



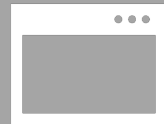
LinkLive Secure Email



What is LinkLive?



Email portal that facilitates the secure transfer of information between Bank employees and customers.



Replaces existing “Drop box” portal, a.k.a Hightail, that you may have previously used to send an employee sensitive information.



The Bank will not accept emails that contain sensitive information through an unsecured channel. Please only send these materials via a secure portal.



SENSITIVE DATA

- Social Security Number/Tax ID Number
- Account numbers
- Financial information:
 - Personal financial statements
 - Tax returns
 - Business financial statements
 - W-2 documents or pay-stubs
- Borrowing base certificates
- Loan payoffs
- Loan documentation
- Tax documentation
- Any document containing non-public information

Including but not limited to...

etc.



**Farmers
National
Bank**

Customer – Accessing LinkLive

All sensitive information must be sent to a bank employee via a secure portal. In order to send a secured email from our system, please complete one of the following ways to gain entry to the secure portal.

1. You may request that a bank employee may send you a secure email via LinkLive to allow access and set up.
2. Or you may request access through our website at www.farmersnb.com. (See next slide for instructions)



Each Branch/Department has a designated email address for their location. Please request this email address from your preferred office/employee, as needed.

WELCOME TO THE FARMERS NATIONAL BANK MESSAGE CENTER

Error:
Sorry, your access is invalid or expired. If this is your first time attempting to log in, please click the [Forgot your Password?](#) link to request temporary account access and establish a password.

User Name:

Password:

[Forgot your Password?](#)

Please follow all prompts once email is sent by bank employee

Helpful Links:
[Mobile Mail Interface](#)

You may click here if using mobile device.



Powered by LinkLive

For support, please visit: [Farmers National Bank Secure Email](#)

If you're having trouble click here for support. This link will take you to a FAQ on Farmers website.

Requesting Access to LinkLive

Please follow the instructions below to request access to our secure messaging portal.

1. Please visit www.farmersnb.com
2. Click on **Contact Us**
3. Click on **Secure Email Center**
4. Click on **“Request Access”** to generate an email template to Customer Service.

The Farmers National Bank of Emlenton – Secure Email Center

Welcome to the secure email center at Farmers National Bank.

Click the “Request Access” button below if you need to send a secure email to a Farmers National Bank employee and do not have a username and password established. You can expect to receive an email response within 2 business days which will assist you in finalizing the set-up of your account.

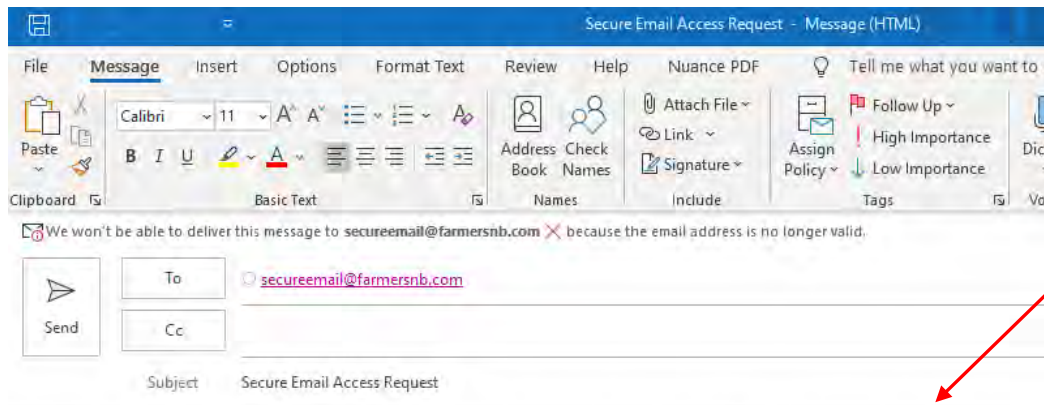
Request Access

Note: Please allow 2 business days for your account to be created.

Have questions? Visit our [Secure Email Center - FAQ](#)

[View our Secure Email Center - Training](#)

You may also click here to view the FAQ and training materials for using LinkLive.



5. Once you click “Request Access” – a completed email template will populate. Please feel free to customize this message as you wish, or simply click send.

6. Within 2 business days, customers will receive enrollment email and may follow prompts to complete registration.

Enrolling for LinkLive



Step 1:

- You will receive email from: “New Farmers National Bank Secure Mail info@farmersnb.com”
- **Please note:** Your Username will be the email address where this secure message was received.

External Email: Use caution with links and attachments

This is an automated email notification that employee@farmersnb.com has created a new secure email account for you. If this is unexpected, you are safe to ignore this message.

To access this message, please log into the Secure Mail Center. [here](#).

To manually log in, use the following information:

Username: youremail@gmail.com

Web Address: <https://043310139.securebanksolutions.com/?group=043310139&brand=043310139>

Please do not reply to this email, as it will not be received by anyone.

This message is intended only for the persons or entities to which it is addressed. The information transmitted herein may contain proprietary or confidential material. Review, reproduction, retransmission, distribution, disclosure or other use, and any consequent action taken by persons or entities other than intended recipients, are prohibited and may be unlawful. If you are not the intended recipient, please delete this information from your system and contact the sender. The information contained herein is subject to change without notice. Although reasonable precautions have been taken to ensure that no viruses are present, the sender makes no warranty or guaranty with respect thereto, and is not responsible for any loss or damage arising from the receipt or use of this e-mail or attachments hereto.

Secure Email – Landing Page Review



Farmers National Bank

WELCOME TO THE FARMERS NATIONAL BANK MESSAGE CENTER

User Name:

Password:

[Forgot your Password?](#)

Sign In

Helpful Links:

[Mobile Mail Interface](#)

For support, please visit: [Farmers National Bank Secure Email](#)

Click here to use the secure portal on a mobile device.



Powered by LinkLive

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Don't forget – your Username is always the email address where you received the initial secure email from a bank employee.

If you forget your password, please use the "Forgot your password" button to reset your password.

Click here to review a Q&A on our website at www.farmersnb.com

Step 2: Click the website link within the email to gain website access.

- Enter username (your email address)
- Click **“Forgot your Password”** to set up your new password.



Farmers National Bank

WELCOME TO THE FARMERS NATIONAL BANK MESSAGE CENTER

Error:

Sorry, your access is invalid or expired. If this is your first time attempting to log in, please click the [Forgot your Password?](#) link to request temporary account access and establish a password.

User Name:

Password:

[Forgot your Password?](#)

Helpful Links:
[Mobile Mail Interface](#)

For support, please visit: [Farmers National Bank Secure Email](#)



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Step 3: Enter Username (your email address) and click **“Send”**

PASSWORD RESET

Enter User Name to Reset

Enter your User Name and press Send to request temporary account access via your email address on record.

User Name:

For support, please visit: <https://www.farmersnb.com/>

Step 4: Confirmation alert will appear, check your email for further instructions.

WELCOME TO THE FARMERS NATIONAL BANK MESSAGE CENTER

Okay!

The password reset request was sent.
Check your email for further instructions.

User Name:

Password:

[Forgot your Password?](#)

Step 5: Receive 2nd email from: **Farmers National Bank Secure Mail** info@farmersnb.com

- Click link within the browser to continue setting up your password

This is an automated email notification that a request was made to reset your password. If you did not make this request, you are safe to ignore this message.

To reset your password, [click here](#), then change your password.

Or copy the following link into your web browser:

<https://revlink2.securebanksolutions.com/?authtoken=uhbcZH3P3UsEP7jORA5UMdC8&group=043310139>

Please do not reply to this email, as it will not be received by anyone.

This message is intended only for the persons or entities to which it is addressed. The information transmitted herein may contain proprietary or confidential material. Review, reproduction, retransmission, distribution, disclosure or other use, and any consequent action taken by persons or entities other than intended recipients, are prohibited and may be unlawful. If you are not the intended recipient, please delete this information from your system and contact the sender. The information contained herein is subject to change without notice. Although reasonable precautions have been taken to ensure that no viruses are present, the sender makes no warranty or guaranty with respect thereto, and is not responsible for any loss or damage arising from the receipt or use of this e-mail or attachments hereto.

Step 6: Create a new password with the appropriate parameters

You must change your password at this time.

User Name:

Your email address here

Current Password:

••••••••

New Password:

(see policy at right)

Re-Type New Password:

confirm password

To change to your password, input your Current Password then set and verify a New Password in both fields. You cannot change your User Name.

- 6 characters minimum
- 1 minimum upper-case character (A-Z)
- 1 minimum lower-case character (a-z)
- 1 minimum numeric character (0-9)
- 3 maximum identical sequential characters
- 6 maximum characters from user name
- 6 maximum characters from previous password
- 6 previous passwords may not be re-used
- Can not be in the common/restricted list

Step 7: Update option preferences, prior to clicking save. You may change these settings at any point.

Notification Email Address:

Send email notification for secure mail: Never First Unseen Msg Every Unseen Msg

Notification Phone Number:

Use phone number: Never For Phone Calls For Text Messages For Both

Signature for email:

Send automatic email replies: Off To my domain To everyone

Start: End:

Subject:

Update your settings, as desired.

Once ready, click "Save" to update your password and settings

Your password was changed.

Be sure that you receive this confirmation.



**ALWAYS
LOG OUT
AFTER USE**

- Inbox (1)
- Sent
- Trash
- Compose

- Options
- eFolders

From: Farmers Employee email address To: Your email address

Delete All Checked [messages 1 - 1 of 1] next last Page Size: 20 Page: 1

Sent
Secure
Emails Box

Deleted
Secure
Email Box

Options

Make any desired changes and press Save:

Returns to Option settings
(Update password/change preferences.)

User Name: Your employee email address

Current Password: |

New Password: password (see policy at right)

Re-Type New Password: confirm password

eFolders

Utilities

- New Folder
- Sort Folders

Folders

(no folders)

File Name	Size	Version	Latest Comment
(no folder selected)			

Gain access to stored secured files.

Composing a secure email



Inbox Sent Trash Compose

Compose

Send Attach Cancel

From: Your email address will prefill

To: ~~"Farmers National Bank" <info@farmersnb.com>~~ Update this field to the email address of your recipient (Bank employee)

Cc: email address(es) to copy message to

Subject: Add subject here

Type your message here

1. Complete all fields as you normally would when sending an email.
2. Update **To**: Change to your email address
3. **Type email message and attach** secure documentation, as desired.
4. Click **Send**

attention

A red, speech-bubble-like sticker with the word "attention" written in white, slanted text.

LinkLive Q&A

Customer Q&A

Available on our website at
www.farmersnb.com

1. How do I access secure send email?

Click here to access instructions.

2. How do I set up and send a secure email to a bank employee?

An employee must send a secure email to your email address to gain access the secure portal.

If you need to send a secure email to a Farmers National Bank employee and do not have a username and password established, please send an email to info@farmersnb.com to request access to this portal.

3. What is my user ID?

User ID is always your receiving email address.

4. How do I reset my password?

Please use the “Forgot your Password” button on the website then follow email prompts to reset.

5. How to send secure messages to a bank employee?

Once you have gained access to the system, click “compose” to write and send a new email to a bank employee.

6. How do I respond to a bank employee requesting information be sent securely?

You will receive a secured email notification directing you to log into the secure portal to review/respond/send a secure email.

7. How do I re-access this system later?

You are able to revisit the secure portal by clicking the link below or by using a previously sent secure email notification.

Click here to access secure email portal:

<https://043310139.securebanksolutions.com/mail/?group=043310139&brand=043310139>

8. How long will my secure emails remain in this system?

Email messages do not expire. They will remain in your inbox unless you permanently delete the files.

9. What do I do if I need to send something secure and do not know who it goes to?

Please contact your local banking office or a branch nearest to you to learn about how to safely send us your sensitive information.

Click here to view our branch locations: <https://www.farmersnb.com/contact-us.aspx>

10. Can Linklive be used on a mobile device?

Absolutely. On the secure email portal, click “mobile mail interface” to activate mobile version.

You will notice the log on page for a mobile device may differ, however, the process remains the same, please proceed as prompted.

11. What will happen to my email if I send it unsecured?

If you send a sensitive email unsecured to an employee of The Farmers National Bank, it will safely be discarded to protect your personal information. The employee in receipt of the message will contact you directly to enable you to re-send the information securely through this portal.

12. What if I want to use my own secure email system?

No problem. We will accept secure emails from any secure portal.

13. Who do I contact with issues using the system?

If you need to send a secure email to a Farmers National Bank employee and do not have a username and password established, please send an email to info@farmersnb.com to request access to this portal. Feel free to also contact us at our Customer Service line: Toll-free: 877-862-9270 Option 0.

14. What if I inadvertently log into your previous secure email system known as Hightail?

The website will continue to allow you access to the previous secure portal; however, no attachments will be able to be sent. Please log out of this system, remove the website from any favorite listing and replace with our new secure portal.

15. Examples of but not limited to sensitive information that is required to be sent securely:

- Social Security Number/Tax ID Number
- Account numbers
- Financial information:
 - Personal financial statements
 - Tax returns
 - Business financial statements
 - W-2 documents or pay-stubs
- Borrowing base certificates
- Loan payoffs
- Loan documentation
- Tax documentation
- Any document containing non-public information



Let's Review a few Reminders!



Farmers
National
Bank

REMINDER



Bank employees are not authorized to accept emails with sensitive information unless the information is sent through a secure portal. Please expect the following to occur if we receive unsecured sensitive information.

- Upon receipt of unsecure email, this email will be immediately safely discarded.
- The sender will be notified by a bank employee to resubmit the information, securely.
- The bank employee will then send you an email inviting you to set up your secure email access.