LOGIN INQUIRIES



Member FDIC

Need further assistance? Contact our SNB Help Desk Support at 402-449-0987 or email <u>info@snbomaha.com</u>.

Utilizing the most updated browser and newest operating system will help protect your financial information and keep it safe. Below is a list of compatible browsers:

- Google Chrome
- Internet Explorer
- Safari
- Firefox

Having issues locating Business Banking, Credit Card Activity, uChoose Rewards, or Wealth Management login areas?

Click on the drop down next to "Login to PERSONAL BANKING" to change between the different areas: Personal Banking, Business Banking, Credit Card Activity, uChoose Rewards and Wealth Management.

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Are you a first time user and need to enroll?

Click on the "First Time User? Enroll Now" hyperlink under the login area. Next, from the Online Enrollment page, click on the appropriate enrollment button (Personal Banking, Business Banking, Credit Card Activity, uChoose Rewards or Wealth Management) to complete the process.

Having issues getting logged in?

• Please make sure we don't have any messages posted regarding system outages or upgrades.

 If you are prompted to answer a challenge question or in personal online banking, you have the option to have a passcode emailed to the email on file. Please note, the passcode is valid for two minutes. You may request a new passcode if it expires. The passcode will come from Customer Support. If you don't receive it right away, please check your junk mail.

Enter a passcode	
An email has been sent to: *******@gmail.com Passcode	
Don't challenge me again on this device.	
CONTINUE	

Seeing a security challenge upon logging in?

Here are the reasons why:

- If you have cleared your browsing history.
- You have updated your computer system.
- You are using a different PC from a previous login.
- Logging in for the first time.

Reasons you have been prompted for a security challenge:	
- You have cleared your browsing history.	
- You have updated your computer system.	
- You are using a different PC from a previous login.	
Answer a question	Enter a passcode
Answer a previously selected security challenge question.	Generate a one-time passcode sent via email. OR
ANSWER CHALLENGE QUESTION	EMAIL PASSCODE

Forget your password?

Use the "Forgot Password" option. You will be prompted to enter in the following information before a temporary password is generated, all fields are required:

- o Username
- o Last 4 digits of Social Security Number
- o Email address this must match the email address we have on file
 - i. The temporary password is valid for thirty (30) minutes.

Need to reset your password, security questions or Mobile Banking password? Contact SNB Help Desk Support at 402-449-0987.

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