.00), and 'Front Image' (Image has been uploaded, click here to remove). Below these is 'Back Image' (Image has been uploaded, click here to remove). On the right, there is a 'Summary' section showing 'Amount \$100.00', 'Account To Advantage Gold (...72)', and 'Front Image' (with a thumbnail of the check's front) and 'Back Image' (with a thumbnail of the check's back). At the bottom, there are 'Cancel' and 'Submit' buttons. A note at the bottom right states: 'Checks deposited M-F before 5pm will be credited on the same business day. All other deposits will be credited on our next business day. Payees must endorse the back of the check: "For Mobile Deposit Only First National Bank of Pasco"'

## Debit Card Management

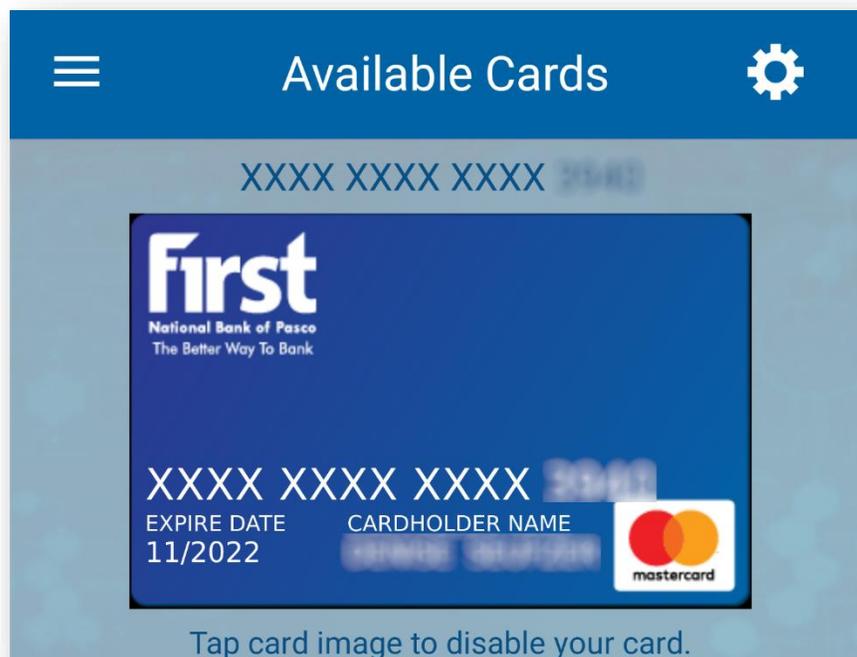
The Card feature enables account holders to enable or disable cards associated with accounts, enable or disable merchant categories, and enable transaction categories.

### *Turnings Card On/Off – Mobile*

The Card On/Off feature allows account holders to enable or disable cards associated with accounts as necessary. Follow the instructions below to turn cards on or off for an account.

**Note:** Turning on/off cards from a web browser is explained in the section directly after this one.

1. From the left-side menu, select Cards.
2. A list of all available cards is displayed. To turn on/off a card, simply tap the image of the card.



3. Select Confirm in the screen that pops up.

4. Locked cards are displayed with a lock symbol on them.

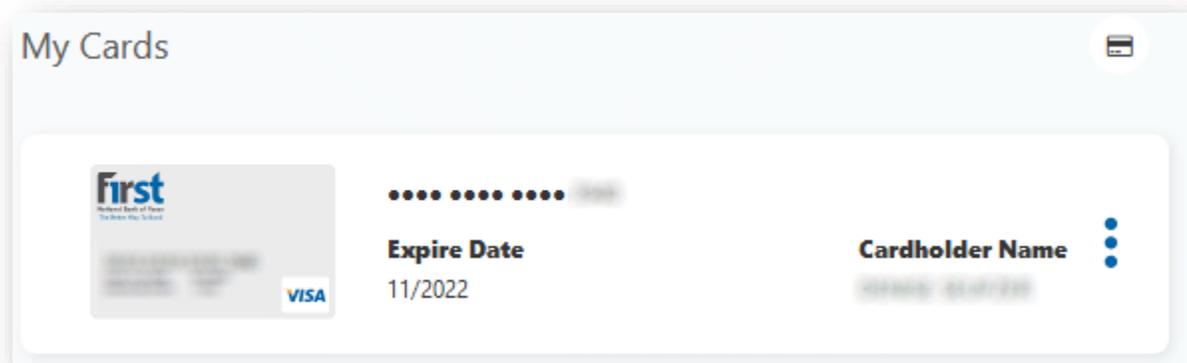


### *Turning Cards On/Off - Browser*

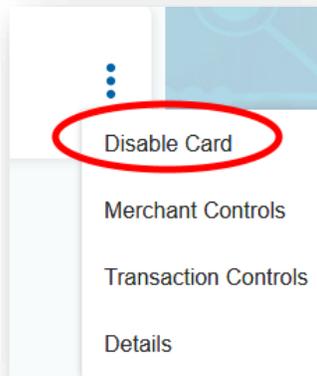
The Card On/Off feature allows account holders to enable or disable cards associated with accounts as necessary. Follow the instructions below to turn cards on or off for an account.

**Note:** Turning on/off cards on mobile is explained in the section directly before this one.

1. From the left-side menu, select Cards.
2. A list of all available cards is displayed. Select the  icon to the right of the card being turned on/off.



3. Choose Disable Card to turn off the card or Enable Card to turn the card on.



4. Select confirm to authorize the turning on/off the card.

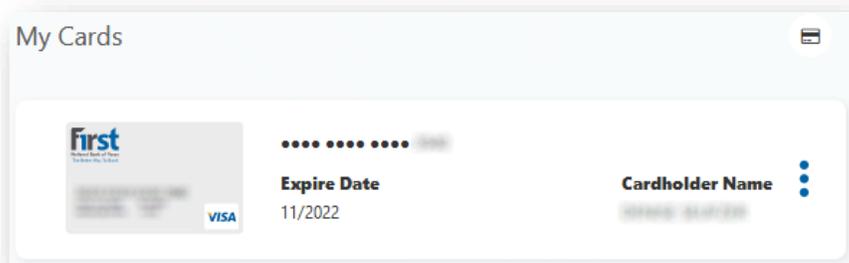
**Note:** Scheduled or recurring debit card transactions will continue to process even if the corresponding card has been disabled. Card On/Off is designed to stop new card transactions quickly when you are concerned that a debit card has been lost or stolen. When you have confirmed that a card has been lost or stolen, the best practice is to contact your local FNB branch.

### *Enabling Cards Merchant Control*

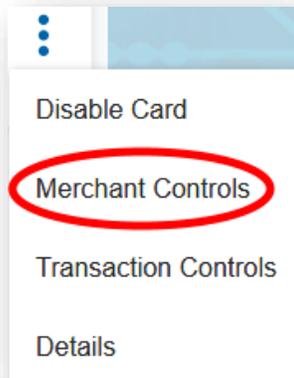
The merchant control feature allows account holders to enable or disable certain types of merchants as necessary. Turning off a merchant control will stop all transactions from processing for that merchant category on the chosen card. For more information on the different merchants, please contact your local FNB branch.

Follow the instructions below to turn merchant controls on or off for an account.

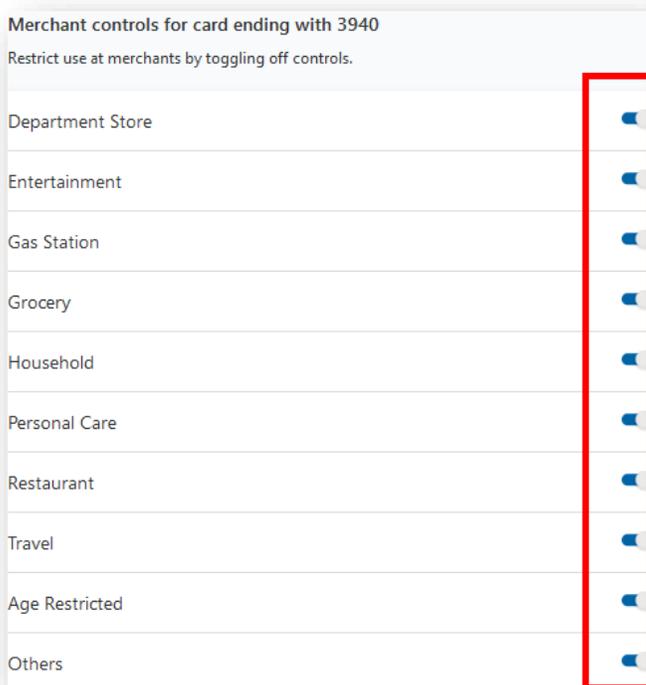
1. From the left-side menu, select Cards.
2. A list of all available cards is displayed. Select the  icon to the right of the card merchant controls are being managed for.



### 3. Choose Merchant Controls.



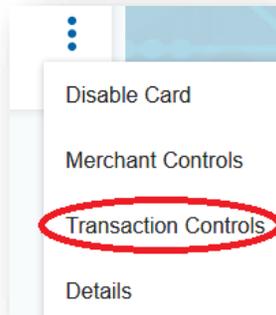
### 4. Use the toggle buttons to enable or disable the applicable merchant types. **IMPORTANT!** All merchants are enabled by default.



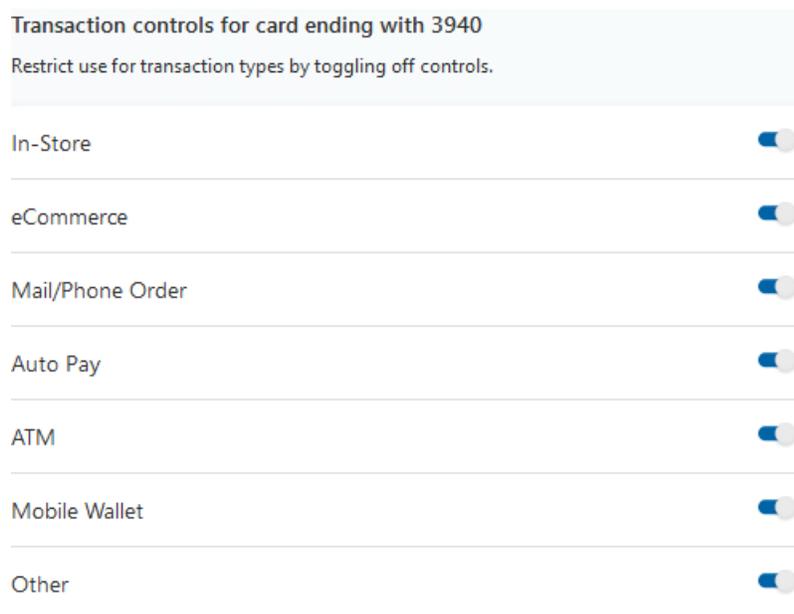
## Enabling Cards Transaction Control

The My Card Transaction Controls feature allows account holders to enable or disable certain types of transactions as necessary. For more information on the different transaction types, please contact your local FNB branch.

1. From the left-side menu, select Cards.
2. A list of all available cards is displayed. Select the  icon to the right of the card.
3. Choose Transaction Controls.



4. Use the toggle buttons to enable or disable the applicable transaction types.  
**IMPORTANT!** All transaction types are enabled by default.



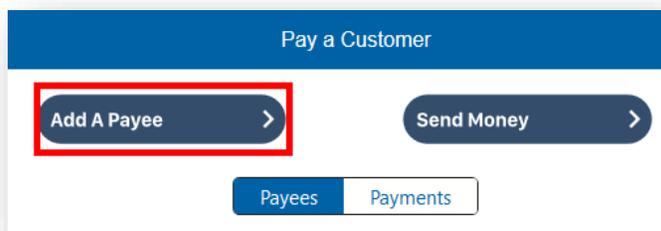
## Pay a Customer

The Pay a Customer feature enables Account Holders to transfer money to other account holders within FNBP. To pay a friend, the account holder must know the Account Number, Account Type, and Last Name of the payee.

**Note:** Payments can only be made between accounts at FNBP. Pay a Customer cannot be used to transfer money externally.

### Adding A New Payee

1. From the left-side bar menu, click Pay a Customer to open the Pay a Customer page.
2. Select “Add a Payee”.



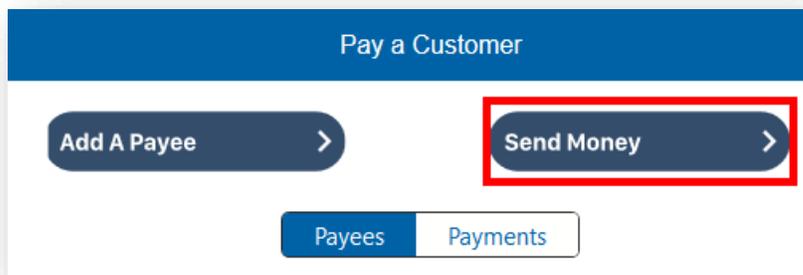
3. Enter the Payee’s last name in the Payee Last Name field
4. In the Select Payee Account Type field, use the drop-down menu to choose the account type.
5. In the Payee Acct # field, enter the payee’s account number.
6. In the Confirm Payee Acct #, reenter the account number.
7. Select Submit to finish setting up a payee.

 A screenshot of the 'Pay a Customer' mobile application interface showing the form for adding a new payee. The title bar at the top is blue and contains the text 'Pay a Customer'. The form is divided into two columns. The left column contains four fields, each with a radio button to its left: 'Payee Last Name' (with a text input field), 'Select Payee Account Type' (with a dropdown menu), 'Payee Account Number' (with a text input field), and 'Confirm Payee Account Number' (with a text input field). The right column is titled 'Summary' and contains three fields: 'Nickname', 'Account Number' (with a text input field), and 'Account Type' (with a text input field). At the bottom of the screen, there are two buttons: a red 'Cancel' button on the left and a teal 'Submit' button on the right.

**Note:** On the right side of the screen, a summary of the payee being established is displayed as information is added.

## Sending Money

1. From the left-side bar menu, click Pay a Customer to open the Pay a Customer page.
2. Select Send Money.



3. Use the drop-down menu in the To field to choose a payee, or to establish a new one. **Note:** See Adding A Payee above for instructions on adding a new payee.
4. Use the drop-down menu in the From field to choose the account to transfer from.
5. Enter the amount that you want to send in the Amount field. Often the minimum payment amount is \$10.00.
6. Enter a memo about the transaction in the Memo field.
 

**Note:** Memos are optional for same-day transactions and required for future dated ones.
7. Select Submit.

 A screenshot of the 'Pay a Customer' form. The form is split into two columns. The left column contains the following fields: 'Select Payee' (with a radio button for 'Add Payee' selected), 'Payee Last Name', 'Payee Account Number', 'Confirm Payee Account Number', 'Select Payee Account Type', a checkbox for 'Do not save this Payee', 'Select From Account Type', 'Amount', and 'Memo'. The right column shows a 'Summary' section with the following fields: 'Amount' (\$0.00), 'Nickname', 'Account Number', 'Account Type', and 'From Account'. At the bottom of the form, there are two buttons: 'Cancel' (in a red box) and 'Submit' (in a teal box).

**Note:** When using a web browser, the right side of the screen shows a summary of the payee being added. This is the only place the transaction will be summarized before submitting payment.



8. On the next window, select Confirm to finalize the payment.
9. A confirmation of a successful payment is displayed. If using a web browser, select OK to return to digital banking.

### *Quick Pay*

1. From the main side bar menu, click Pay a Customer to open the Pay a Customer page.
2. In the Pay a Customer window, Select the Pay button next to the intended payee.

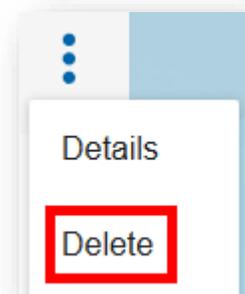


3. This brings the user to the Send Money window, with the payee filled in already.
4. Follow the instructions from above (Sending Money) to complete the payment.

### *Deleting a Payee*

If an account holder no longer wishes to send money to or receive money from a payee, they can easily delete the payee.

1. From the left-side menu, select Pay a Customer to open the Pay a Customer page.
2. Select the  icon next to the payee; then, click Delete.
3. Select Confirm to delete the payee.

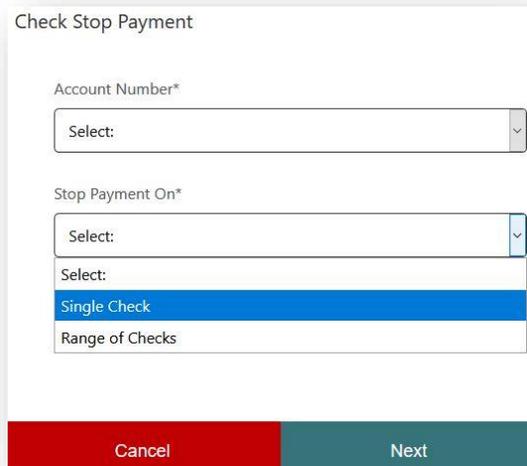


## Check Stop Payments

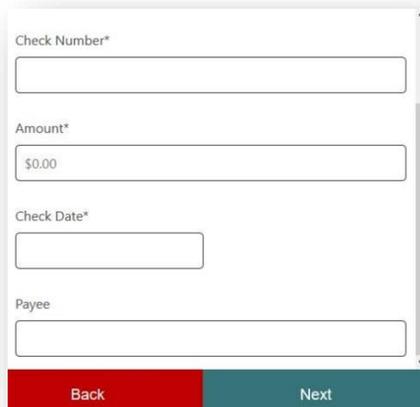
### *Stopping a Check Payment – Single Check*

Follow the instructions below to place a stop payment on a single check.

1. From the left side-bar menu, click Check Stop Payment to open the Check Stop Payment window.
2. In the Account Number drop-down, select the account the check was written from.
3. Select Single Check from the Stop Payment On list; then, click Next to open the Stop Payments window.

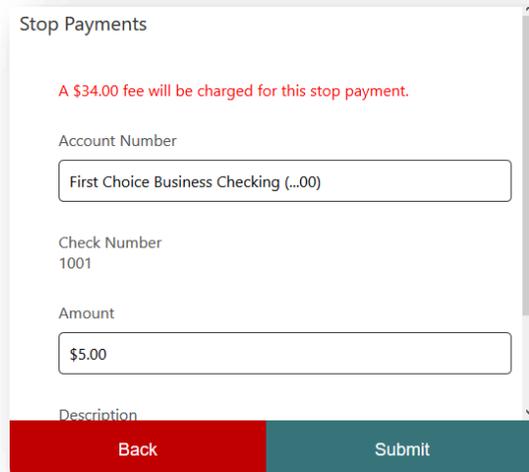


4. Enter the following information on the check being stopped, then click next:
  - Check Number
  - Amount
  - Check Date
  - Payee



**IMPORTANT!** If you are unsure about any of the requested information, please contact your local FNBP branch.

5. A message summarizing the stop payment, along with any associated fees, is displayed. Select Submit to finalize the check stop payment.



The screenshot shows a 'Stop Payments' form with the following fields and content:

- Stop Payments** (Title)
- A \$34.00 fee will be charged for this stop payment.** (Red text message)
- Account Number**: First Choice Business Checking (...00)
- Check Number**: 1001
- Amount**: \$5.00
- Description**: (Empty field)
- Buttons**: Back (Red) and Submit (Teal)

**Note:** Even in situations where fees are waived, the fee message will still appear online. This does not mean a fee is being charged. This is a static part of the message that never changes. For any questions regarding whether a fee would or would not be applicable, please contact your local FNBP branch.



## Stopping Check Payments – Multiple Checks

1. From the main side bar menu, click Check Stop Payment.
2. In the Account Number drop-down, select the account the checks were written from.
3. Select Range of Checks from the Stop Payment On list; then, click Next to open the Stop Payments window.

Check Stop Payment

Account Number\*

First Choice Business Checking (...00)

Stop Payment On\*

Range of Checks

Select:

Single Check

Range of Checks

Cancel Next

4. In the Start Number and End Number fields, enter the starting and ending check numbers for the range being stopped.
5. In the Payee field, Enter the payee as written on the checks.

**Note:** If you are unsure of the payee or check numbers, please contact your local FNBP branch.

Account Number

First Choice Business Checking (...00)

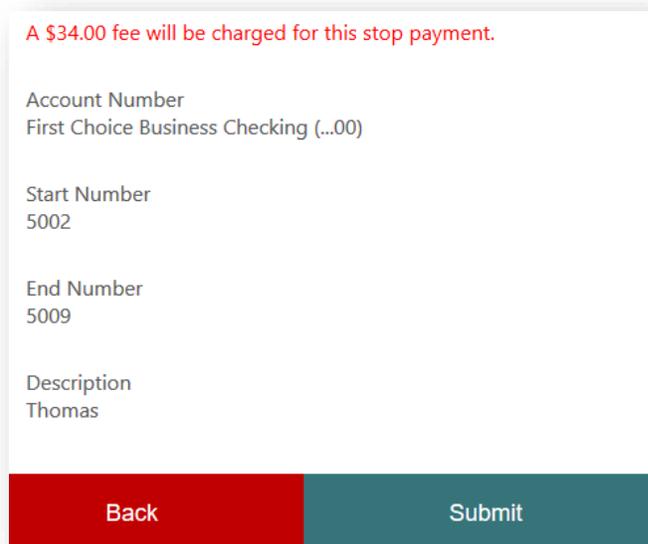
Start Number

End Number

Payee

Back Next

6. Click Next.
7. A message summarizing the stop payment, along with any associated fees, is displayed. Select Submit to finalize the check stop payment.



A \$34.00 fee will be charged for this stop payment.

Account Number  
First Choice Business Checking (...00)

Start Number  
5002

End Number  
5009

Description  
Thomas

Back Submit

**Note:** Even in situations where fees are waived, the fee message will still appear online. This does not mean a fee is being charged. This is a static part of the message that never changes.



## Secondary Features Menu (Right-side menu)

### Setting Up Alerts

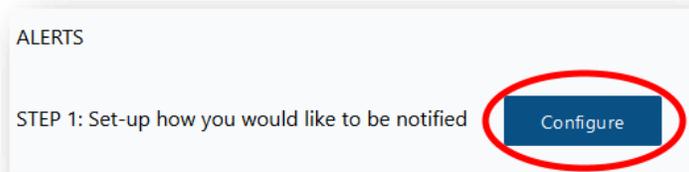
#### *Enabling Security Alerts for Email Addresses or SMS/TEXT (Text Message)*

Security Alerts over email or SMS/TEXT can be enabled for any user. These allow customers to receive notifications when defined events occur on an account (password resets, address change, etc.).

1. Select the gear in the top right corner to get to the Right-side Menu.



2. Select Alerts to open the Alerts page.
3. Select Configure to open the Alerts setup page.



4. Enter the email address and an (optional) secondary email address.  
**IMPORTANT!** Email alerts cannot be disabled in order to communicate in the event of an emergency.

5. Enter a phone number and an (optional) secondary phone number if SMS/TEXT alerts are being configured. If a phone number is entered, the account holder is sent an out-of-band authentication code to verify the device.  
**IMPORTANT!** Authentication codes are valid for 15 minutes after their arrival. If the code is not entered in that time, a new one will need to be requested.



Enter the phone number where you wish to receive text alerts

Optional secondary phone number

SMS Enabled

Enable number for alerts?

Enable number for alerts?

Depending on your service plan, standard text messaging and data rates may apply.

**IMPORTANT!** Depending on your service plan, standard text messaging and data rates may apply.

Example SMS/TEXT Out-of-Band Authentication code

Here is your validation code:  
104b01.  
Now

Example code input

Enter code to activate phone number

Enter code to activate phone number

104b01

Cancel OK

## Setting Up Security Alerts

Once a delivery method has been enabled, as described above in Enabling Security Alerts for Email Addresses or SMS/TEXT, customers can configure which alerts they would like to receive.

**Note:** The first alert, named The Email Address Where I Receive Alerts is Changed, is always enabled by default and cannot be turned off.

The email address where I receive alerts is changed.



1. Select the gear in the top right corner to get to the Right-side Menu, then select Alerts to open the Alerts page.
2. Select Security Alerts.

Configure Alerts

Security Alerts

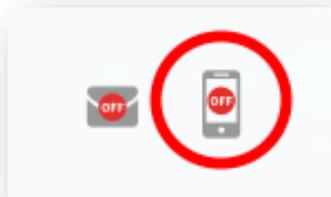
Account Alerts

**IMPORTANT!** Alerts can only be enabled for delivery methods that have been enabled.

3. To enable security email alerts for a specific alert, select the Email icon to the right of the alert.



To enable security text alerts for a specific alert, select the SMS/TEXT/Text icon to the right of the alert.



If an alert notification method has not been activated, it will not be listed on the Security Alerts page.

When changing alerts, any changes made are saved immediately.



4. On alerts that include dollar amounts, a window will pop-up to enter amounts in. Enter the amount required and select Submit.

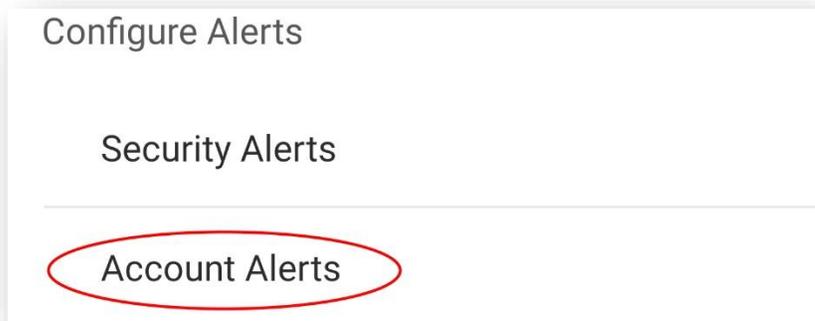
### *Setting Up Account Alerts*

Once a delivery method has been enabled, as described above in Enabling Security Alerts for Email Addresses or SMS/TEXT, customers can configure which account alerts they would like to receive. Account alerts serve as notification when specified transaction types occur, or when transaction over specified dollar amounts are posted.

1. Select the gear in the top right corner to get to the Right-side Menu, then select Alerts to open the Alerts page.



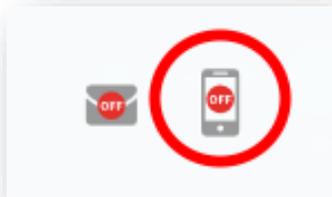
## 2. Select Account Alerts.



3. Choose the account to setup alerts for. On a browser, a drop-down menu will offer the choice of accounts. Mobile will open a new page to choose from.  
**IMPORTANT!** Alerts can only be enabled for delivery methods that have been enabled.
5. To enable account email alerts for a specific alert, select the Email icon to the right of the alert.

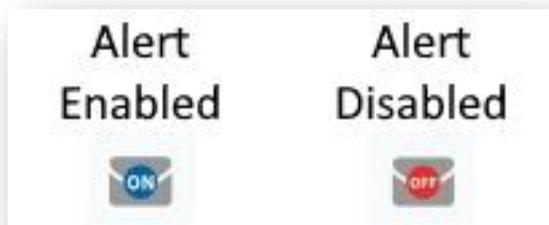


To enable account text alerts for a specific alert, select the SMS/TEXT/Text icon to the right of the alert.



If an alert notification method has not been activated, it will not be listed on the Security Alerts page.

When changing alerts, any changes made are saved immediately.



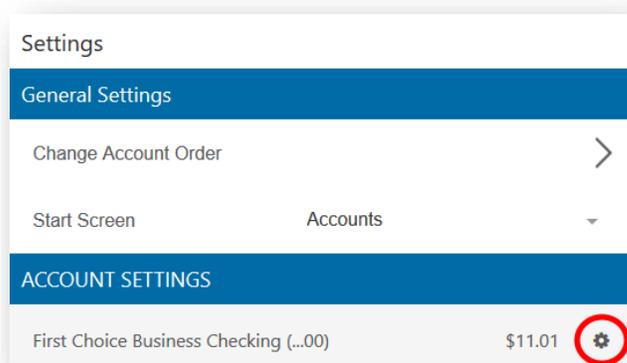
# Settings

## *Nicknaming Accounts*

1. Select the gear to get to the Right-side Menu, then select Settings to open the Settings page.



2. Click the gear icon that corresponds to the account you want to nickname. The Account Settings window opens.



3. Click the Pencil icon. The text field opens in edit mode.



4. Enter the desired nickname in the text field.
5. Click the Save icon.



6. Repeat this process for each account that you want to nickname.



## Hiding/Unhiding Accounts

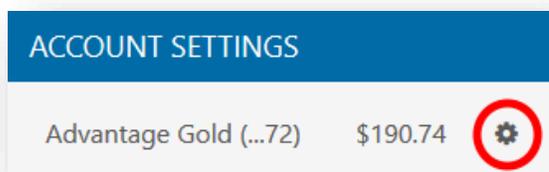
There are two ways for an account holder to hide accounts: using tiles or using Digital Banking settings.

**Note:** Hidden accounts are not available to process transactions and do not appear in the Account Tiles at the top of the main workspace. To unhide accounts, account holders must navigate to Settings and follow the steps below.

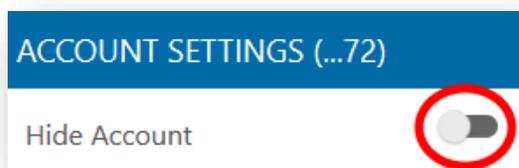
1. Select the gear in the top right corner to get to the Right-side Menu.



2. Select Settings to open the Settings page.
3. Select the gear icon that corresponds to the account you want to hide. This opens the Account Settings.



4. Click the Hide Account toggle button to the right.



5. Digital Banking removes the account from the tiles behind the Account Settings page.
6. To unhide the account, simply click the Toggle icon again. The account will appear in its original position in the Account Tile panes.



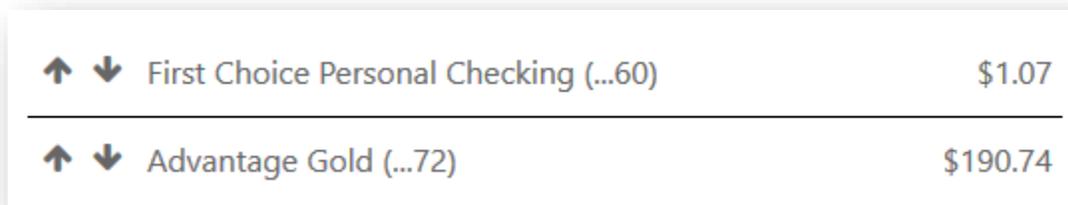
## Changing Account Order

The Change Account Order feature enables account holders to display any unhidden accounts first in the list that appears at the top of the Digital Banking platform. Follow the instructions below to change the account order of accounts.

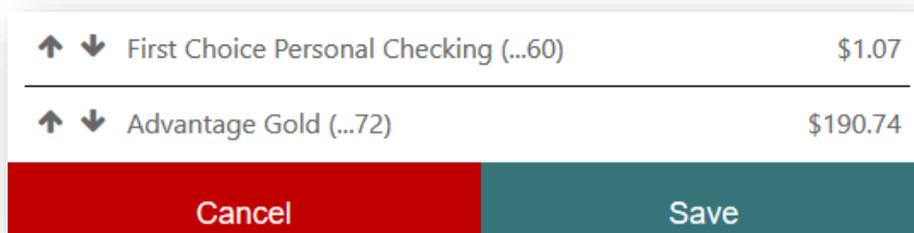
1. Select the gear in the top right corner to access the Right-side Menu.
2. Select Settings; then, choose Change Account Order to open the account order window.



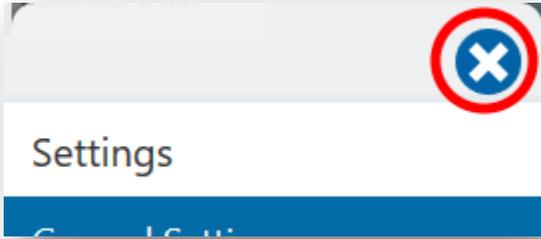
3. Click the up arrow of an account to move the account up in the display order. Click the down arrow to move an account down in the display order.



4. Click Save to save your changes to the Account Tiles display order.



5. Close the Settings window to return to the Transactions page.

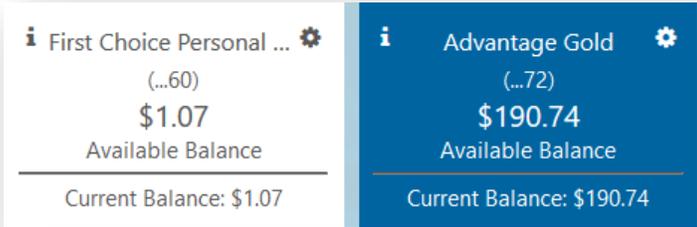


6. The new Primary account displays the left side of the Account Pane and the transactions that correspond to that account are visible on the transactions page when you navigate back to that page.

**BEFORE**



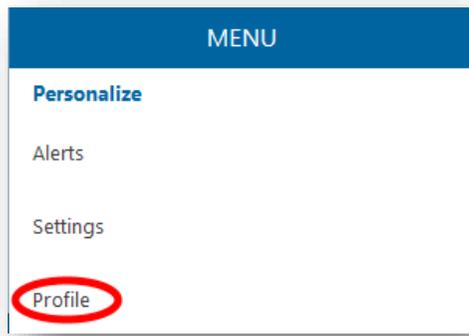
**AFTER**



## Profile Update

The Profile option enables account holders to update their user profile information. Follow the instructions below to update the user profile.

1. Select the gear in the top right corner to access the Right-side Menu.
2. Select Profile to open the Change of Information page.



3. Update the applicable following fields:

- Email\*
- Home Phone
- Mobile Phone\* (If no mobile phone, enter home phone here)
- Street Address (No PO boxes) \*
- Street Address 2
- City\*
- State\*
- Zip Code\*

\* Indicates a required field.

4. Select Submit.

**IMPORTANT!** Updates made to user profiles also update the information stored on the core system for FNBP.

- Changing address will determine where paper statements are sent. If statements should be sent to a different address than the primary residence provided, please contact your local FNBP branch.
- Changing a phone number will change the phone number that can receive security code texts and calls from digital banking. Please ensure regular access is available to the phone number being selected.
- For foreign address changes, or any other unique circumstance, please contact your local FNBP branch.

## Password Reset

While logged in to digital banking, users can choose to view their current username or reset their password.

1. Select the gear in the top right corner to access the Right-side Menu.
2. Select Password Reset
3. A drop-down menu will offer the choice between Forgot Username and Forgot or Reset Password. Select Forgot or Reset Password to begin the reset process.

Please select a help option from the drop-down menu below

Forgot or Reset Password x ▼

---

Submit

4. Then enter the same validation details that were submitted at registration (Account number, account type, last 4 digits of SSN/TIN, and zip code).
5. Upon successful validation, choose the method to receive a one-time security code (SMS/TEXT, phone call or email).
6. Once the security code is received, enter it and select Verify.
7. The next screen will display your current username and allow you to reset your password. Choose a new password that meets the specified criteria, enter it into the Password and Confirm Password fields, and then select Submit

Choose New Password

Username

Password

---

Password 8 characters or more  
 Include at least 1 upper case letter  
 Include at least 1 number  
 Include at least 1 special character:  
 (!@#%\$^&\*+.-=()[]{} \ ; : , . / ?)

Confirm Password

Submit

8. The user is given a Success message and the password is updated.



## Locate Us

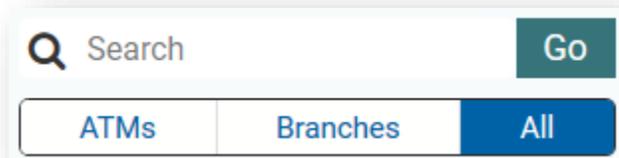
Users are able to view the location of all FNBPs branches and ATMs from the Locate Us page. Select the gear in the top right corner to access the Right-side Menu, then select Locate Us.

**IMPORTANT:** Location services must be enabled to use the Locate Us feature.

**Note:** Only locations within 15 miles of the device being used will be displayed by default. Settings on a user's mobile device or computer may cause them to appear in a location other than where they currently are. Use the search function as described below to find a branch if available ones don't display automatically.

### *Filtering and Searching*

All branches and ATMs are listed by default and can be filtered to show only ATMs or branches. Use the menu within Locations to filter what is displayed or use the Search bar to find a specific location.

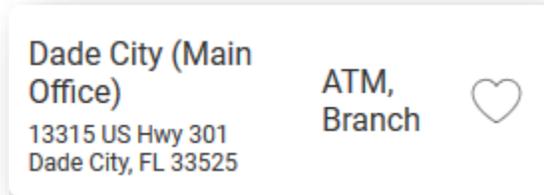


**Note:** FNBPs customers may also use any Publix Presto ATM to withdraw money from their accounts.

## Favorites

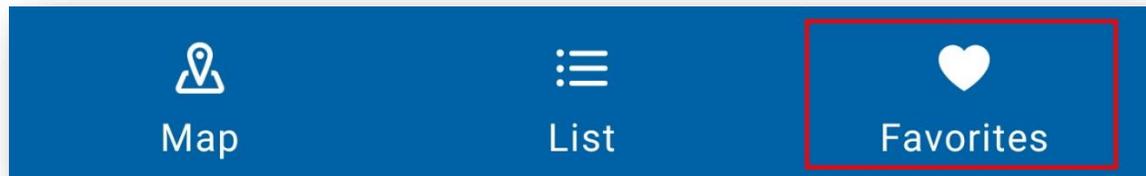
Users can select ATM and branch locations as favorites. This makes the location stand out more visibly on the map, as well as lets users filter results to show only their favorites.

To favorite an ATM or branch location, select the heart icon to the left of the location name.

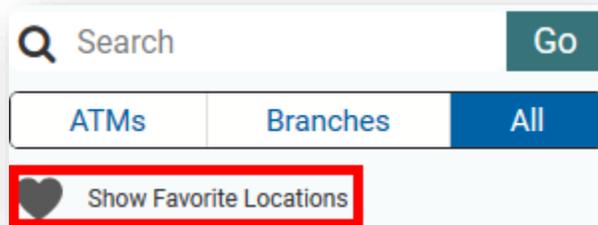


To filter location results by favorites, select the Show Favorite Locations filter.

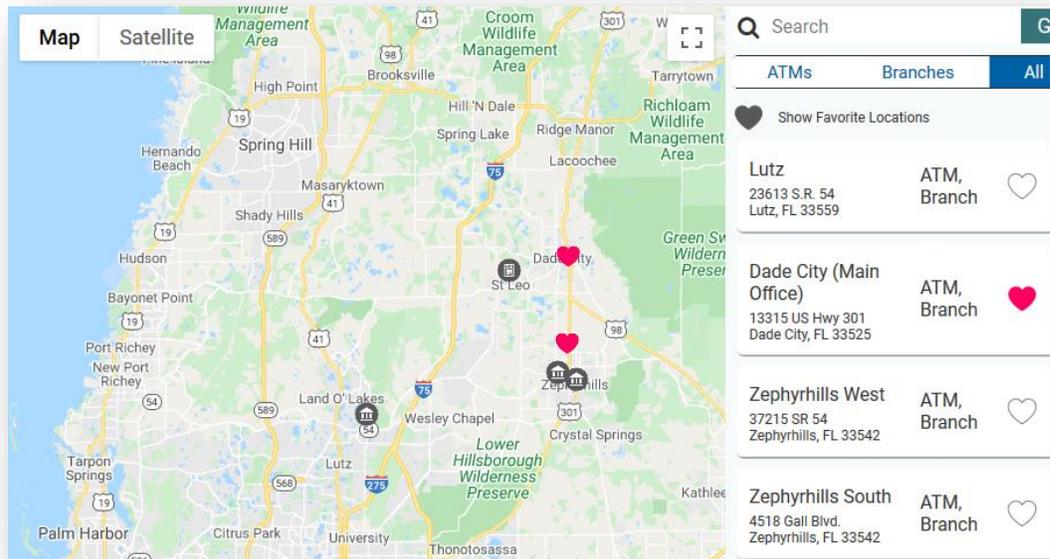
## Mobile



## Browser



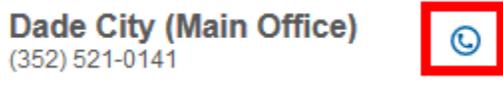
In the example below, the Dade City office and Zephyrhills Hospital ATM are selected as favorites.



### Contact Us

Users are able to get the phone number for any FNB branch by selecting the gear in the top right corner to access the Right-side Menu, then selecting Locate Us. Users can also find the number to report lost or stolen debit cards outside of FNB business hours.

If digital banking is being accessed from a mobile device, the user can select the phone icon next to a number to initiate a call using their cell phone.



**IMPORTANT!** Selecting the call icon will open the mobile device's phone application and make the call outside of the digital banking application. Any device attempting to make a call will need to have the ability to make phone calls and a carrier plan. If the device being used does not allow calls, phone numbers will need to be called manually from a working phone.