



BUSINESS DIGITAL BANKING

We are excited about the new features in Business Digital Banking. Here is additional information regarding user management.

FREQUENTLY ASKED QUESTIONS:

Can there be more than one Admin?

Yes. You can have multiple Admins if you want to.

Would you prefer us to use the message feature vs. emailing someone at the bank?

Yes. Email is not secure and can be hacked or spoofed, so we highly recommend using Digital Banking Messages to correspond with the bank. Messages may also be used internally with your team members to converse about your banking and sensitive financial information. You can only correspond with other users at your company, who have access to the same business digital banking ID.

Will our current user permissions and settings carry over on the new platform on August 5?

Yes. All current settings and permissions will carry over to the new platform.

Will we be able to edit and unlock users from the app on a phone?

Yes. You can edit, unlock, send password reset links, etc. from the bank's mobile app.

What's the difference between Enable Transfers and Allow Transfers?

"Enable transfers" grants the user permission to see established recurring transfers or one-time transfers created by another user at their company. "Allow Transfers" grants permission for the user to move money between accounts they have access to. Allow transfers also gives the user permission to modify any existing recurring transfer that they or anyone else at their company has established. In order to make a transfer, the user will need BOTH Enable Transfers and Allow Transfers toggled on.

If I don't have an authenticator app set up, will it automatically prompt me at some point to set one up?

Yes. When you log in to the new platform, it will prompt you to update to the authenticator app. Read the screen prompts carefully, as they walk you through the process. If you need assistance, call 800-486-4712.

What is the preferred browser for the new platform?

Both Google Chrome and Microsoft Edge work well. However, MAC users can utilize Safari.

Which authenticator app are we supposed to start using, and how do we link it to First Dakota?

First Dakota does not have a preference. Several authenticator apps work. Please work with your own trusted IT professional to select an authenticator app of your choice.

For assistance, please contact a Cash Management Specialist at:

800-486-4712

cashmanagement@firstdakota.com

After August 5, 2026, please use Messages in the Business Banking platform.

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