



ENROLLMENT

ALERTS

BILL PAYMENT

TRANSFERS

MOBILE DEPOSITS

A user guide for utilizing digital banking products available through the Frontier Bank website and mobile app.

Retail Online Enrollment - Internet Browser

Retail Online Enrollment - Mobile App

Mobile Banking Enrollment - Internet Browser

Alerts

Bill Payment

Clear Cookies & Cache

EStatement Enrollment

Internal Transfers

Mobile Deposit

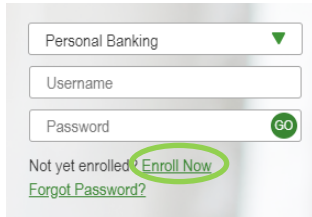
Password and Security Questions

Email and Phone Number

Contact Us

Retail Online Enrollment through Internet Browser

1. Go to www.frontbank.com
2. Click on **Enroll Now**



A screenshot of the Frontbank website's login page. At the top, there is a dropdown menu labeled 'Personal Banking' with a downward arrow. Below it are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a green circular button with the text 'GO'. Below the input fields, there are two links: 'Not yet enrolled? Enroll Now' and 'Forgot Password?'. The 'Enroll Now' link is circled in green.

3. Enter Personal Information and click **Enroll**
4. Read Terms & Conditions and click **I Agree**
5. Create a Username and Password and click **Continue**
6. Choose 3 Security Questions, enter their Answers and click **Continue**
7. To enroll in Mobile Banking click **Enroll** and proceed to Step 5 in the Mobile Banking section. To skip Mobile Banking click **Decline** and continue to Online Banking



Retail Online Enrollment through Mobile App

1. Download the FrontierGo app from your Apple Store or Google Play



2. Click the **Enroll Now** link
3. Enter Personal Information and click **Next**
4. Enter and verify email address and click **Enroll**
5. Read Terms & Conditions and click **I Agree**
6. Create a Username and Password and click **Continue**
7. Choose 3 Security Questions, enter their Answers and click **Continue**
8. Click **Login Now** and enter your credentials to access your accounts

****Normal service provider fees may apply****



Mobile Banking Enrollment through Internet Browser

1. Visit Frontier Bank's website at www.frontbank.com
2. Log into your Online Banking account
3. Click on **Profile** in the top right corner



4. Click on **Enroll** next to Mobile Banking
5. Read Terms & Conditions and check the **I accept these Terms and Conditions** box
6. Download the **FrontierGo** app from your Apple Store or Google Play



7. Check boxes under Other Services for additional options and click **Continue**
8. Choose your Time Zone. Check boxes for each account to link to mobile banking. Provide a nickname for accounts, if desired. Click **Continue**
9. Enter your Mobile phone number and click **Continue**
10. Enter the Activation Code received via text message into the Activation Code box and click **Activate**
11. Use your FrontierGo mobile app and online banking credentials to access your accounts

****Normal service provider fees may apply****



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.frontbank.com
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 NOT 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 NOT 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.frontbank.com
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.frontbank.com
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 NOT 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 NOT receive alerts
 - a. Enter **Start Time** and **End Time** and click **Save**



Deleting an Existing Alert

1. Visit Frontier Bank's website at www.frontbank.com
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**



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.frontbank.com
2. Log into your Online Banking account
3. Click on **Bill Payment** in the top right corner
4. Complete steps for each new Bill Payment Transaction


Contact a Frontier Bank Representative to help you with the following items:

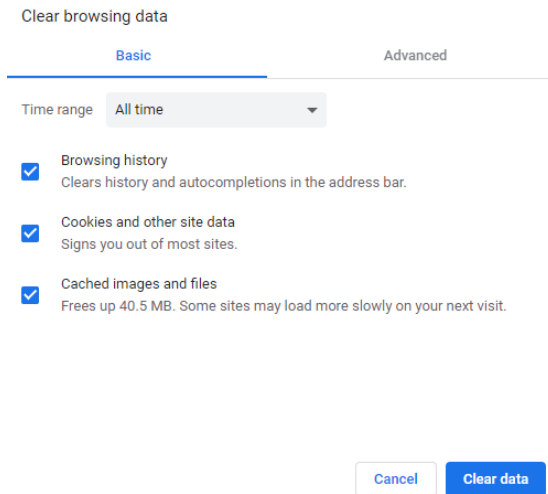
1. Add an Account Number
2. Change your Address
3. Inactivate an Account Number
4. Reactivate an Account Number
5. Stop Payment for Bill Payment item



Clear Cookies & Cache


Google Chrome

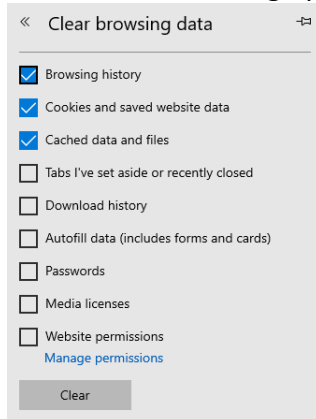
1. Open Google Chrome browser
2. Click on 3 dots in top right corner 
3. Click on Settings
4. Click on Privacy and security on left side of page
5. Click on Clear browsing data
6. Under Basic choose the following options and click Clear data



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

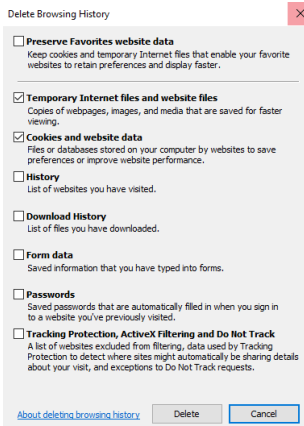


7. Close all Microsoft Edge browsers
8. Open Microsoft Edge browser and try function again




Microsoft Internet Explorer

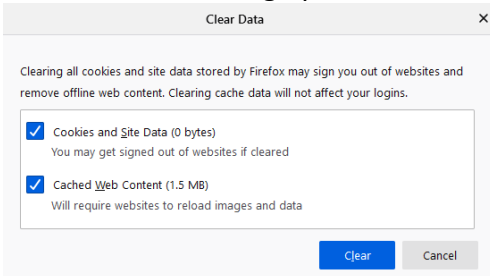
1. Open Microsoft Internet Explorer browser
2. Click on Tools in Tool bar or Tools icon in top right corner 
3. Click on Internet Options
4. Under the General tab, click on Delete under Browsing history section
5. Choose the following options and click Delete



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



EStatement Enrollment

Go Green with Frontier Bank eStatements! No more paper statements filling up your file cabinets. The primary account holder's email address will receive statement notifications when your statement is available to view.

1. Visit Frontier Bank's website at www.frontbank.com
2. Log into your Online Banking account
3. Click on **Profile**
4. Click on **Edit** next to Electronic Statements
5. Choose **eStatements** next to account(s)
6. Click on the **Electronic Statements Terms and Conditions link**
7. Read **Terms and Conditions**
8. Check I have read and accept the electronic statements terms and conditions box
9. Enter Confirmation Code found at the bottom of Terms and Conditions in the Confirmation code box
10. Click **Save**



Internal Transfers

No need to come to the bank to transfer money between your accounts. Create a one-time or reoccurring transfer simply by logging into your retail online account.

Internet Browser

1. Visit Frontier Bank's website at www.frontbank.com
2. Log into your Online Banking account
3. Click on **Transfer**
4. Choose transfer from account from drop-down list
5. Choose transfer to account from drop-down list
6. Choose date for transfer
7. Check the Repeat box if the transfer will be a reoccurring transaction
8. Enter the dollar Amount
9. Enter Description that will show on statement
10. Click on **Preview transfer**
11. Verify transfer information and click **Complete transfer**

All Scheduled transfers can be viewed at the bottom of the transfer page.

Mobile App

(one-time transfer only)

1. Log into your **FrontierGo** app
2. Click on **Transfer & Pay**
3. Click on **Make an internal transfer**
4. Choose transfer from account from drop-down list
5. Choose transfer to account from drop-down list
6. Enter the dollar Amount
7. Choose a future date or Immediately
8. Click **Continue**
9. Verify transfer information and click **Make Transfer**

All Scheduled transfers can be viewed by click on View scheduled transfer on Transfer & Pay page



Mobile Deposit

Mobile Deposit allows customers to make deposits anywhere using the FrontierGo Mobile app. Each user has the ability to deposit \$10,000 per item and \$25,000 per day.

1. Log into your **FrontierGo** app
2. Click on **Deposit** and **Deposit a Check**
3. Select the account number & enter amount. Click **Take Photos**
4. Read suggested tips and click **Continue**
5. Endorse check with signature and “For Mobile Deposit Only”



6. Use camera to take a picture of the front and back of the check background
 - a. Make sure item is flat
 - b. Put on plain dark surface
7. Verify deposit information and click **Make Deposit**
8. Answer security question and click **Continue**



Password and Challenge Questions

Internet Browser

1. Visit Frontier Bank's website at www.frontbank.com
2. Log into your Online Banking account
3. Click on **Profile**
4. Click on **Edit** next to Password
5. Enter current password
6. Enter and Verify new password and click **Save**

Mobile App

1. Log into your **FrontierGo** app
2. Click on **More** in the Banner
3. Click on **Change Password** under Settings section
4. Click **OK** on Attention Box
5. Enter your Current Password and click **Continue**
6. Create and Verify your New Password
7. Click **Save**

Challenge Questions

1. Visit Frontier Bank's website at www.frontbank.com
2. Log into your Online Banking account
3. Click on **Profile**
4. Click on **Edit** next to Challenge Questions
5. Choose and Answer all 3 Security Questions
6. Click **Save**



Email and Phone Number

Change Email Address

1. Visit Frontier Bank's website at www.frontbank.com
2. Log into your Online Banking account
3. Click on **Profile**
4. Click on **Edit** next to Email
5. Enter and Confirm your new email address
6. Click **Save**

Change Phone Number

1. Visit Frontier Bank's website at www.frontbank.com
2. Log into your Online Banking account
3. Click on **Profile**
4. Click on **Edit** next to Phone
5. Enter Home and/or Work Number
6. Click **Save**



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@frontbank.com

