

Quick Reference Guide

Online and Mobile Banking

New BankTennessee Mobile App

Download it from your app store and delete the old app.



First Time Login

The first time you log in to Online or Mobile Banking after July 28, enter your existing username.

CONSUMER Your temporary password is the first four letters of your last name (lower case) and the last four digits of your

Social Security Number.

Examples: • Lee = lee6789 • O'Brien = obri5471

BUSINESS Your temporary password is the first four letters of the business name (lower case) and the last four digits of your

Tax ID Number.

Examples: • The Bank = theb1234 • A1 Company = a1co8741

Treasury management customers: If you need assistance, please email treasurymanagement@banktennessee.com.

Create a Secure Password and Enable Biometric Login

Once logged in, you will set a new password using the following requirements:

- Must be a minimum of 10 characters
- Must have at least one letter, lower case (a – z)
- Must have at least one letter, upper case (A – Z)
- Must have at least one number (0 – 9)
- Special characters are optional.

Biometric Login If your device supports it, you can enable biometrics to authenticate Face ID or fingerprint from the login screen simply by toggling it on.

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Telephone Banking

866-624-6822

- The first time you access Telephone Banking after July 28, you will be prompted to enter your Social Security or Tax ID Number.
- Your temporary password is the last four digits of your Social Security or Tax ID Number. Once you log in, you will be prompted to create a new four-digit password.
- You will also have the option to create a new User ID. This should be a nine-digit number.

Security Tips

- Use strong, unique passwords and update them regularly.
- Never share your login credentials.
- Enable multi-factor authentication when available.
- Avoid using public Wi-Fi with sensitive personal information.
- Keep your app and device software up to date.
- Think before you click. Watch for suspicious texts, emails, or calls.

BankTennessee will never text, email, or call asking for your personal or account information. Call us at 866-391-6028 if you are ever in doubt.

BankTennessee

www.banktennessee.com



For resources and updates on our upgrade, scan this code, visit www.banktennessee.com/system-upgrade, or call our Customer Support Line 866-391-6028.