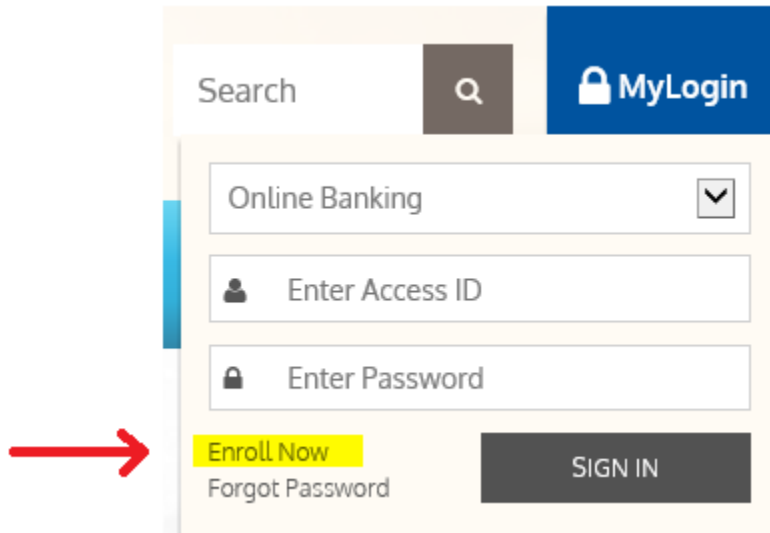


Online Banking Enrollment and Login Troubleshooting

Enrollment Tips:

- You must be an owner or signer on an account in order to access the account through Online Banking.
- Ensure you are using the Enrollment link on the First American Bank website at www.1934.bank.



- Our enrollment process includes an ID authentication step in which you will be asked four questions based off of information available with the credit bureaus. If you do not have enough information on file with the credit bureaus to complete the ID authentication questions, your enrollment attempt will result in an error. If you feel this is the cause of your enrollment issue, please contact your [local branch](#) for assistance.
- Clear your Temporary Internet Files and try to login again.
- Verify the computer is set to allow cookies.
- Add our website to your computer's Trusted Sites.
- Try logging in on another computer.
- If none of the above resolves the issue, please contact your [local branch](#) for assistance. Have the following information ready to share with us:
 - What is the exact error message? A screen print is helpful.
 - Are you using a PC or a Mac?
 - What operating system are you using (Windows 7, Windows 8, Mac OS, etc.)
 - What browser and version are you using (IE10, Safari, Google Chrome, Firefox, etc.)
 - Have you recently installed new software or changed anything on your computer?

Login Tips:

- Ensure you are logging in from the First American Bank homepage at www.1934.bank and not using a bookmarked page.
- If it has been 90 days since you last logged in, you will need to complete the enrollment again.
- Clear your Temporary Internet Files and try to login again.
- Verify your computer is set to allow cookies.
- Add our website to your computer's Trusted Sites.
- Try logging in on another computer.
- If none of the above resolves the issue, please contact your [local branch](#) for assistance. Have the following information ready to share with us:
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Forgot Password Link Tips:

- If you have unsuccessfully attempted to log in more than five times, the system will lock your online banking record. Clicking the Forgot Password link will send you a temporary password via email and unlock your online banking record.
- A sample email with temporary password is shown below.
- If you are unable to successfully reset your password, please contact your [local branch](#) for assistance.

Mobile Banking Login Tips:

- If you have trouble signing into mobile banking, first try to login on a computer or use the web browser on your phone.