FIRST INTERNET BANK

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USER ADMINISTRATION
USER GUIDE

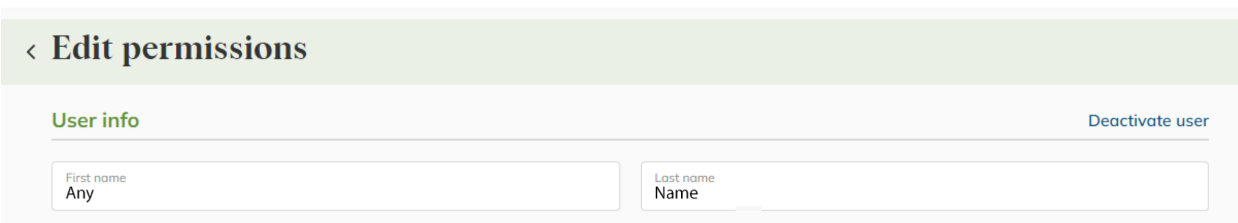
At First Internet Bank, our goal is to make your online business banking simple. We hope you will find these instruction materials useful as you begin taking advantage of our online business banking capabilities.

USER ADMINISTRATION USER GUIDE

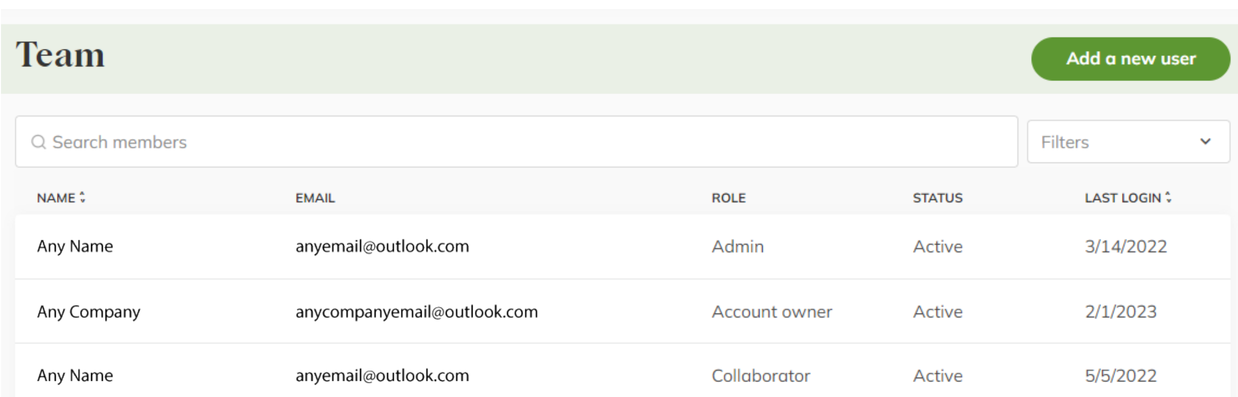
After the primary user enrolls for the company, they can add additional sub-users who will have access to their accounts.

Under the Tools header, Access Manager displays a list of any existing sub-users they have already created. It will also list the primary user themselves as the "Account owner." A sub-user can also have one of several statuses in the Status column:

- **Active:** The user has successfully set up their profile
- **Pending:** The user has been added but has not finished the enrollment process
- **Deactivated:** The user has been deactivated in the system and will not be able to log in. Primary users can deactivate other users by clicking on the user in the list and selecting "Deactivate user" in the top right



To add new sub-users, primary user should select "Add a new user" button.

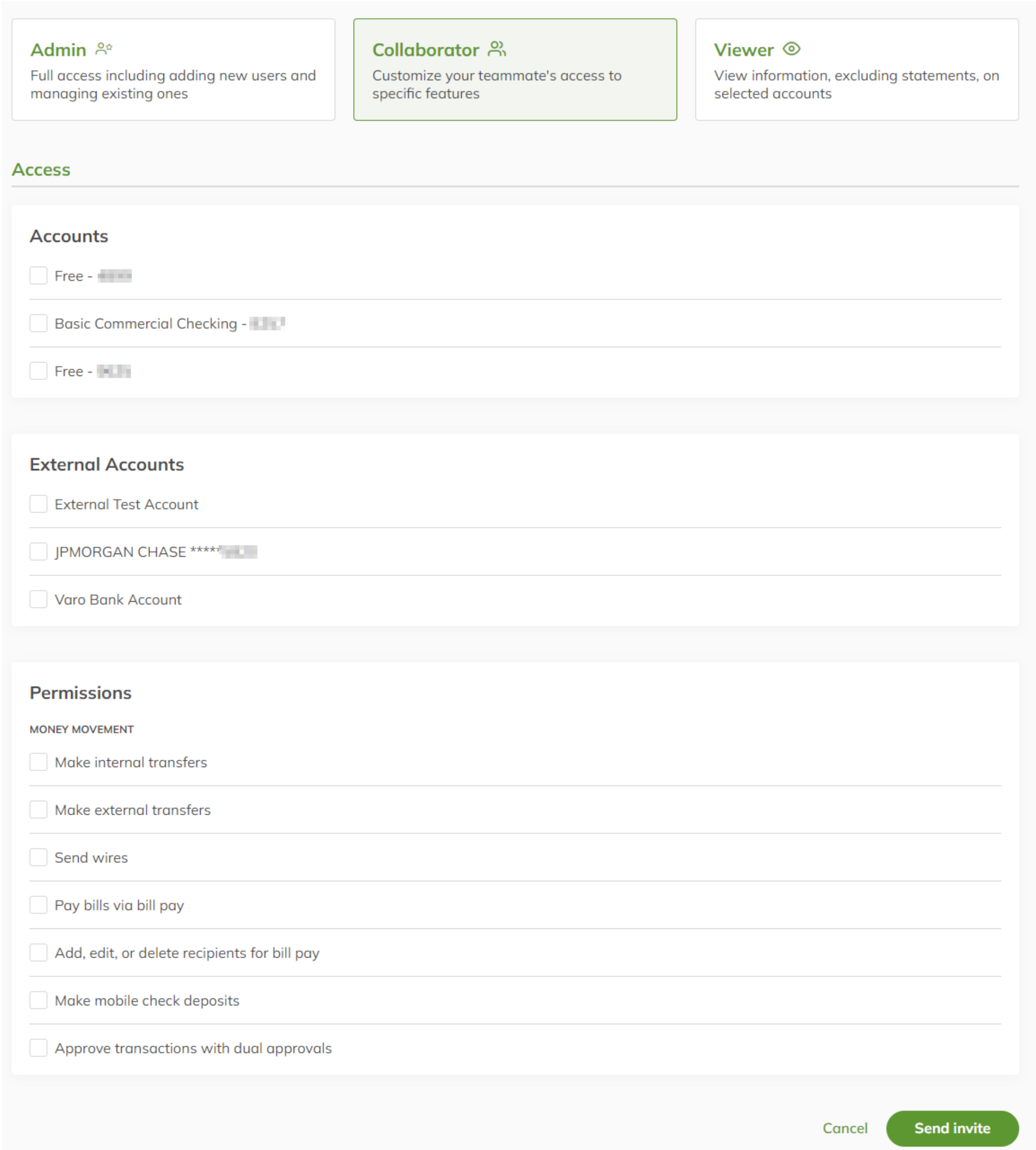


The required fields for adding a new user include first name, last name, email and phone number. A phone number that is enabled for text messages should be used so that the sub-user can receive two-factor authentication messages to their phone.

Primary user can select one of three Access Levels for the new sub-user:

- **Admin:** Will give the sub-user the same access as the primary user
- **Collaborator:** Allows the primary user to customize the accounts and permissions the sub-user will have
- **Viewer:** Gives the sub-user view-only access to the accounts selected

Collaborator customization looks like this:



Viewer customization is identical to Collaborator customization, except the Viewer role will not give options to add any permissions.

Once the user has been updated, the primary user will select “Send invite.” This will send an email invitation to the new sub-user, which will have further login instructions.