

# First American Bank Access App Reference Guide

January 23, 2019

**FOR ADDITIONAL QUESTIONS AND TECHNICAL SUPPORT,  
PLEASE CONTACT THE BUSINESS CENTER AT (847) 952-3701.**



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## ADDING A NEW ADMIN OR USER TO CA\$HTRAC

Every new company Administrator or User must first be defined to the Ca\$hTrac system, and be registered in the mobile First American Bank Access App in order to gain access to the functions available in our Treasury Management system.

### FIRST AMERICAN BANK ACCESS APP ENROLLMENT

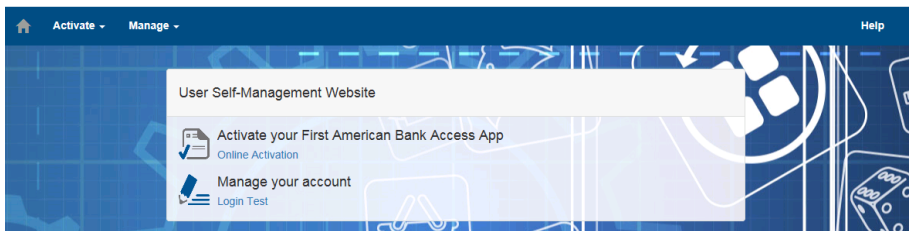
#### HOW TO ENROLL/RE-ENROLL THE INITIAL DEVICE:

**STEP 1:** Download **'First American Bank Access'** from Google Play Store or Apple's App Store.

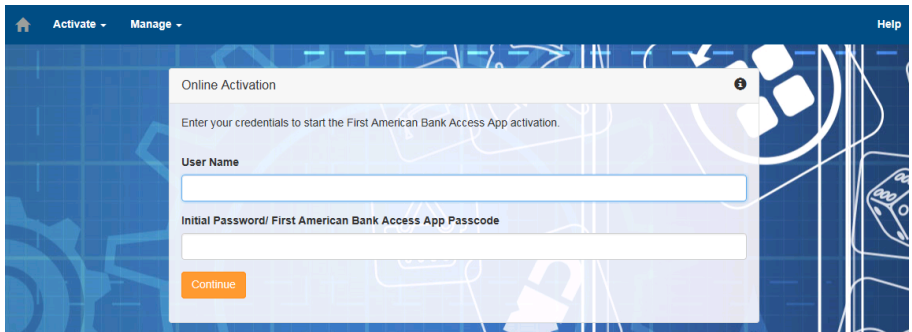
**STEP 2:** On a separate computer/web browser, navigate to [www.firstambank.com](http://www.firstambank.com). Click on Business Solutions and from the drop down menu, select Ca\$hTrac and click 'Go'. Locate and click on the **'First American Bank Access App'** link in the footer of the Ca\$hTrac log in page:



**STEP 3:** Click the link: **'Online Activation'**

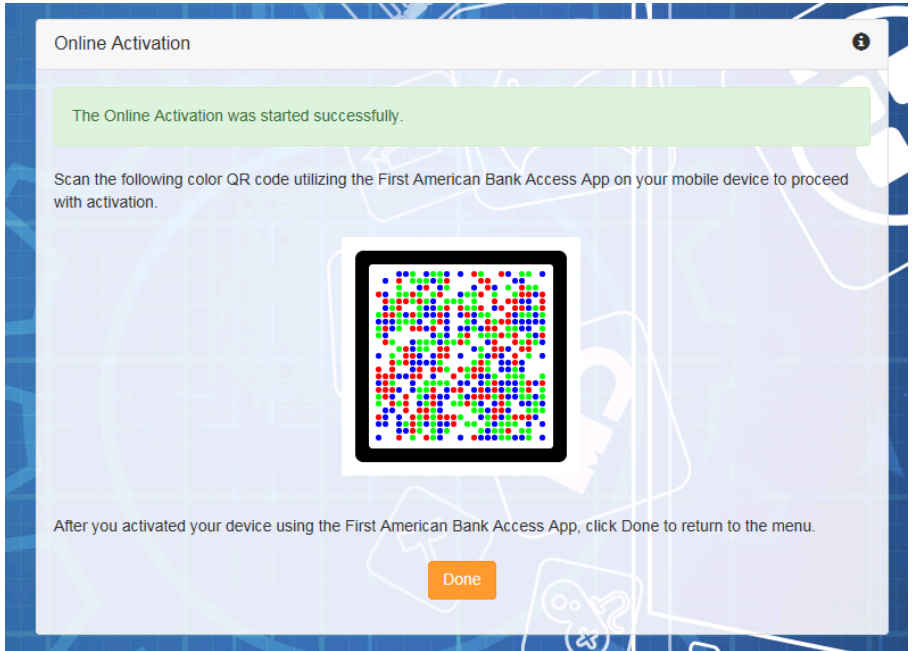


**STEP 4:** Enter the **User Name** (Ca\$hTrac ID\_User Name; for example, 123456789\_John) and **Initial Password/First American Bank Access App Passcode** provided by a Bank Admin.



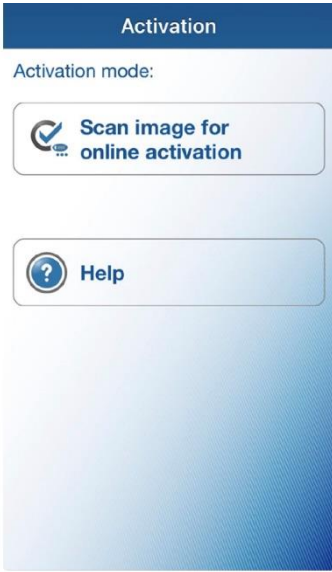
The screenshot shows a web interface for online activation. At the top, there are navigation links for 'Activate' and 'Manage', and a 'Help' link. The main content area is titled 'Online Activation' and contains the following elements: a header with the title and an information icon; a sub-header 'Enter your credentials to start the First American Bank Access App activation.'; two input fields labeled 'User Name' and 'Initial Password/ First American Bank Access App Passcode'; and an orange 'Continue' button at the bottom.

Click, “Continue”. Once the continue button is clicked, you will be presented with a color **QR Code**. Keep this screen up while you move to **Step 5**.

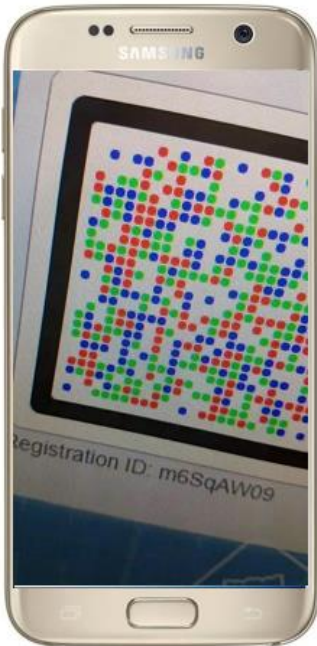


The screenshot shows the 'Online Activation' screen after a successful login. It features a green success message: 'The Online Activation was started successfully.' Below this, there is a text prompt: 'Scan the following color QR code utilizing the First American Bank Access App on your mobile device to proceed with activation.' In the center, a color QR code is displayed within a black frame. At the bottom, there is a text instruction: 'After you activated your device using the First American Bank Access App, click Done to return to the menu.' and an orange 'Done' button.

**STEP 5:** Launch the First American Bank Access App from your mobile device and select ‘**Scan image for online activation**’ from the Activation Screen.

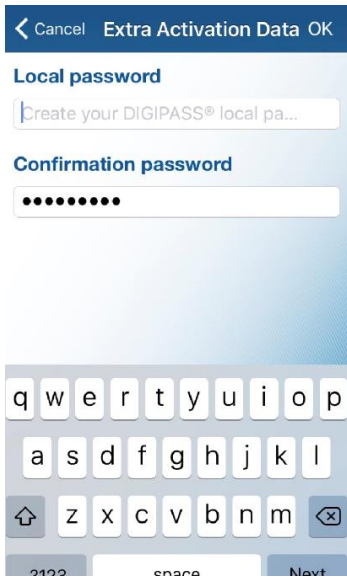


**STEP 6:** A camera option will launch to capture the color **QR code** displaying on the First American Bank Access App website.



**STEP 7:** Once the color QR code is successfully captured, the app will prompt to create a Password.

**STEP 8:** Create a **Password** (between 8 and 16 alpha numeric characters), and re-enter the same password in the Confirmation Password field, and tap OK.



**STOP:** If the device is not able to support Fingerprint Protection or Facial Recognition, your first One Time Passcode (OTP) generates, and the enrollment is complete.

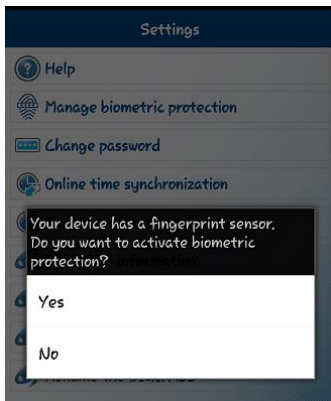


**Note:** The One Time Passcode screen contains an 8-digit generated OTP, 10-character serial number, and a time bar. The OTP will be valid for 60 seconds.

## FINGERPRINT PROTECTION OR FACIAL RECOGNITION:

If the device is able to support Fingerprint Protection or Facial Recognition, once a Password has been established the app prompts to enable this feature. Continue to the following steps:

**STEP 1:** Tap **Yes** when you are prompted to setup Biometric Protection.



**STEP 2:** Confirm fingerprint or facial recognition on your device.

## HOW TO ENROLL ADDITIONAL DEVICES:

**STEP 1:** Download '**First American Bank Access App**' from Google Play Store or Apple's App Store on to the additional device.

**STEP 2:** On a separate computer/web browser, navigate to [www.firstambank.com](http://www.firstambank.com). Click on Business Solutions and from the drop down menu, select Ca\$hTrac and click 'Go'. Locate and click on the 'First American Bank Access App' link in the footer of the Ca\$hTrac log in page.

**STEP 3:** Click the link: '**Online Activation**'

**STEP 4:** Enter the **User Name** (Ca\$hTrac ID\_User Name; for example, 123456789\_John) and an **OTP** from the initial device that has been activated. Once the continue button is clicked, you will be presented with the **QR Code** that is required to successfully activate the First American Bank Access App.

**STEP 5:** Continue from STEP 5 in section titled "**How to Enroll/Re-enroll the Initial Device,**" to enroll the device.

## FREQUENTLY ASKED QUESTIONS

### HOW TO USE THE FIRST AMERICAN BANK ACCESS APP:

**Once I have downloaded the First American Bank Access App and have enrolled, how do I use the First American Bank Access App to log into Ca\$hTrac?**

**STEP 1:** Launch the First American Bank Access App.

**STEP 2:** Tap on **'One Time Passcode'**

**STEP 3:** If you have set up the Biometric Fingerprint Protection or Facial Recognition, use this to generate an OTP. If you have not, type in your **'Password'** and tap OK.

**STEP 4:** Your OTP generates.

**STEP 5:** Type the OTP into the VASCO – Authentication box in Ca\$hTrac before the 60 second time frame time expires on the app and click Submit.

### UNABLE TO LOG IN TO CA\$HTRAC WHEN USING THE FIRST AMERICAN BANK ACCESS APP:

**What happens if I am unable to log in to Ca\$hTrac? I'm receiving a message that says, "Unable to validate challenge response" when I enter my Vasco challenge.**

**STEP 1:** Contact the Business Center.

**STEP 2:** Business Center takes a call back number.

**STEP 3:** Once the First American Bank Access App has been unlocked, the Business Center will contact you.

**STEP 4:** If the First American Bank Access App password is remembered, type it in, receive a valid OTP, and log in to Ca\$hTrac successfully.

**STEP 5:** If the First American Bank Access App password is forgotten, the Business Center will walk you through deleting and/or re-enrolling.

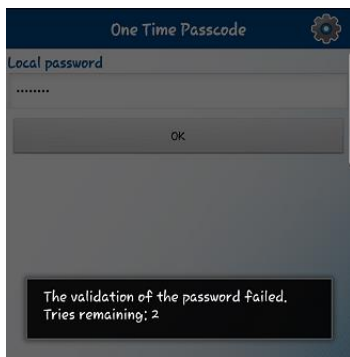
### FORGOT FIRST AMERICAN BANK ACCESS PASSWORD:

**I've forgotten my First American Bank Access App password, what do I do?**

**Solution:** Delete App and re-enroll device. If this is the only device, follow **Initial Device** steps. If this is an **Additional Device**, follow those steps for enrollment.

**Note:** You are allowed 3 invalid password attempts before you need to delete the First American Bank Access App and re-enroll the device. When an invalid Password is entered, this message will be displayed along with the number of tries remaining: The validation of the password failed. Tries remaining: 2 or 1 or 0.





### To delete the app:

**STEP 1:** Launch the First American Bank Access App.

**STEP 2:** Tap on the gear icon in the upper right hand corner.

**STEP 3:** You will be asked, '**You are about to definitely destroy your First American Bank Access. Do you confirm?**' Tap **Yes** to confirm the deletion.

Follow steps to Enroll/Re-enroll Device

### **FORGOT THE FIRST AMERICAN BANK ACCESS WEBSITE PASSWORD:**

**Solution:** Contact Business Center for support.

**Note:** There is a 24-hour turnaround time for enrolling a replacement device.

**STEP 1:** Client contacts Business Center.

**STEP 2:** Business Center takes a call back number.

**STEP 3:** Once the new password is received, the Business Center provides password to client.

**STEP 4:** Business Center walks client through enrolling.