

TOKENS

STEP-BY-STEP ADMINISTRATOR INSTRUCTIONS



The secure Token provides you additional security when accessing Business Online Banking, helps protect against fraudulent online activity, and is required when initiating ACH and Wire transactions. For security purposes, keep your Token device in a secure location or with you at all times. **First Business Bank will never contact you requesting your token number or to test your token device.**

The following steps will get you properly set up to use your Token device:

1. Set up your secure Token at sign on and create your own eight-digit Personal Identification Number (PIN).
2. Sign in with the Passcode. The passcode is a combination of your eight-digit PIN and the one time Token code displayed on the Token, without any space between the 2 components.

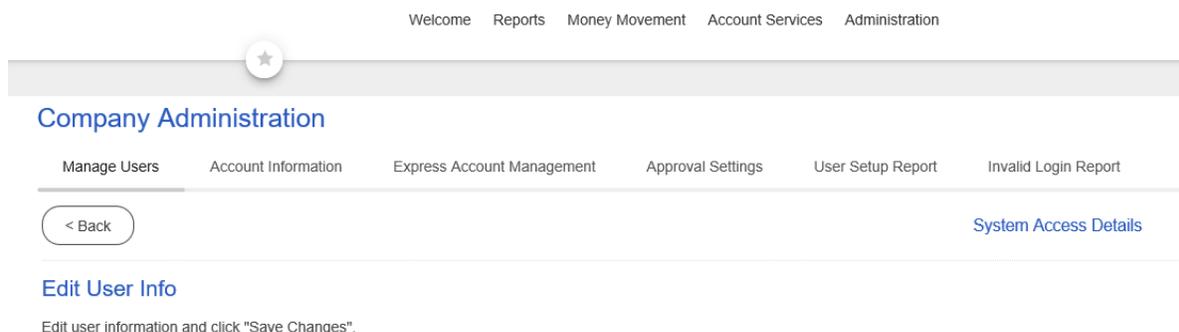


TERMS TO REMEMBER

- **Secure Token device** – shown above. The secure Token device generates a new one-time Token code with each press of the button, displayed on the LCD screen. Use the Token code with your PIN to create a unique and personal Passcode every time you sign in to Business Online Banking. Only the secure Token registered to you will access your Business Online Banking account.
- **PIN** – The eight-digit Personal Identification Number that each user creates when he or she signs in to Business Online Banking using a secure Token device for the first time.
- **Token Code** – The secure Token device generates a unique one-time Token code with each press of the button. Each code can only be used once to sign in to the application, so if you are attempting to sign in twice, you will need to wait 30 seconds then press the button to generate a new Token code.
- **Passcode** – Input your eight-digit PIN, followed by the current Token code (no spaces), to create a unique passcode each time you sign in.

STEP 1: COMPANY USERS-SET UP YOUR SECURE TOKEN APPROVAL

With Token in hand, the company administrator will navigate in Business Online Banking to the **Administration tab \ Company Maintenance \ Manage Users**. The Admin will then click the **System Access link** for each user and enter the Token serial number of the Token assigned to the user.



1. Key in the Token device serial number found on the back of the Token. Only enter the serial number. Do not enter any of the dash (-) symbols in the serial number.
2. Click Save changes.
3. Give the Token to the user.
4. Have the user begin with Step 2 below.

User Software Token Maintenance

The software token status allows you to monitor whether the user is pending activation, activated, or deactivated. Deactivate the user's software token in the case of a new, lost, or stolen mobile device. The user will be prompted to reactivate their mobile device on their next sign on.

To enable a locked user, click [reset token user](#).

Software Token Status:
Deactivate Software Token:

Activated

[Save Changes](#) [Cancel](#)

STEP 2: COMPANY USERS-SET UP YOUR SECURE TOKEN FOR SIGN ON OR SIGN ON AND APPROVAL

The first step is to create your eight-digit Personal Identification Number (PIN) for your account. Begin by signing in to Business Online Banking as you currently do.

1. Open Business Online Banking.
2. Enter your Company ID.
3. Enter your User ID.
4. Click Continue.

The screenshot shows the First Business Bank logo at the top right. The main heading is "Sign in to Electronic Banking Services". Below this, there are two input fields: "Company ID:" and "User ID:". A blue "Continue" button is positioned below the input fields. At the bottom of the form, there is a "Need help?" section with a phone number: 800.888.5888.

If you get an additional screen with your security questions, complete the questions and click Continue.

The next screen will be new to you. **The first time you reach this screen, click on "Set Up Secure Token"**. You cannot enter a Passcode until you set up your secure Token sign on and create your PIN.

Click on **Set Up Secure Token**. You must have the secure Token that was registered to your user ID in hand. No other secure Token will allow you to sign in to your account.

1. Press the button on your token device.
2. Enter the Token code from the LCD display on your secure Token device.
3. Click Continue.

The screenshot shows the "Set Up Secure Token" screen. The heading is "Set Up Secure Token". Below the heading, there is a paragraph of text: "Secure Token is a security service to help protect you from fraudulent online activity. You will be required to enter a passcode for some activities during your online banking session. Your passcode will be a combination of your Personal Identification Number (PIN) and a one-time-use code generated by your token device." Below this, there is a note: "You must be in possession of your token device to continue. If you have not received your token device, contact your administrator." There are two sub-sections: "Validate token device" with instructions to set up the device for the first time or define a new PIN, and "To change your PIN, enter your passcode (current PIN + token code) and click 'Continue.'" Below these instructions, there is a "To cancel, return to the [Sign on page](#)." link. At the bottom, there is a "Token code or passcode:" input field and a "Continue" button.

Create your permanent eight-digit PIN here. This is a PIN only you should know. Do not share your PIN with anyone else, and please remember to keep your PIN secure at all times

Choose an alpha and/or numeric PIN you will remember. Your PIN will not change. To maintain the highest security, please do not keep your PIN with your secure Token.

1. Enter and confirm an eight-digit PIN.
2. Click Continue.



Your PIN is now established. Return to the Sign on to Business Online Banking screen to complete the sign in process.

1. Click the Sign On button.



STEP 3: SIGNING IN TO BUSINESS ONLINE BANKING WITH YOUR PASSCODE

Going forward, you will use a Passcode each time you sign in to Business Online Banking. The Passcode is your eight-digit PIN followed by the Token code on your secure Token (do not put a space between the numbers). Since the Token code changes with each press of the button, your Passcode will be unique each time you sign in.

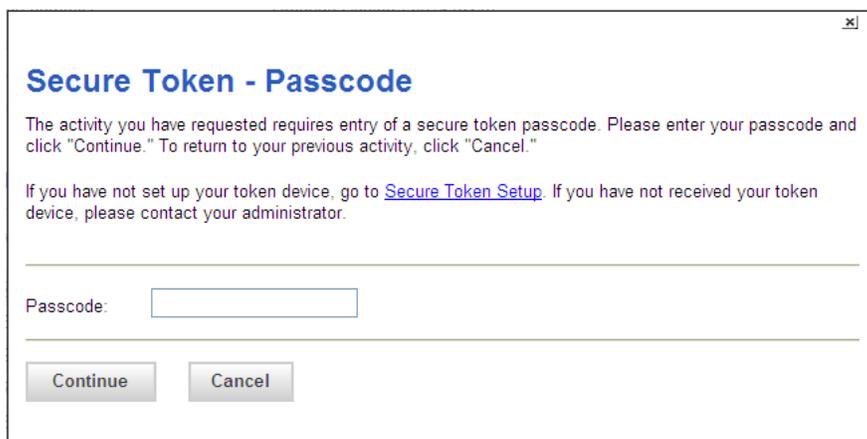
1. Enter your PIN and the value that appears on the Token device (no spaces) in Passcode.
2. Click Continue to complete the sign on.

Reminder: The value on the Token device will change with each press of the button. The value can only be entered once. If you mis-key, wait 30 seconds then press the button on the Token to create a new code before re-trying.

STEP 4: USING YOUR SECURE TOKEN TO TRANSMIT ACH AND WIRE TRANSACTIONS

In addition to using your Secure Token for logging into Business Online Banking, it is also required for transmitting ACH and Wire Transactions, you will be required to use a passcode each time you transmit an ACH or Wire transaction. The Passcode is your eight-digit PIN followed by the Token code on your secure Token (do not put a space between the numbers). Since the Token code changes with each press of the button, your passcode will be unique each time you transmit an ACH or Wire transaction.

Reminder: The value on the Token device will change with each press of the button. The value can only be entered once. If you mis-key, press



PIN Reset Instructions: For your security First Business Bank can only reset PINs for the company Administrator. The company Administrator is responsible for resetting PINs for company users. Here are instructions for the Administrator:

1. Navigate in Business Online Banking to the **Administration tab**.
2. Select: **User Administration**.
3. Click the System Access link for the user that needs their PIN reset.
4. Select the clear token PIN link.
5. Select: Save Change.

WANT TO LEARN MORE?

Please contact Treasury Management Support at TMSupport@firstbusiness.bank or by phone in Wisconsin at 608-232-5938 or in Kansas at 913-717-6464.