

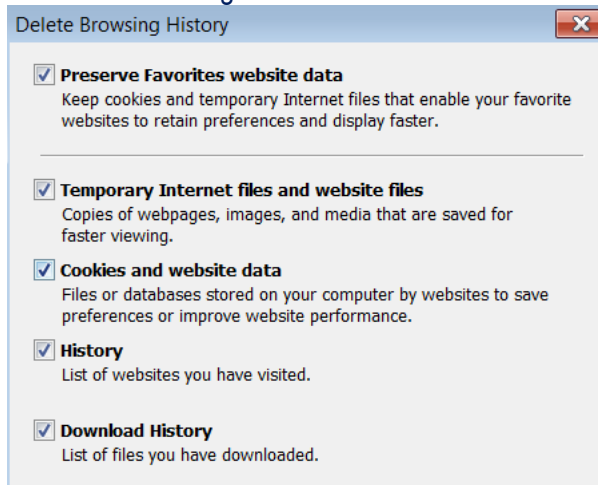
F&M Bank Business Online Banking 6.0 – FAQs

Supported Systems and Browsers

- | | |
|---------------------------------|-------------------------------------|
| ➤ Windows 10 and newer (64-bit) | ➤ Internet Explorer 11.0 and newer |
| ➤ Windows 7 (32 and 64-bit) | ➤ Google Chrome (current version) |
| ➤ Mac OS 10.7 or newer | ➤ Mozilla Firefox (current version) |
| | ➤ Apple Safari 8.0 and newer |
| | ➤ Microsoft Edge |

Clear your internet or device browser history before you login to F&M Business Online Banking 6.0

1. Open Internet Options
Select the General Tab
 - a. Browsing History Section: Click the Delete button.
2. Check the following boxes then click the Delete button.



3. When the delete action is complete, click Apply then click OK to close Internet Options.
 - a. Close your browser, wait about 1 min. then:
 - b. Open your browser and select F&M Bank Website (www.myfmbank.com).
 - c. Select Business and Login to your F&M Business Online Account.
 - i. See the Updated Sign-in Process for additional instructions.

Sign-In Process

- The Access ID field is now Username throughout the system.
- Both the Access ID and Password will be on the same Log in.
- New - A "Remember My Username" check box that allows Business Online users to not have to type their username when access Business Online.

Establish Profile page

To ensure data integrity, an email address and mother's maiden name is required for each Business Online user. If either are missing from your current business online record; the new Established Profile page will appear the first time you log in; requiring you to provide the missing data (email address, and/or mother's maiden name). Once entered, the data will update your business online record; and will be used as an additional question to validate you should you request a password reset (electronic and manual password resets).

Browser Navigation Permissions

If you select the “Don’t challenge me again on this device” check box, you will be permitted to use the browser navigation such as the back arrow. If you opt to not register your device, you will not be permitted to use the browser navigation; clicking the back arrow will end your session and log you out.

Multifactor Authentication Challenge Questions

Your answers to the Security Challenge questions must meet all of the following criteria to strengthen their credentials:

1. The answer to each question must be unique.
2. The minimum character length for each answer is 4.
3. The maximum character length for each answer is 50.
4. The answer cannot have any special characters.

Click “Hide” to mask your answers; click “Show” to display the entry.