# FRONTIER BANK

## BUSINESS ONLINE BANKING USER GUIDE

**MOBILE DEPOSIT**

**BILL PAYMENT**

**ALERTS**

**TOKENS**

A user guide for digital banking products available through the Frontier Business Banking website and app.

**frontier**bank
MEMBER FDIC

This user guide will help you navigate through the products available through Frontier Bank's Business Online Banking. Simply click on the titles on page 2 to direct you to those specific instructions.

---

Your market representative will provide you with your username and password to login into Business Online at [www.frontier.bank](http://www.frontier.bank).

Contact Frontier Bank's [Digital Banking Department](http://www.frontier.bank) with any questions.

## Business Banking Mobile App

The Frontier Business Banking Mobile App allows you to have the convenience of Business Online Banking at your fingertips.

1. Go into your App store on your mobile device

   

2. Type **Frontier Bank Business Banking** in your search bar
3. Select the app with the Frontier Bank logo and click **Install**

   

4. Once the app is installed, click on **Open**

## Business Mobile Deposit

Mobile Deposit allows customers to make deposits anywhere using the Business Banking Mobile app. Each user has the ability to deposit up to $25,000 per day.

1. Log into your **BusinessBB** app
2. Click on **Deposit** and **New Deposit**
3. Endorse check with signature and "For Mobile Deposit Only"



4. Select the account number, enter amount, capture front image and capture back image
   a. Make sure item is flat
   b. Put on plain dark surface
5. Verify deposit information and click **Deposit**
6. Verify information and click **Confirm**

## Bill Payment

Discover an easier way to pay your bills from one secure and convenient location. Setup one-time or reoccurring payments to all of your payees.

1. Visit Frontier Bank's website at www.frontier.bank
2. Log into your Business Online Banking account
3. Click on **Payments & Transfers**
4. Click on **Bill Payment**
5. Create and answer Security question, if prompted
6. Click **Add Bill** to begin payment process
7. Complete steps for each new Bill Payment Transaction

## Alerts

Account Information when you need it! Setup automatic alerts for Checking, Savings, CD or Loan Accounts.

**Creating a New Alert**

1. Visit Frontier Bank's website at [www.frontier.bank](www.frontier.bank)
2. Log into your Online Banking account
3. Click on **Alerts** in the top right corner
4. Choose Time Zone
5. Email Address
   a. Verify Email Address is correct
      i. Click on **Send Activation Code**
      ii. You will receive an email message containing an activation code
      iii. Enter the Activation Code and click **Activate**
      iv. "Activated" will show under your Email Address
   b. If email is not correct, click on **Add Email**
      i. Enter Email Address and click **Save**
      ii. Click **Delete** next to incorrect Email Address and then click **Yes**
   c. Do Not Disturb
      i. Click on **Set Up** to enter times that you will <u>NOT</u> receive alerts
         1. Enter **Start Time** and **End Time**
         2. Click **Save**
6. Text Message
   a. Verify Phone Number is correct
      i. Click on **Send Activation Code**
      ii. You will receive a text message containing an activation code
      iii. Enter the Activation Code and click **Activate**
      iv. "Activated" will show under your Phone Number
   b. If Phone Number is not correct, click on **Add Mobile**
      i. Enter Phone Number and click **Save**
      ii. Click **Delete** next to incorrect Phone Number and then click **Yes**
   c. Do Not Disturb
      i. Click on **Set Up** to enter times that you will <u>NOT</u> receive alerts
         1. Enter **Start Time** and **End Time** and click **Save**
7. Click Next
8. Click ✛ next to the type of alert
   a. Select the type of alert
   b. Click box next to email address or phone number and click **Save**
   c. "Alert Subscriptions Saved" will appear
   d. Click Close
   e. Repeat for each alert
9. Click Next
10. You will see the overview for all alerts that you currently have setup

**Adding a New Alert**

1. Visit Frontier Bank's website at www.frontier.bank
2. Log into your Online Banking account
3. Click on **Alerts** in the top right corner
4. Click on **Alert Options**
5. Click ✚ next to the type of alert
    a. Select the type of alert
    b. Click box next to email address or phone number and click **Save**
    c. "Alert Subscriptions Saved" will appear
    d. Click **Close**
    e. Repeat for each alert

**Changing an Existing Alert**

1. Visit Frontier Bank's website at www.frontier.bank
2. Log into your Online Banking account
3. Click on **Alerts** in the top right corner
4. Under the Overview tab click on **Edit** next to alert
5. Choose new alert recipient and click **Save**
    a. You can add a new alert recipient under **Contact Options**
    b. Email Address
        i. Verify Email Address is correct
            1. Click on **Send Activation Code**
            2. You will receive an email message containing an activation code
            3. Enter the Activation Code and click **Activate**
            4. "Activated" will show under your Email Address
        ii. If email is not correct, click on **Add Email**
            1. Enter Email Address and click **Save**
            2. Click **Delete** next to incorrect Email Address and then click **Yes**
        iii. Do Not Disturb
            1. Click on **Set Up** to enter times that you will <u>NOT</u> receive alerts
                a. Enter **Start Time** and **End Time**
                b. Click **Save**
    c. Text Message
        i. Verify Phone Number is correct
            1. Click on **Send Activation Code**
            2. You will receive a text message containing an activation code
            3. Enter the Activation Code and click **Activate**
            4. "Activated" will show under your Phone Number
        ii. If Phone Number is not correct, click on **Add Mobile**
            1. Enter Phone Number and click **Save**
            2. Click **Delete** next to incorrect Phone Number and then click **Yes**
        iii. Do Not Disturb
            1. Click on **Set Up** to enter times that you will <u>NOT</u> receive alerts
                a. Enter **Start Time** and **End Time** and click **Save**

**Deleting an Existing Alert**

1. Visit Frontier Bank's website at www.frontier.bank
2. Log into your Online Banking account
3. Click on **Alerts** in the top right corner
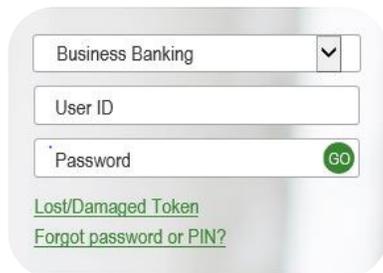4. Under the Overview tab click on **Delete** next to alert
5. Click **Yes**

## Token Setup

### Hard Token Enrollment

1. Visit Frontier Bank's website at [www.frontier.bank](www.frontier.bank)
2. Choose Business Banking in the drop down in the Login Section



3. Enter **Username** and **Password** and click **Go**
4. Enter & Confirm a new password and click **Continue**
5. Enter Mother's maiden name and click **Continue**
6. Click button on Token and Enter Token-generated password
7. Enter a 4-digit PIN
8. Enter a Security Question and Answer and click **Continue**

### Soft Token Enrollment

1. Visit Frontier Bank's website at [www.frontier.bank](www.frontier.bank)
2. Choose Business Banking in the drop down in the Login Section
3. Enter **Username** and **Password** and click **Go**
4. Download and open the DIGIPASS for Business Banking app



5. On computer screen, click **Begin Activation**
6. On DIGIPASS app, tap **Begin Activation**
7. Capture activation image on computer screen using smartphone camera



8. Complete the Activate Token form on computer screen and click **Continue**
9. Tap Scan Image button on DIGIPASS app to capture second activation image
10. Enter the one time password as displayed in the app
11. Click **Complete Activation**

**Transition from Hard Token to Soft Token**

1. Login into Frontier Bank's website at www.frontier.bank
2. Click on the **Profile** button in the top right corner
3. Under the Token section, click **Switch to App** button
4. Enter Username and PIN (4 digits) and click **Begin Verification**
5. Answer the Security Question and click **Begin Verification**
6. Click **Begin Activation**
7. Download and open the DIGIPASS for Business Banking app and tap **Begin Activation**
8. Capture activation image on computer screen using smartphone camera



9. Enter the device code presented on your device into the field on your computer screen
10. Add a device nickname and click **Continue**
11. Tap **Scan Image** button on DIGIPASS app to capture second activation image
12. Enter the **one-time password** on the computer screen as displayed in the app
13. Click **Complete Activation**

**Transition Soft Token to New Device**

1. Login into Frontier Bank's website at www.frontier.bank
2. Click on the **Profile** button in the top right corner
3. In the Token section, click the **View** button
4. Click **Add Device**
5. Enter your Username, Password & PIN (4 digits) and click **Begin Verification**
6. Answer the Security Question and click **Complete Verification**
7. Click **Begin Activation**
8. Download and open the DIGIPASS for Business Banking app on new device and tap **Begin Activation**
9. Capture activation image on computer screen using smartphone camera



10. Complete the Activate Token form on computer screen and click **Continue**
11. Tap **Scan Image** button on DIGIPASS app to capture second activation image
12. Enter the **one-time password** on the computer screen as displayed in the app
13. Click **Complete Activation**

**Add Additional User Device for Soft Token**

(Can have up to 99 devices per user)

1. Login into Frontier Bank's website at www.frontier.bank
2. Click on the **Profile** button in the top right corner
3. In the Token section, click the **View** button
4. Click **Add Device**
5. Enter your 4-digit PIN and click **Begin Activation**
6. Enter your security question and click **Complete Verification**
7. Download Digipass app to new device
8. Open app and click **Begin Activation**
9. Click **Begin Activation** button on computer screen
10. Capture activation image on computer screen using smartphone camera
11. Complete the Activate Token form on computer screen and Click **Continue**
12. Tap Scan Image button on DIGIPASS app to capture second activation image
13. Enter the one time password as displayed in the app
14. Click **Complete Activation**

**Change Token PIN**

1. Visit Frontier Bank's website at www.frontier.bank
2. Click on the **Profile** button in the top right corner
3. In the PIN section click the **Edit** button
4. Enter your current PIN (4 digits)
5. **Create** and **verify** your new PIN
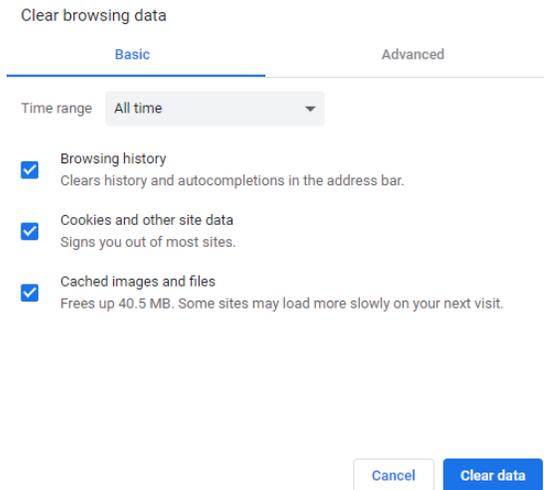6. Click **Save**

# Clear Cookies & Cache

**Google Chrome**
1. Open Google Chrome browser
2. Click on 3 dots in top right corn ⋮
3. Click on Settings
4. Click on Privacy and security on left side of page
5. Click on Clear browsing data
6. Under Basic choose the following options and click Clear data



7. Close all Google Chrome browsers
8. Open Google Chrome browser and try function again

**Microsoft Edge**
1. Open Microsoft Edge browser
2. Click on 3 dots in top right corner ⋯
3. Click on Settings
4. Click on Privacy & security
5. Click on Choose what to clear
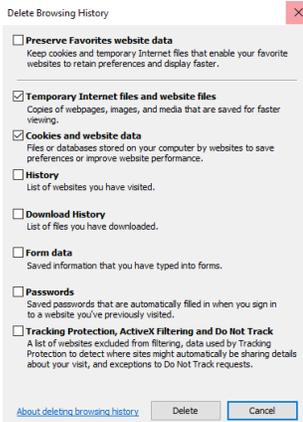6. Choose the following options and click Clear
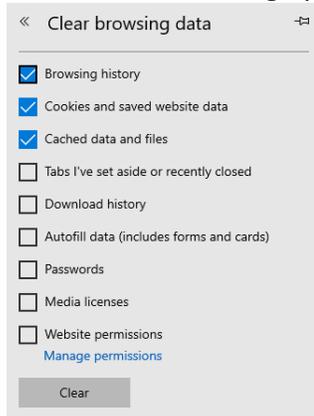


7. Close all Microsoft Edge browsers
8. Open Microsoft Edge browser and try function again

**Microsoft Internet Explorer**
1. Open Microsoft Internet Explorer browser
2. Click on Tools in Tool bar or Tools icon in top right corner   ⚙
3. Click on Internet Options
4. Under the General tab, click on Delete under Browsing history section
5. Choose the following options and click Delete



6. Click Apply
7. Close all Microsoft Internet Explorer browsers
8. Open Microsoft Internet Explorer and try function again

**Firefox**
1. Open Firefox browser
2. Click on 3 lines in top right corner   ☰
3. Click Options
4. Click Privacy & Security
5. Scroll down to Cookies & Site Data
6. Click on Clear Data
7. Choose the following options and click Clear
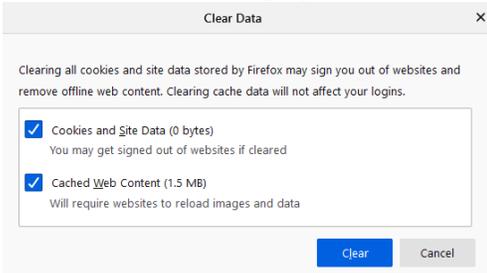


8. Click Clear Now
9. Close all Firefox browsers
10. Open Firefox and try function again

**Safari**
1. Open Safari browser
2. Click on Safari in Tool bar
3. Click on Preferences…
4. Click on Privacy
5. Under Cookies and website data click Manage Website Data
6. Click Remove All and then choose Remove Now
7. Click Close
8. Close all Safari browsers
9. Open Safari and try function again

## Locations

**Falls City - 402.245.2486**

**Lincoln (Glynoaks Dr.) - 402.434.2525**

**Lincoln (O St.) - 402.261.4225**

**Madison - 402.454.3381**

**Norfolk - 402.379.1142**

**Omaha - 402.330.4711**

**Pender - 402.385.3063**

**Stella - 402.883.2211**

**FOR QUESTIONS OR INFORMATION CONTACT DIGITAL BANKING AT:**

**Phone: (844) 465-6254**

**E-mail: digitalbanking@frontier.bank**