SOFT TOKEN ACTIVATION INSTRUCTIONS

Activating your new Software Token:

1. INSTALL THE APP

Online Banking Administrators must assign the soft token service for users:

    a.   Log into Online Banking>Select: Administration>Manage Users>select user ID of each user who should have access to the software token app>Edit Services & Accounts>Click "Add" next to Software Token Approval & Soft Token Authentication>Save changes.

Go to the app store on your mobile device and search for the First Business Bank Token and click Install.
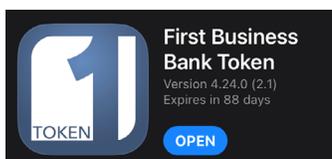
2. LOGIN PAGE

Visit firstbusiness.bank and click on Login in the upper, right corner. Then choose Online Business Banking.
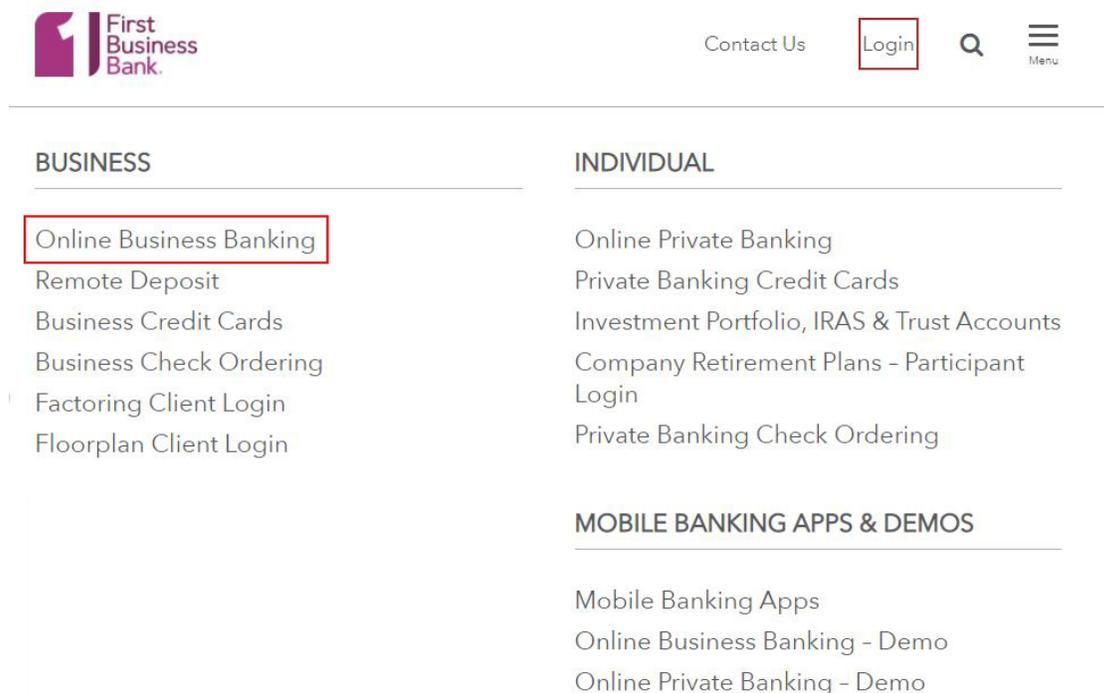
Log in to Online Business Banking with your login credentials provided by the bank (new Online Banking users) or your login credentials you use (existing Online Banking users).

3. SAFE & SECURE

We are committed to keeping your banking information as safe as possible, which is why we have an extra layer of security that requires you to validate your identity through a one-time security code via phone call or SMS (text) message. Click "Continue with Security Code.

8. ONE-TIME CODE

In the pop-up screen select a phone number and a delivery method (call or text) for the security code.

PHONE: If you chose to receive a phone call, once you select a phone number the security code will appear on your screen. You will receive an automated phone call during which you will be prompted to enter the 5 digit code. After the code has been entered, click "Phone Call Completed."

TEXT: If you chose to receive a text message, a security code will be sent to your mobile phone. You will need to open the text message to receive the code and enter it into the applicable field on your computer and click "Continue."

Please note that this number must be listed as a mobile phone on our system.

One-Time Security Code

Tell us where to reach you

We need to call or send a text message to complete this process. Please tell us where you can be reached.

Don't recognize these phone numbers?

You might have entered an incorrect user ID. Return to the sign-in page and re-enter your user ID. If you recognize the phone numbers, but they are no longer accurate, contact 608-232-5938.

Phone:
- ○ (XXX) XXX-1829
- ○ (XXX) XXX-7840

Text Message:
- ○ Send a text message to a mobile phone on record.
  Note: Standard text message rates apply. Please contact your wireless carrier for details.

[Continue] [Cancel]

My phone number is not listed

TEXT MESSAGE EXAMPLE:

One-Time Security Code

Enter your mobile phone number

Please enter the mobile phone number you have on record with us. We will send you a text message with a one-time security code.

Important: By clicking Send Text Message, you agree to the Terms of Use. Standard text message rates apply. Contact your wireless carrier for details.

Country/region: United States

Mobile phone number: [_____] ← Type in your cell phone #.

(Area/city code and local number)

[Send Text Message] [Cancel]

One-Time Security Code

Enter the security code

We have sent a text message with a one-time security code to (XXX) XXX-(   ) Once you receive the message, enter the security code and click Submit.

Please note that text messages can take a few minutes to be received.

One-time security code: [_____] ← Enter the code you received via text message.

[Submit] [Cancel]

I didn't receive a text message

9. PASSWORD

Once you have successfully entered in your security code, you will move on to the password screen. If this is your first time logging in, you will need to enter the password given to you by First Business Bank and you will be prompted to change your password at sign in. We recommend you use a strong password with 8 - 12 characters, and a combination of two of the following: 1.) Letters, 2.) Numbers, or 3.) Special Characters.

First Business Bank

Need help?
Contact us at 608-232-5938

Visit the Bank Home Page
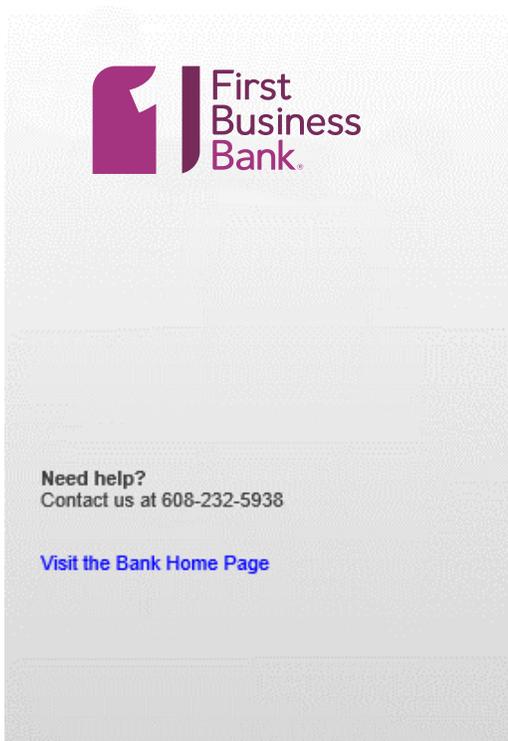
Reset Password

Your current password has expired and must be changed. Please provide the information below and click Submit.

New password:

Password requirements: 0 of 6 requirements met
Your password:
→ *Must be 8 to 12 characters long.*
→ *Must include at least three of the following: lower case letter, upper case letter, number, special character.*
→ *Cannot include spaces.*
→ *Cannot include a character that repeats more than 3 times.*
→ *Can include the following characters: ! @ # $ % ^ & * ( ) _ + = | / ? ; : . } { - [ ]*
→ *Is case sensitive.*

Confirm new password:

Submit   Cancel

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Visit the Bank Home Page
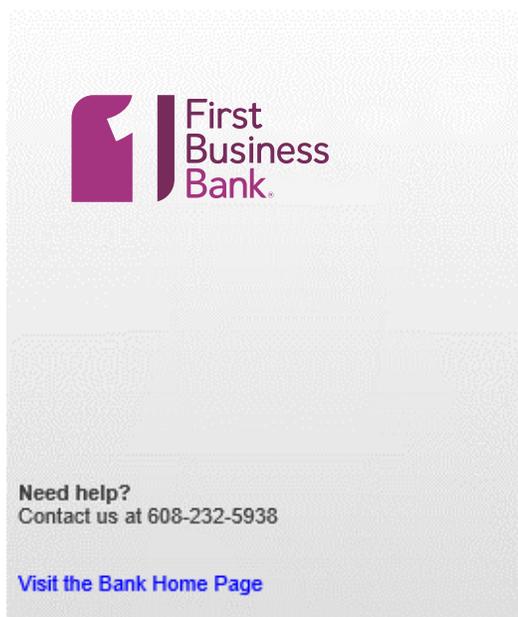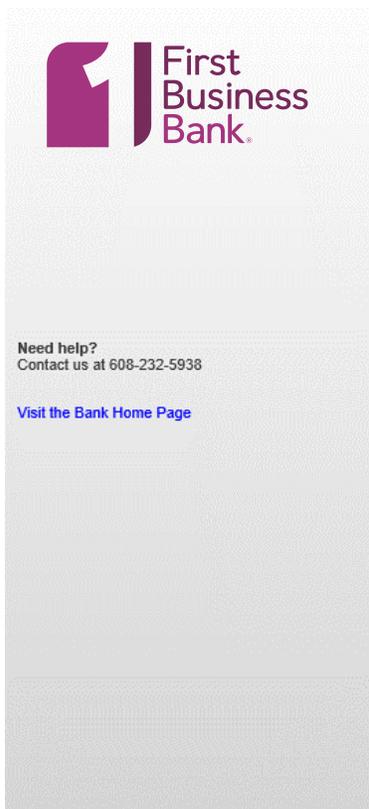
Change Password

Confirmation

Your password was changed. Click Continue to access your financial information.

Continue   Sign Out

10. SOFT TOKEN SET UP

You will be brought to the Set Up Soft Token sign on page. Scan the QR code with your mobile device and click continue.

Click the "**Scan Online Image to Activate your DIGIPASS**" button within the token app on your phone to capture the quick response (QR code) on your screen that contains the Soft Token license.

Enter the 11-digit code generated by your app in the "device code" prompt in Online Banking.

< Cancel   **Instance Activation**

You have preactivated your license. Please find below
your device code. Once entered on server side, please
press the Scan online image button to continue.

09124960524

Press the button below to scan your online image.

Scan online image

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Contact us at 608-232-5938

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Set Up Soft Token

Step two - Enter device code

To continue the activation process, enter the device code presented on your
mobile device and click "Continue". To cancel, return to the Sign on page.

Device Code: [   ]

Continue

Scan the second QR code that appears on the computer screen.

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Contact us at 608-232-5938

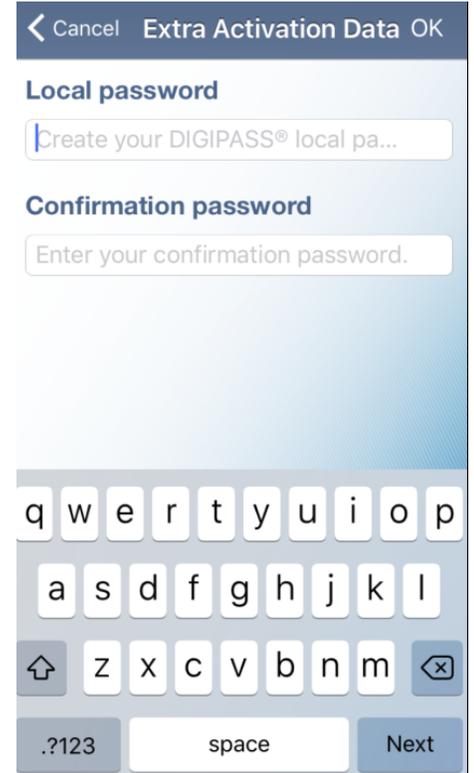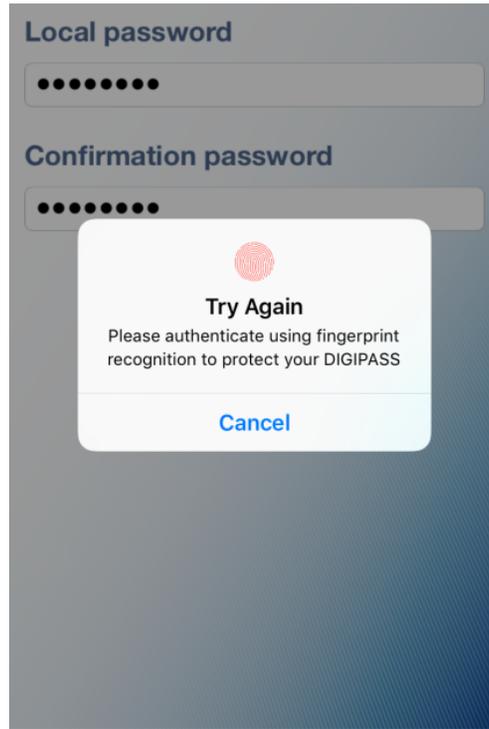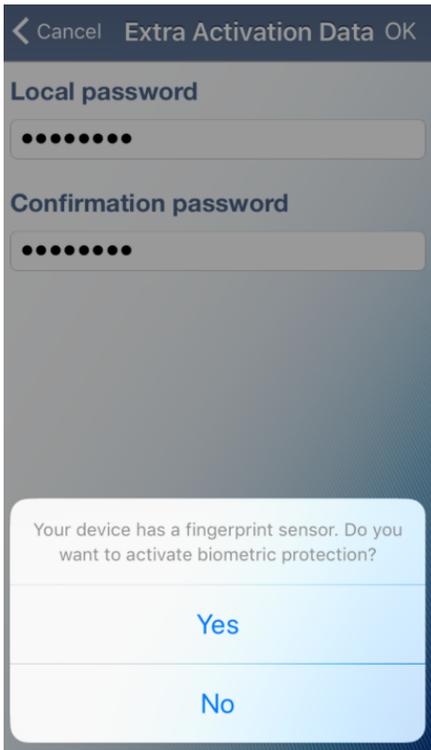**Visit the Bank Home Page**

Set Up Soft Token

Step three - Scan QR code

To continue the activation process, scan the QR code below with your mobile
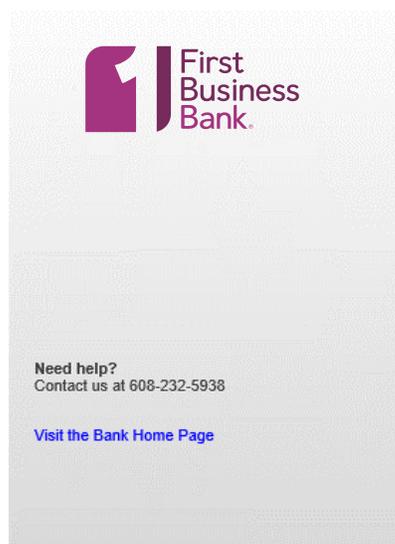device and click "Continue". To cancel, return to the Sign on page.

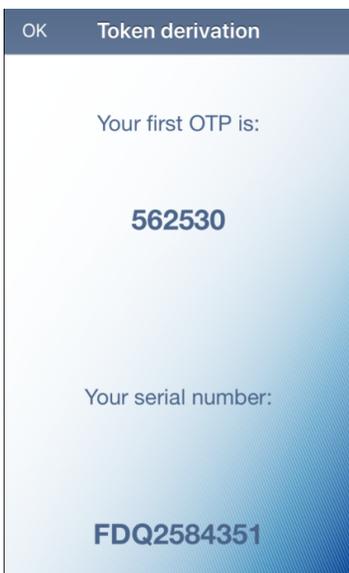Continue

After the 2nd QR code is scanned, the app presents the user with options to create a local password. After the user creates a password for the app, the app determines if the phone also supports biometric authentication (fingerprint, etc.). If your phone supports an alternate authentication method, you will receive a prompt asking if you want to activate biometric protection.

Enter the six-digit one-time password (OTP) that is generated in the app onto the "verification code" prompt in Online Banking. Your soft token set up is now complete.
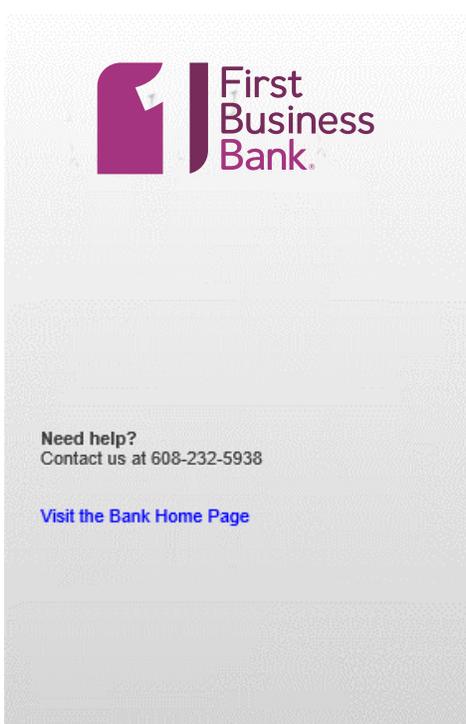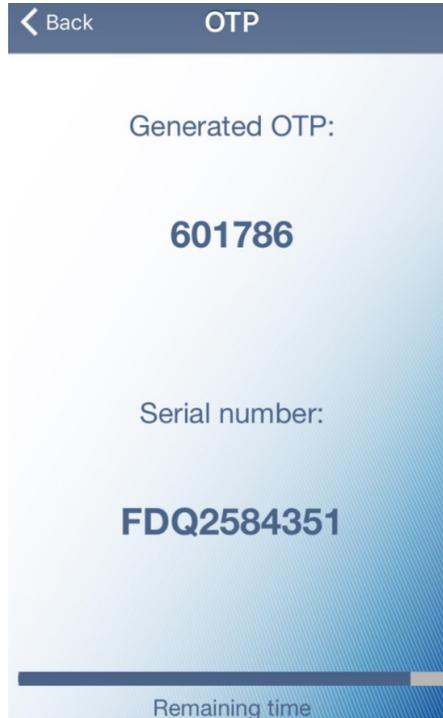
To finish logging into Online Banking, in the App Click "One Time Password" to generate your next OTP to log in. Enter your OTP in Online Banking.

Generated OTP:

601786

Serial number:

FDQ2584351

Remaining time

First Business Bank.

Sign in to Electronic Banking Services

Please enter your hard token Passcode or soft token One Time Password (OTP) and click "Continue." To cancel, return to the Sign on page.

If you have just received your hard token device, please go to Set Up Secure Token Sign On.

Company ID:	706056
User ID:	admin
	Enter different Company/User ID

Passcode or OTP [   ]

[Continue]

Need help?
Contact us at 608-232-5938

Visit the Bank Home Page

NEED HELP?

Please contact your First Business Bank representative or Treasury Management Support by phone in Wisconsin at 608-232-5938 or in Kansas at 913-717-6464.