

Locked out and have NOT previously set your password reset question under the Options tab

If you are locked out of NetTeller and have NOT set your Password Reset Question (under the Options tab), you may phone our Customer Service representatives at **855-855-3268**.

The screenshot shows the Farmers Bank and Trust NetTeller login page. At the top left is the FB&T logo and the Farmers Bank & Trust logo. At the top right is the text "Farmers Bank and Trust". Below the logo is a red banner with the text "Information Message: Invalid NetTeller ID or Password". Below the banner is a "Login to NetTeller" button. To the right of the button are links for "Enroll", "Test Browser", and "Home". Below these links is a link for "Supported Browsers". The main form area contains two input fields: "NetTeller ID" and "NetTeller Password". To the right of the "NetTeller Password" field is a link for "Reset your password". Below the input fields is a "Login" button with a circular arrow icon. At the bottom of the page, there is a disclaimer: "\* Some internet browsers may save user names and passwords. This will automatically complete any login for you and may allow people at your computer to use your logins without knowing your passwords. For your security, please review your internet browsers 'Help' section, or contact their Customer Support, to see if this option is available and how to turn it off." At the bottom right, there are logos for "VeriSign Secure" and "FDIC MEMBER LENDER".

The CSR will give you a temporary password. Then you must go to the login page.

The screenshot shows the same Farmers Bank and Trust NetTeller login page as above, but with three numbered instructions overlaid. Instruction 1: "1. Enter your 12-digit NetTeller ID or your Alias (if you have selected an alias)." with an arrow pointing to the "NetTeller ID" input field. Instruction 2: "2. Enter the temporary password you received from the CSR." with an arrow pointing to the "NetTeller Password" input field. Instruction 3: "3. Click Login." with an arrow pointing to the "Login" button. The rest of the page content, including the error message and disclaimer, is the same as in the previous screenshot.

Since it is important that **ONLY** you know your NetTeller password, at this time you will be prompted to create a new NetTeller password.

**1. Enter the temporary password provided by the CSR.**

**2. Enter a new Password that meets the specified criteria.**

**3. Reenter your new Password.**

**4. Click Continue.**

Security Settings

Please select a new password for future access to this service.

Change your NetTeller Password (required):

Enter your current Password:

Enter your new Password:

Reenter your new Password:

NOTE: Password must be between 8 and 25 characters. Alpha-Numeric. Numbers and letters only are required.

Continue

FDIC EQUAL OPPORTUNITY LENDER

After you have successfully logged in using your new password, click on the **Options** tab and set your **Password Reset Question and Answer**. This will allow you to use the **Reset your password** function (on the NetTeller log in page) if you should get locked out.

Options

Personal Account Name Display Options Alerts Mobile Settings

Modify Personal Settings

Current Email Address:

Change Email Address:

Reenter New Email Address:

Password Reset Question:

Password Reset Answer:

Modify Login Information

NetTeller ID

Enter New

NOTE: IDs must be between 4 and 20 characters, consist of 1 or more letters, numbers are allowed. The following special characters are allowed: + \_ % @ ! \$ & \* ~

NetTeller Password

Enter Current

Enter New

Enter New Again

NOTE: Password must be between 8 and 25 characters, Alpha-Numeric. Numbers and letters only are required.

Submit

FDIC EQUAL OPPORTUNITY LENDER

## Use NetTeller *OPTIONS –Personal* tab to make NetTeller Personal!

### Keep your NetTeller Email address current.

This Email address is used to provide password reset links and information.

#### Confirm and/or change your NetTeller Email address:

Log in to NetTeller

From the Options/Personal tab, in the Modify Personal Settings section:

Confirm your CURRENT email address, or use the CHANGE EMAIL ADDRESS section to provide a new email address for your account.

### Set your Password Reset Question and Answer

This will allow you to request an automated PIN reset without the aid of an FBT Customer Service Representative.

If your account should become locked and you request an automated password reset, the system will prompt you with this question. You will be required to provide the correct answer in order to have the password reset. (Note: If you share this account with a spouse or joint owner, be sure to provide a question/answer that both will know).

#### To set your Password Reset Question and Answer:

Log in to NetTeller

From the Options/Personal tab, in the Modify Personal Settings section:

Enter your Password Reset Question

Enter your Password Reset Answer

Click Submit.

Example:

Password Reset Question: Name of childhood pet

Password Reset Answer: Rover

### Set your NetTeller Alias

This will allow you to sign on with an ID of your choice, instead of the 12-digit NetTeller ID number. The 12-digit NetTeller ID is still valid and can be used interchangeably with your alias.

To set your alias:

Log in to NetTeller.

From the Options/Personal tab, in the Modify Login Information section,

Enter your NetTeller ID (alias).

Click Submit.

### Keep your NetTeller Password Confidential

You may change your NetTeller password at any time. (The system will require a change at 90-day intervals). **You SHOULD change your password any time you think it may have been compromised.**

**To set your password:** Log in to NetTeller.

From the Options/Personal tab, in the Modify Login Information section,

Enter your Current Password

Enter your NEW Password

Enter the NEW Password again for confirmation.

Click Submit.

NetTeller ID (Alias)

Email Address

Password Reset Question/Answer

NetTeller Password

The screenshot shows the 'Options' page in a Windows Internet Explorer browser. The page title is 'Options - Windows Internet Explorer' and the URL is 'https://www.netteller.com/bsmagr01a/Options.cfm'. The browser's address bar shows 'Jack Henry and Associates, Inc [US]' and 'Live Search'. The page features a navigation menu with 'Options' selected. Below the menu, there are tabs for 'Personal', 'Account Name', 'Display Options', 'Alerts', and 'Mobile Settings'. The main content area is divided into two sections: 'Modify Personal Settings' and 'Modify Login Information'. In the 'Modify Personal Settings' section, there are input fields for 'Current Email Address', 'Change Email Address', 'Reenter New Email Address', 'Password Reset Question', and 'Password Reset Answer'. In the 'Modify Login Information' section, there are input fields for 'NetTeller ID', 'Enter New', 'Enter Current', and 'Enter New Again', along with a 'Submit' button. A 'NOTE' specifies that the ID must be between 4 and 20 characters and that the password must be between 8 and 25 characters. The page also includes an FDIC logo and a 'EQUAL HOUSING LENDER' logo.

Use NetTeller **OPTIONS** –**Display Options** tab to further personalize NetTeller to your own preferences!

The screenshot shows the 'Display Options' page in a Windows Internet Explorer browser. The page title is 'Display Options - Windows Internet Explorer' and the URL is 'https://www.netteller.com/bsmagr01a/Display.cfm'. The browser's address bar shows 'Jack Henry and Associates, Inc [US]' and 'Live Search'. The page features a navigation menu with 'Options' selected. Below the menu, there are tabs for 'Personal', 'Account Name', 'Display Options', 'Alerts', and 'Mobile Settings'. The main content area is titled 'Establish Display Defaults' and contains several sections with radio button options: 'Accounts' (5, 10, 20, 50, 100, All), 'Transactions' (Since Last Statement, Last 7 Days, Last 15 Days, Last 30 Days, All, Search History), 'Bill Pay History' (All History, Last 7 Days, Last 15 Days, Last 30 Days, Search History), 'Transfer History' (Last 7 Days, Last 15 Days, Last 30 Days, Search History), 'Download Lines' (One Line, Two Lines, Three Lines, All Lines), and 'Transfer Confirmation' (Yes, No). A 'Submit' button is located at the bottom of the section. The page also includes an FDIC logo and a 'EQUAL HOUSING LENDER' logo.

**Use the NetTeller *OPTIONS –Alerts* tab to make NetTeller convenient!**

Alerts can be received via Email, at NetTeller login, and via text message. (Contact the CSR if you wish to receive via text).

- Event Alerts:** Receive alerts of selected account-related events such as incoming ACH debits/credits and insufficient funds (NSF).
- Balance Alerts:** Receive alerts when your account(s) go above or below your specified amount.
- Item Alerts:** Receive alerts when designated check numbers clear.
- Personal Alerts:** Receive personal alerts (reminders) of birthdays, anniversaries, etc.