

Online Banking Current Customer First Time Log In

Fresno First Bank is excited to launch your enhanced Online Banking Experience. We have offered this quick guide for logging in the first time.

Go to www.FresnoFirstBank.com. You will see a new login button at the top left of the page. (1)

You will be directed to the new Online Banking Login screen (2).

Enter your current Online Banking username.

Your first time login password is your Username + the last four digits of the tax id number associated with the account.

Personal Security Code Example:

Username: Jdoe
Last 4 of SSN: 1234
First Time Login Password: Jdoe1234

Business Security Code Example

Username: AAlceFishing
Last 4 of TIN: 1234
First Time Login Password: AAlceFishing1234

Click the **Sign In** Button

You will be prompted to create a new password (3) .

Passwords must have at least 8 characters and include a number, an upper case letter, a lower case letter, and a special character.

Click the **Update** Button once you have entered your new password.

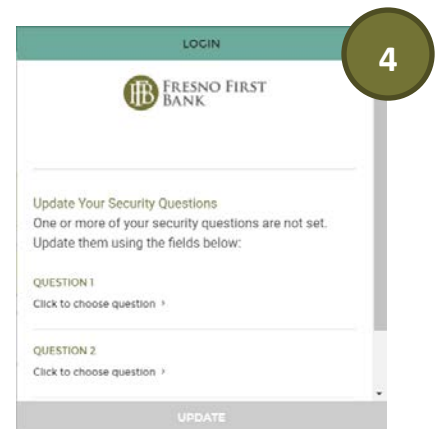
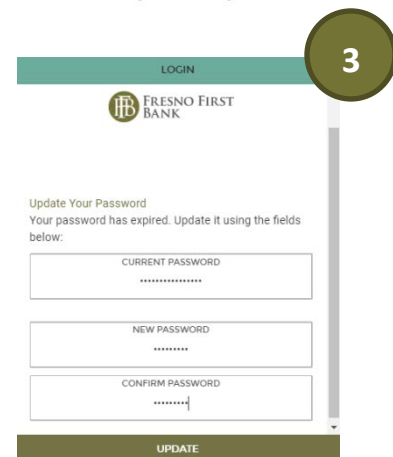
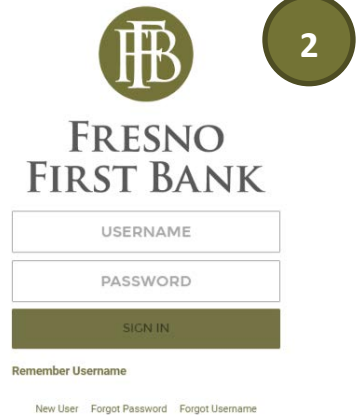
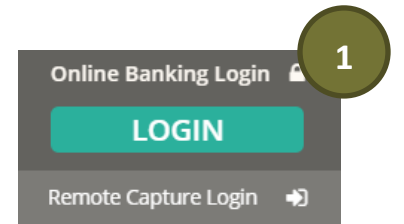
You will be asked to answer 3 security questions that will be used to verify your identity in the future for resetting passwords. (4) Your security answers must be at least 4 characters long.

Once you have chosen your questions and entered the answers, click the **Update** button.

You will be asked to Accept the Terms and Agreements of Online Banking with Fresno First Bank.

An email verification screen will then appear.

You will be logged into your Online Banking.



Dual Authentication for Business Users and Business Sub-Users


If you are a Cash Management user (ACH's, Wires, or Positive Pay) you will be asked to walk through a dual authentication process. Between your security questions and your Online Banking Dashboard you will be prompted to set this up.

Click the **Let's Get Started Button** (1).

Fill in the required information of your phone number and the nickname. This does not have to be a cell phone. You can request the system to call you with a code. If you request a call, please ensure that it goes to your direct line. (2)

AUTHENTICATION SETUP

1



Passwords are becoming increasingly easy to compromise. They can often be stolen, guessed, and hacked. Our new enhanced authentication improves the security of your online accounts by using your phone to verify your identity. This prevents anyone but you from accessing your accounts, even if they know your password.

You'll enter your username as usual, then use your mobile device to verify that it's you before entering your password.

LET'S GET STARTED →

DEVICE SETUP

2

COUNTRY


United States →


PHONE NUMBER required


NICKNAME required


Your device's nickname is how it will be referenced when signing in later or editing device settings.

SELECT YOUR DEVICE









Can your device receive a text message? ✓

Use other mobile device or landline

Once you have typed the Verification Code, click the **Verify Device** button. (3)

VERIFY DEVICE 3

PHONE NUMBER	+1 559-250-2879
NICKNAME	Kristina
TEXT MESSAGE ON	Yes
DEVICE SELECTED	iOS

Enter the verification code that you received below:

VERIFICATION CODE

091839|

[Didn't get a message? Resend Verification Code](#)
[Enter the wrong phone number? Start the process over](#)

VERIFY DEVICE →


You will be taken to a screen that explains the Duo Mobile App. To install the Duo Mobile App, click on the **Use Duo Mobile** button. You will be sent a text message with the link to download the Duo Mobile app. (4)

You will be sent to a success screen. From here, you can add another phone number for authentication or click the **Complete Setup** button and you will be taken to your Online Banking Dashboard.

To learn more about the Duo Authentication App please visit their website at:

https://guide.duo.com/?utm_medium=paid_search&utm_source=google&utm_campaign=Brand

INSTALL DUO MOBILE 4



Duo Mobile is an application that runs on your phone and helps you authenticate. Without it you'll still be able to log in using a phone call or text message, but we strongly recommend that you use Duo Mobile to authenticate quickly and easily.

WHY USE DUO MOBILE?

- It's fast & easy – one click Approval/Denial
- Works in any country
- Doesn't require cell service

INSTALL THE APP

Select "User Duo Mobile" and receive two text messages:

1. THE FIRST MESSAGE WILL CONTAIN A LINK TO INSTALL THE DUO MOBILE APP. PLEASE CLICK THE LINK TO INSTALL THE APP.
2. THE SECOND MESSAGE WILL CONTAIN A LINK TO ACTIVATE YOUR ACCOUNT. PLEASE CLICK THE LINK TO ACTIVATE YOUR ACCOUNT IN THE DUO MOBILE APP.

USE DUO MOBILE

SKIP THIS STEP →