



## Online Banking Frequently Asked Questions

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**A. What is a Secure Access Code & why do I need one to login?**

A Secure Access Code is a number that is sent to you by a method other than online banking to ensure that we are connecting to the right person.

- Unused Secure Access Codes expire after 10 minutes.
- Used Secure Access Codes immediately expire and cannot be reused.
- If you are sent a Secure Access Code and did not request one, you can choose the option to immediately disable your online account.

**A. When I sign in, I don't have any phone numbers or email addresses that I can use to get a Secure Access Code delivered. What should I do?**

Please contact us at 877.402.9019 to provide the missing or incorrect information and receive help logging in.

**A. I have set up a new password and registered my browser. I have selected "Activate this computer for later use", but each time I login, it makes me go through the Browser Registration process (where I have to get a Secure Access Code). Why?**

The most likely explanations are:

- Your browser is not set to store cookies from the web address of our online banking server (secure.firstbankkansas.com)
- Cookies are automatically deleted each time you close your browser.
- You are logging in from separate browsers, mobile devices, PC's or IP addresses.

See the browser settings information located at [www.firstbankkansas.com](http://www.firstbankkansas.com) under the "What's New" heading on the News & Alerts page

**A. Your "Forgot Password" system doesn't seem to work!**

"Forgot Password" can only be used if your eZBanking account is not locked out. Entering an incorrect password three (3) times in a row locks you out of the system for two hours. This is a security measure to prevent unauthorized access to your account. If you think you have forgotten your password, do not keep trying to log on: click the "Forgot Password" option to begin the reset process. If you have already been locked out, you can call the bank to have your password reset or wait two hours and then use the "Forgot Password" step.

**A. What financial software can I use?**

Listed below are the versions of software that our Internet Banking provider supports in conjunction with the software creator. It is possible other systems may work but we will not be able to troubleshoot or provide assistance with any problems you may encounter.

**Quicken**

Windows & Mac (2012 or newer)

**Quickbooks Pro & Premier**

Windows & Mac (2013-2015)

**Mint.com**

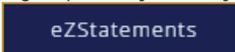
**A. Who do I call for questions and support about eZPayments (Bill Pay) issues?**

eZPayments support after 5 p.m. on weekdays and on weekends can be reached at 1.888.693.4067. During regular business hours, you may contact us at our toll-free number, 1.877.402.9019.

**A. How often are balance and/or transaction alerts sent?**

Balance alerts are sent at the time you specify, however, the balance is always as of 6 a.m. on that day. Transaction alerts are sent daily, as needed, but will only reflect transactions that posted the previous night. They will not monitor continually throughout the day. If you would like an up-to-the-minute balance check without logging in to Internet Banking, click here to learn more about Text Banking.

**A. Where do I sign up for eZStatements?**

You may sign up at any time by clicking on  in the menu on the left and then selecting .

**A. How do I change my password and/or Login ID?**

You may change your password at any time clicking on  in the menu on the left and then selecting .

**A. I have a question about my account. Can I contact you through eZBanking?**

Yes, we have secure messaging available within eZBanking that bypasses regular email.

Select  from the menu on the left and then click .

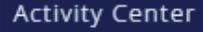
**A. Do you have a mobile app?**

Yes! We offer apps for both Android & Apple. Visit the app store for your operating system and search for First Bank Kansas or eZBanking. The icon looks like this:  Use the same credentials to login that you do from your PC or Mac device.

**A. How do I register for eZBanking?**

Complete the eZBanking enrollment form found by clicking on  in the tan box on the right side of our home page at [www.firstbankkansas.com](http://www.firstbankkansas.com). Generally, you will receive your login instructions within 1 business day of submitting your registration (if submitted on a business day).

**A. I need to change the account/amount/date on a recurring transfer. How do I do that?**

Recurring transfers cannot be edited, however, you can copy the transaction and create a new one with the changes you would like to make. Be sure to CANCEL the previous recurring once you complete the new set up. To Cancel or Copy a transaction, select  Transactions from the menu on the left and then click on .

**A. How do I add an account to eZBanking?**

All accounts that qualify for eZBanking (accounts that you have primary or joint ownership of) should be displayed. If there is an account that you wish to have access to, you may send a secure message with a request to add it. We will review the request and respond within 1 business day.

**A. Is eZBanking secure?**

With the addition of the Enhanced Login Security, eZBanking is more secure than ever. Here are some additional steps you can take to protect yourself:

- Set account alerts to be notified when balance information is above or below a specified amount.
- Always sign off after an eZBanking session to protect the security of your information.
- Do not use your name or other personal information as your User ID or password.

**A. Is there a charge for eBanking services?**

eSuite services are free for personal accounts. There may be fees for business accounts depending on their transactional and security needs. Some services offered through eZBanking such as Stop Payments & Check Reorders have associated fees.

**A. Are my Login ID & Password case sensitive?**

Login IDs are not case sensitive. Passwords ARE case sensitive. The case sensitivity and other complexity requirements help protect your account.