



FARMERS STATE BANK ONLINE BANKING LOGIN GUIDE

First Time User Enrollment

This is for a customer to enroll in Retail Online Banking from Farmers State Bank's website.

Note: The log in information is customizable

1. Open a preferred Internet browser, type www.fsbwaupaca.com and then hit **Enter** or click **Go**.
2. Once on Farmers State Bank's website click **Enroll** in the upper right hand corner of the website under Online Banking.

The Enroll page appears.

3. Type the requested information, and then click **Enroll**.



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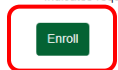
Enroll

To enroll in Farmers State Bank's online banking, please enter your full account number, the account type, your Social Security Number and email address at which you would like to receive confirmations and notifications of online banking activity. Click the 'Enroll' button to submit your enrollment request. All fields are required.

Questions? Call us at 715-258-1400.

Type of account *	<input type="text" value="Checking"/>
Account number *	<input type="text" value=""/>
Social Security number *	<input type="text" value=""/>
PIN *	<input type="text" value=""/>
Security question *	<input type="text" value=""/>
Security answer *	<input type="text" value=""/>
Email address *	<input type="text" value=""/>
Confirm email address *	<input type="text" value=""/>

* Indicates required field



The Establish credentials page appears.

4. Create a **username** and **password** based on the instructions on the screen and then click **Continue**.

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Establish credentials

Enter a username and password for use with Farmers State Bank's online banking. Usernames must be at least 6 characters long and cannot contain spaces. Passwords must be 8 - 17 characters and a combination of numbers, letters and special characters containing at least one alpha and one numeric character. Please remember that your password is case sensitive.

New username * HIDE

Your new password must include:

- Between 8 and 17 characters
- At least 1 number
- At least 1 letter

New password *

Confirm password *

* Indicates required field

Continue

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The Set up challenge questions page appears.

5. Complete the information required to set up challenge questions that are used for verification purposes at log in, and then click **Continue**.

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Set up challenge questions

Please select challenge questions from the drop downs and answer with information relevant to you. These will be used as added security during the login process. On a personal computer you may use the 'Don't challenge me again on this device' option if you do not want to be asked one of the three challenge questions the next time you log in to online banking.

Challenge answers can use alphanumeric characters and spaces (a-z & 0-9).

First challenge question * What is your father's middle name? ▾

First answer * HIDE

Second challenge question * Where did you take your spouse/significant other on your first date? ▾

Second answer * HIDE

Third challenge question * What is the first name of your oldest niece? ▾

Third answer * HIDE

Don't challenge me again on this device.

* Indicates required field

Continue

Challenge Questions and Answers

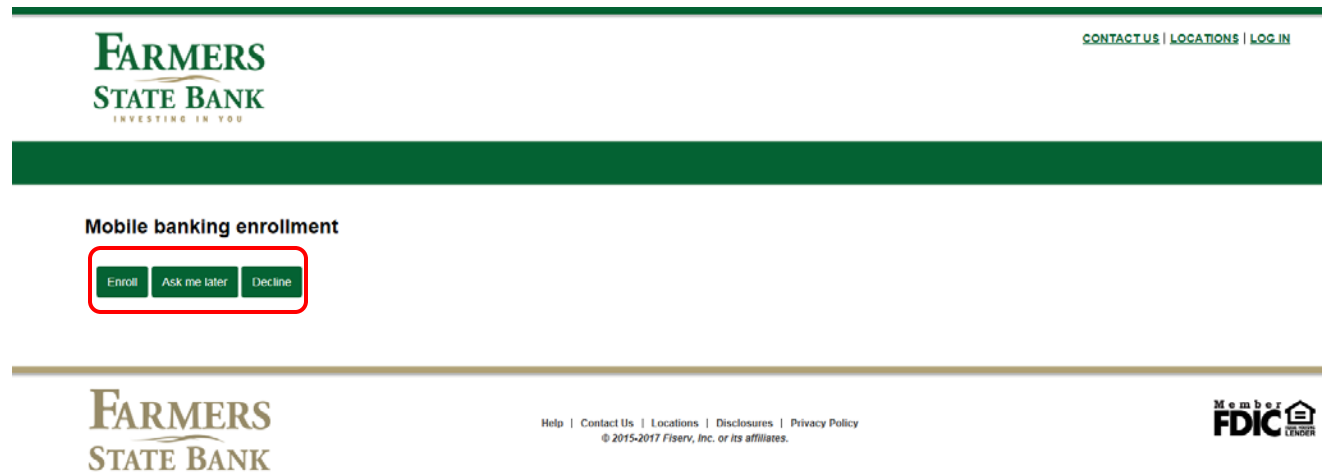
- Select three challenge questions
- Type in answer to each challenge question
- Challenge questions will be asked if user has asked to be challenged on the device they are logging in from

Challenge me again on this device

- User can check the box next to '**Don't challenge me again on this device**' if they do not want to be asked one of the three challenge questions the next time they log into Online Banking from the device they are currently enrolling from.

The Mobile banking enrollment page appears

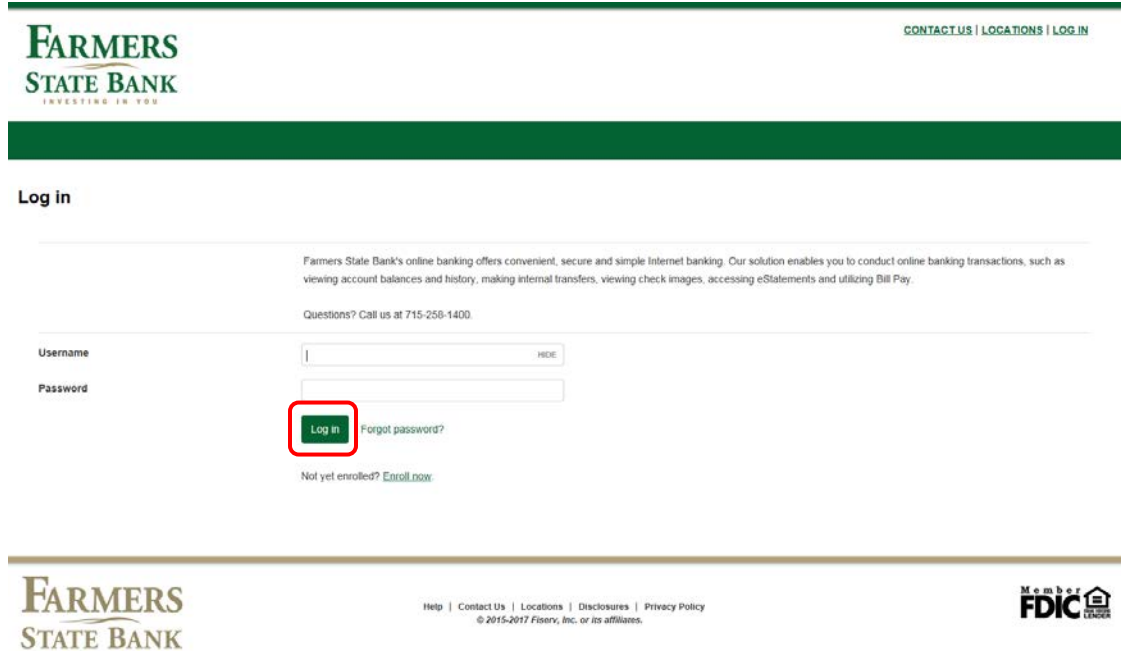
6. Click **Enroll**, **Ask Me Later** or **Decline** to continue.



Retail Online Banking Login

Login allows users access to Farmers State Bank’s Retail Online Banking website to perform account inquiries and transactions.

1. Open a preferred Internet browser, type Farmers State Bank’s website, and then hit **Enter** or click **Go**.
www.fsbwaupaca.com
2. From the home page, type the **username** and **password** in the upper right hand corner under Online Banking and click **Login**.
Or
Click on the **Online Services** menu and click **Online Banking Login**.
 - A Login page appears
 - Type the **Username, Password** and then click **Log In**.



Note: Use the **Hide** button to mask the characters entered in the Username field.

If the user enters in the wrong password they will receive the following error:



Three unsuccessful attempts will lockout the user and they will need to contact the bank to reset the user.

3. Type the Security Challenge answer, and then click **Continue**.

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Security challenge

This Layered Authentication is a security feature designed to protect the privacy and security of your personal information. The Challenge Questions/Answers are used to identify you and prevent unauthorized access to your information.

Answer a question

What was your high school mascot?

HIDE

Don't challenge me again on this device.

Continue

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Note: A Security Challenge page appears when the user attempts to log into online banking using a device that the user has not been used before or the **'Don't challenge me again on this device'** checkbox has not been checked. The user must answer the security challenge question, determine if they don't want to be challenged on this device again and then click **Continue**. Use the **Hide** button to mask the characters entered in the answer field.

If the user enters in the wrong answer they will receive the following error:

Security challenge

This Layered Authentication is a security feature designed to protect the privacy and security of your personal information. The Challenge Questions/Answers are used to identify you and prevent unauthorized access to your information.

Answer a question

What street did you live on in third grade?

HIDE

Incorrect answer.

Three unsuccessful attempts will lockout the user and they will need to contact the bank to reset the user.

Security challenge

ⓘ Your account is locked. Contact customer support.

Forgot Your Password

If a password is forgotten and needs to be reset:

1. Click the Forgot Password? Link.



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Log in

Farmers State Bank's online banking offers convenient, secure and simple Internet banking. Our solution enables you to conduct online banking transactions, such as viewing account balances and history, making internal transfers, viewing check images, accessing eStatements and utilizing Bill Pay.

Questions? Call us at 715-256-1400.

Username

 [HIDE](#)

Password

[Log in](#) [Forgot password?](#)

Not yet enrolled? [Enroll now.](#)



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2. Type the Username, Last 4 digits of Social Security Number, and the Email address in the appropriate boxes, and then click **Reset Password**.

Note: The information entered in the indicated fields, must match the information on file in the user record.

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Forgot password

In order to reset password, enter the username you use to log in to online banking, your Social Security Number and your email address. Your email address MUST match the email address we currently have on file for you. Upon successful verification of this information, you will receive an email with your temporary password and further instructions.

Questions? Call us at 715-258-1400.

Username * HIDE

Last 4 digits of Social Security number *

Email address *

* Indicates required field

Reset password

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If any of the information does not match, an error message appears.

Forgot password

Unable to verify your identity. Try again, or contact customer support.

In order to reset password, enter the username you use to log in to online banking, your Social Security Number and your email address. Your email address MUST match the email address we currently have on file for you. Upon successful verification of this information, you will receive an email with your temporary password and further instructions.

If the information matches, the user is sent a temporary, system generated password to the email address provided.

Log in

An email with a temporary password has been sent to banking@fsbwaupaca.com.

Farmers State Bank's online banking offers convenient, secure and simple Internet banking. Our solution enables you to conduct online banking transactions, such as