

# Welcome to the new Online Banking for Gilmer National Bank.

This document will walk you through the steps to register for Online Banking. Customers will need to register as if they are a new user in Online Banking, even if they have used Gilmer National Bank's Online Banking in the past.

On this page, select one of the following:

1. The "Register" link in the top right corner,



2. The "register online" link under New Users, or



3. Click on the "Register" button under New Users.



**GILMER NATIONAL BANK**

[Log On](#) | [Register](#)

### Log On

Welcome to Online Banking! In order to keep your accounts and information safe, we have added additional layers of security to the login process. These security measures validate you as an authorized user and give you the peace of mind that you are logging into our official Online Banking site. Please enter your Online Banking username.

**Existing Users**

Username

**Submit**

**New Users**

New users may [register online](#) at any time.

Registration benefits include:

- Access to account balances and transactions
- Secure communication with Bank staff
- Ability to perform transfers

**Register**

Always check your browser for the 'Lock' symbol that indicates that you are connected to us using an encrypted connection. If you ever doubt the authenticity of this site, double-click the lock symbol in your browser and verify the validity of the associated certificate.

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**MEMBER**  
**FDIC**

Depending on whether the option for “Is this a business” is set to “No” (top picture) or “Yes” (bottom picture), the options that are seen are different.

For Personal Customers, the following fields are seen:

- First Name (please note that this needs to match your name as it is seen on your statement)
  - Last Name
  - SSN (all 9 digits are required)
  - Date of Birth
  - Account Number (any account number that you are an owner on)
  - Home Phone
  - Mobile Phone
- OR

For Business Customers, the following fields are seen:

- Company Name (please note that this needs to match the company name as it is seen on statements)
  - Tax ID
  - Account Number
  - Home Phone
  - Mobile Phone
- OR

If any information is not correct, the customer will be redirected to an Alternate form for registration. This form is covered at the end of this document.

### Verify Identity (Registration Step 1 of 7)

Existing customers can register for online banking by following our quick and easy enrollment process. To begin, please complete the fields below to help us determine which accounts you should have access to once you log on to Online Banking. Be sure to enter the information exactly as it appears in our records.

**Problems?**  
Customers who are unable to register here can submit a request to our staff using [this alternative form](#).

**Owner Identity** All Fields Required  
Help us identify the owner of the accounts you wish to access.

Is this a Business?  Yes  No

First Name  ◀ The account owner's first name

Last Name

SSN

Date of Birth  mm/dd/yyyy

Account Number

**\* Phone numbers (at least one is required)**

Home Phone

Mobile Phone

**Submit**

### Verify Identity (Registration Step 1 of 7)

Existing customers can register for online banking by following our quick and easy enrollment process. To begin, please complete the fields below to help us determine which accounts you should have access to once you log on to Online Banking. Be sure to enter the information exactly as it appears in our records.

**Problems?**  
Customers who are unable to register here can submit a request to our staff using [this alternative form](#).

**Owner Identity** All Fields Required  
Help us identify the owner of the accounts you wish to access.

Is this a Business?  Yes  No ◀ Does a business own the account?

Company Name

Tax ID

Account Number

**\* Phone numbers (at least one is required)**

Home Phone

Mobile Phone

**Submit**

## Choose Username and Password (Registration Step 2 of 7)

Congratulations, we were able to locate your customer record. Please enter a username and password that you will use to log on once you have registered.

Your password must contain at least 8 characters and it must meet all of the following requirements:

- Mixed Case (at least 1 upper case and 1 lower case)
- Alpha Numeric (at least 1 letter and 1 number)
- Special Character (at least 1 character that isn't a number or letter)

**Username and Password**  
Provide us with a username and password.

Username	<input type="text"/>	◀ The username must be at least (8) characters long and can only contain the following characters A-z0-9_@.
Password	<input type="password"/>	
Confirm Password	<input type="password"/>	

Once the Customer information has been correctly entered, the above screen will be shown. Customers can choose their desired Username (it can be the same username that was used in the previous Online Banking as long as it meets the minimum requirement) and Password.

NOTE: Usernames must be a minimum of 8 characters. Passwords must be a minimum of 8 characters with the requirements noted above (mixed case, alpha numeric and special character).

## Security Phrase (Registration Step 3 of 7)

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Please create a unique phrase that only you are familiar with. This phrase will be displayed to you whenever you log into the Online Banking system. The purpose of this phrase is to assure you that you are logging into your financial institution's secure Online Banking site instead of a fraudulent site.

Always remember that if you do not see your unique phrase when logging into the Online Banking system do not key in your passcode and call your financial institution immediately!

Security Phrase

Submit

Customers will then be directed to the above screen. Please enter a Security Phrase. The phrase can be anything (“I love ice cream.” or “I love my golden retriever.” for example).

The phrase will be presented to Customers when they log into Online Banking and are prompted to enter their password. If the phrase is not the one entered during registration, the Customer should NOT enter their password and should contact Gilmer National Bank.

## Security Questions (Registration Step 4 of 7)

Please configure 5 different questions below. These questions will be used to perform additional authentication when logging into Online Banking. You can select pre-defined questions from the drop down menus, create your own unique questions by typing them in the space below the drop down menu, or use a combination of either pre-defined or custom questions. For each question, please type an answer in the field below the question.

To provide maximum protection for your online accounts from unauthorized use, it is best to choose questions that only you or other authorized users will know the answers to. Your answers will not be case-sensitive.

### Question 1 of 5

Select Question

Custom Question

Answer

### Question 2 of 5

Select Question

Custom Question

Answer

### Question 3 of 5

Select Question

Custom Question

Answer

### Question 4 of 5

Select Question

Custom Question

Answer

### Question 5 of 5

Select Question

Custom Question

Answer

Customers will then be presented with this screen.

It is required that Customers choose and answer 5 questions. These questions could be used during various scenarios for identification verification purposes.

There are questions that Customers can choose from or the Customer can create their own question.

Duplicate questions are not allowed.

Should the Customer be presented with questions to answer, the answers are not case sensitive.

Customers will then be presented with the below screen.

The Customer name will be populated in the fields however Customers will need to click on the “+ Add” button in the Emails area and add in their email address. This is the email address that will be signed up for alerts for Security purposes in Online Banking, as well as when a secure message has been sent to the Customer from Gilmer National Bank.

Accounts ▾ Transfers & Payments ▾ Mobile Deposits ▾ Messages (0) ▾ Alerts (0) ▾ e-Notification

### Update User Profile / Preferences (Registration Step 6 of 7)



#### Profile and Preferences All Fields Required

Please update your personal information and settings.

First Name

Last Name

**Emails**

Email ▾	Primary	Use For E-Delivery
<input type="text" value="email@address.com"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

+ Add ✎ Edit 🗑 Delete Emails 1 - 1 of 1

Show Non-Active Accounts

Allow Password Reset

Items Per Page

Check Image Size  ▾

Customers will be presented with the Online Banking Agreement that they will need to review the agreement and then click on “Accept” in order to be able to complete the registration process.

Accounts ▾ Transfers & Payments ▾ Mobile Deposits ▾ Messages (0) ▾ Alerts (0) ▾ e-Notification

**Registration - Online Banking Agreement**

Accept Decline

Accounts ▾ Transfers & Payments ▾ Mobile Deposits ▾ Messages (0) ▾ Alerts (0) ▾ e-Notification

### Security Code Delivery Methods (Registration Step 7 of 7)

For your protection we have added an additional layer of security. When logging into Online Banking, you may be asked to enter a security code. This code can be sent to you via text message or through an automated phone call.

Please provide a valid phone number that can receive such messages and specify whether the message should be delivered via text or voice. You will be able to add more delivery methods once you have logged into Online Banking.

 **Security Code Delivery Method**  
Please configure the initial delivery method below.

Type	Please select a type ▾	◀ The type of message (text/SMS or voice)
Phone Number	<input type="text"/>	
Test Message	<input checked="" type="radio"/> Yes - Send a test message <input type="radio"/> No - Do not send a test message	
Nickname	<input type="text"/>	

Message and data rates may apply. Such charges include those from your communications service provider.

Customers will see this last step for completing registration.

When logging into Online Banking, Customers are required to get a Security Code delivered to them to enter in for login validation. The Security Code can be delivered by Text Message or by Voice Automated Phone Call. Select the default option (Text or Voice) and enter in the Phone Number. If desired, Customers can choose to receive a test message and can set up a nickname for the phone number.

NOTE: Customers have the option to change this step from the Security Code to answering Security Questions (3 random questions will be chosen). Additionally, the next time that Customers log into Online Banking, an option will be presented to bypass the security code or security questions.

Once the previous steps have all been completed, Customers will be presented with this screen. This indicates that registration has been completed and an Admin at Gilmer National Bank will be activating the Online Banking access.

Accounts ▾ Transfers & Payments ▾ Mobile Deposits ▾ Messages (0) ▾ Alerts (0) ▾ e-Notification

### Status - New User

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The information you submitted during registration is currently being reviewed. Please wait for an administrator to activate your Online Banking login.

## Welcome to Online Banking



donotreply@gnbgilmer.com on behalf of noreply@ibtapps.com(donotreply@gnbgilmer.com via gnbgilmer.com)

To ● Neva Kani

The actual sender of this message is different than the normal sender. [Click here to learn more.](#)

**[EXTERNAL SENDER] Use caution on links and attachments!**

Welcome to Online Banking. Your account has been activated.

Customers will receive an email notifying them that their access has been activated and will then be able to log into Online Banking.

## Alternate Form

Customers may be redirected to the following form if the information that is being used to register is not matching up exactly to the information contained in the system at Gilmer National Bank.

### Registration - Request Access

To begin, please complete the fields below to help us determine which accounts you should have access to once you log on to Online Banking. Our staff will be contacting you shortly.

 **Owner Identity** All Fields Required  
Help us identify the owner of the accounts you wish to access.

Is this a Business?  Yes  No

First Name  ◀ The account owner's first name

Last Name

SSN

Account Number

Date of Birth  mm/dd/yyyy

Desired Username

Email Address

**\*Phone Numbers** (at least one is required)

Home Phone

Mobile Phone

Customers should add the information into the fields, including the Username that they would like to use for Online Banking and an email address and phone number that they can be contacted at.

Once the form has been completed, the customer will see the “Request Access Received” screen. Someone from Gilmer National Bank will notify the customer when their access has been created.

### Request Access Received

Your request for access to Online Banking has been received. Our staff will contact you once they have processed your request.