

The Farmers National Bank of Emlenton

Frequently Asked Questions

Secure Email Center FAQs

Q: How do I access secure send email?

A: Click [here](#) to access instructions.

Q: How do I set up and send a secure email to a bank employee?

A: 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.

Q: What is my user ID?

A: User ID is always your receiving email address.

Q: How do I reset my password?

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

Q: How to send secure messages to a bank employee?

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

Q: How do I respond to a bank employee requesting information be sent securely?

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

Q: How do I re-access this system later?

A: You can 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:

Q: How long will my secure emails remain in this system?

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

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

A: 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

Q: Can Linklive be used on a mobile device?

A: 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.

Q: What will happen to my email if I send it unsecured?

A: 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.

Q: What if I want to use my own secure email system?

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

Q: Who do I contact with issues using the system?

A: 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.

Q: What are some examples of but not limited to sensitive information that is required to be sent securely:

A: 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