

The Farmers National Bank of Emlenton

Secure Email Troubleshooting

1. Click on this link to begin troubleshooting:

<https://043310139.securebanksolutions.com/mail/signout.php?urlToken=0g1zrvrks8g4ic4&cmd=mail-logout&brand=043310139&group=043310139>

2. **Do not** fill in any information in the Username or Password. Click the 'Forgot your password?' link. It will load a new page:

WELCOME TO THE FARMERS NATIONAL BANK MESSAGE CENTER

Please enter your *User Name* and *Password*:

User Name:

Password:

[Forgot your Password?](#)

3. Type your email address into the 'Username' field and click the 'Send' button

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:

4. Email normally arrives within 15 minutes; however, it could take up to one hour. It is important to only request the forgotten password once as only the last password reset email is valid. If multiple emails are sent it can become confusing which one is correct.

5. When the email arrives it will not include a password. There will be a line with a link towards the center of the email. "To reset your password, [click here](#), then change your password." Click on the 'click here' which will load a new password webpage.

This is an automated email notification that a request was made to reset your password. If you did not make the 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=1FINYI7W2Z6OfbTy4SjouBlw&group=043310139>

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

6. The following options page for the account will come up. It will include two important fields (amongst others). Enter a password meeting all the requirements on the right side into the 'New Password' and 'Re-Type New Password' fields.

The screenshot shows a password reset form with the following fields: User Name, Current Password, New Password, and Re-Type New Password. A red message at the top says "You must change your password at this time." To the right, a green box lists password requirements: 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, and cannot be in the common/restricted list.

7. Click the save button at the bottom of the window. Your new password will be saved, and you will now be able to access your secure email account.

The screenshot shows an email auto-reply message. The subject is "Out of office reply" and the body text is "your auto-reply message". At the bottom right, there is a yellow "Save" button.

If this does not solve your issue, please contact us at 844.767.2311 for additional assistance.