

DIGITAL BANKING USER GUIDE

*Get ready for a new online and
mobile banking experience!*

AGGEORGIA FARM CREDIT

March 2023

DIGITAL BANKING USER GUIDE

Welcome to AgGeorgia Farm Credit Digital Banking! Whether you're using a mobile phone, tablet or laptop, we strive to make your online banking experience easy and convenient. This guide offers instructions for:

- Registering – page 1.
- Logging in – page 5.
- Resetting your password – page 6.
- Unlocking your password – page 8.

Getting started

Digital Banking system requirements

AgGeorgia Farm Credit Digital Banking supports Microsoft Edge, Google Chrome, Mozilla Firefox and Safari. Our recommendation is that borrowers maintain the latest version of their preferred browser to ensure that the latest security patches are in place.

If you don't see the loans you're looking for after registering, please use the feature at the bottom of the Account Summary page: "Don't see your loan? Click here to add it." Follow the prompts on the screen to add your additional loans.

How do I register?

- Type www.aggeorgia.com into your browser and click **Digital Banking**, which is located at the top right-hand corner of the site.

AgGeorgia Farm Credit uses Okta for identity management. If you have previously used this service with us, you may already have a username and password.

- Click **Register** on the **Log in** page.

You must have the following information to register:

- Social Security number or taxpayer ID number.
- Account number or loan number.

TIP: Your loan number can be found at the top of your closing documents. Your account number can be found at the top of your billing statement.

- Enter your loan number or account number and the last four digits of your Social Security number or taxpayer ID number.
- Click **Next**.


On the next screen, enter your **first name**, **last name** and **email address** and click **Next**.

- Set your security methods.

Set up security methods

Borrower@gmail.com


These required security methods help protect your account by ensuring only you have access.



Email

Verify with a link or code sent to your email


Set up



Password

Choose your password


Set up



Phone

Verify with your phone

Set up



Security Question

Choose a security question and answer that will be used for signing in


Set up

[Back to login](#)

NOTE: You must set up of all required security methods:

- Email.
- Password.
- Cell phone number.
- Security question.

Set up security question



Borrower@gmail.com


Choose a security question

Create my own security question

Choose a security question

What is the food you least liked as a child? ▾

Answer

..... 

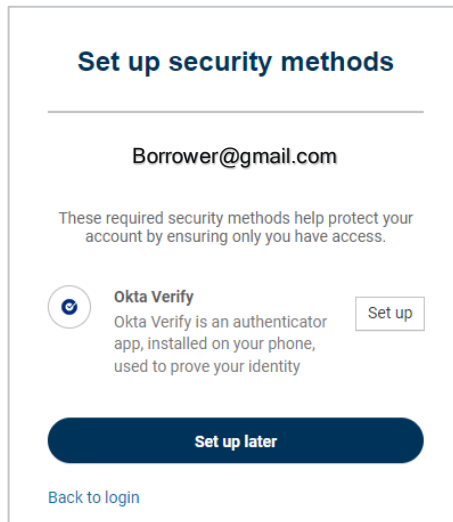
Verify

[Back to security methods](#)

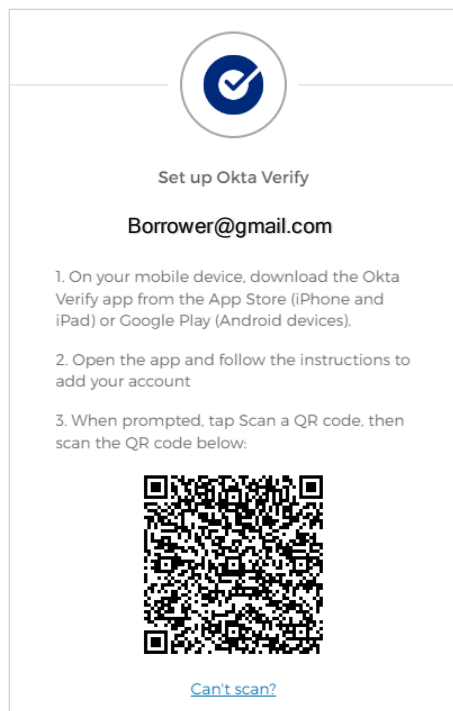
[Back to login](#)

NOTE: When setting up your security question, you can either choose from a predefined list or create your own question.

- You can set up additional security with Okta Verify or skip this step and set up at a later time, if desired.



- If you do want this additional security measure, download the **Okta Verify** app from **Google Play** or the **App Store** to your mobile device.
- Open the app and follow the instructions to add your account.
- Tap **Scan a QR Code**.
- Scan the QR code.

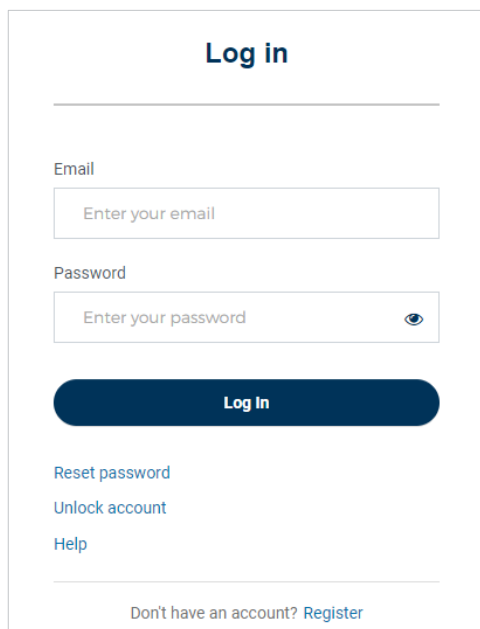


- Follow the onscreen instructions to complete set up.

- After successfully verifying the last security method, the **Digital Banking Terms and Conditions** will appear.
- Click **Accept**.
- You should see your **Accounts Summary**.
- You'll also receive a confirmation email letting you know you've successfully registered.

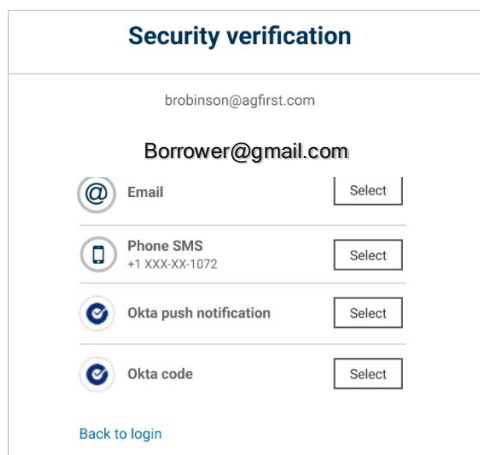
How do I log in?

- Visit the AgGeorgia Farm Credit website and click **Digital Banking**, which is located at the top right-hand corner of the site.
- Enter your email address and password.
- Click **Log In**.



The screenshot shows a login form titled "Log in". It features two input fields: "Email" with the placeholder text "Enter your email" and "Password" with the placeholder text "Enter your password" and a visibility toggle icon. Below the fields is a dark blue "Log In" button. Underneath the button are three links: "Reset password", "Unlock account", and "Help". At the bottom of the form, there is a link that says "Don't have an account? Register".

- Select one of the security verification methods.

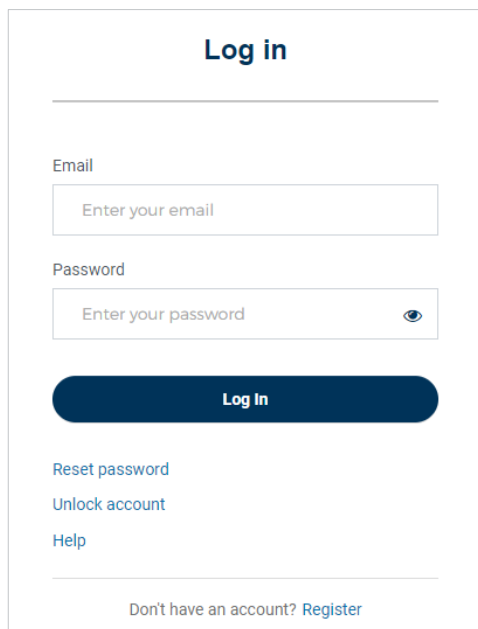


The screenshot shows a "Security verification" page. At the top, it displays the email address "brobinson@agfirst.com". Below that, it shows "Borrower@gmail.com" as the selected email address. There are four security verification options, each with a "Select" button: "Email" (with an @ icon), "Phone SMS" (with a phone icon and the number "+1 XXX-XX-1072"), "Okta push notification" (with a checkmark icon), and "Okta code" (with a checkmark icon). At the bottom left, there is a "Back to login" link.

After successfully verifying, you should see your **Account Summary**.

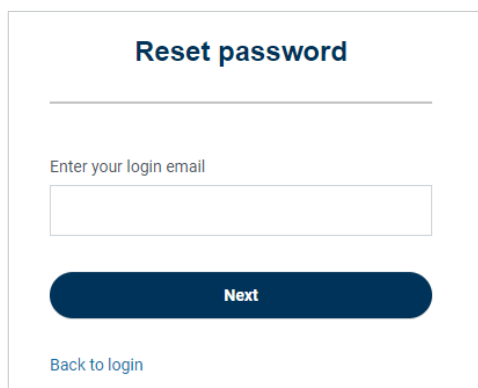
How do I reset my password?

- Visit the AgGeorgia Farm Credit website and click **Digital Banking**, which is located at the top right-hand corner of the site.
- On the **Log In** page, select **Reset password**.



The screenshot shows the 'Log in' page. At the top, the text 'Log in' is centered. Below it is a horizontal line. There are two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter your password' and a visibility icon. A dark blue 'Log In' button is below the fields. Underneath the button are three links: 'Reset password', 'Unlock account', and 'Help'. At the bottom, there is a link: 'Don't have an account? Register'.

- Enter your email address.
- Click **Next**.






The screenshot shows the 'Reset password' page. At the top, the text 'Reset password' is centered. Below it is a horizontal line. There is one input field with the placeholder 'Enter your login email'. A dark blue 'Next' button is below the field. At the bottom, there is a link: 'Back to login'.

- Select one of the security verification methods.

Reset password

Borrower@gmail.com


Select a security method to verify it's you:

-  **Email**
-  **Okta push notification**
Okta Verify
-  **Phone**

[Back to login](#)

- The **Reset password** screen will appear after verification.

Reset password




Borrower@gmail.com


Password requirements:

- At least 10 characters
- A lowercase letter
- An uppercase letter
- A number
- A symbol
- No parts of your username
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 4 passwords
- At least 1 day(s) must have elapsed since you last changed your password

New password



Re-enter password



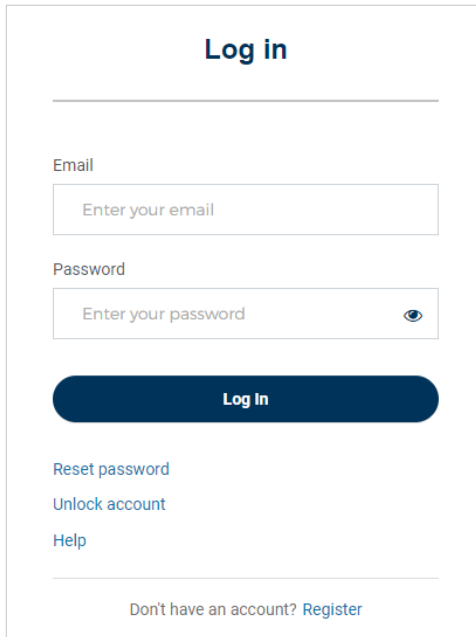
Sign me out of all other devices

[Back to login](#)

- Create your new password.
- Click **Reset password**.
- You'll receive a confirmation email letting you know you've successfully reset your password.

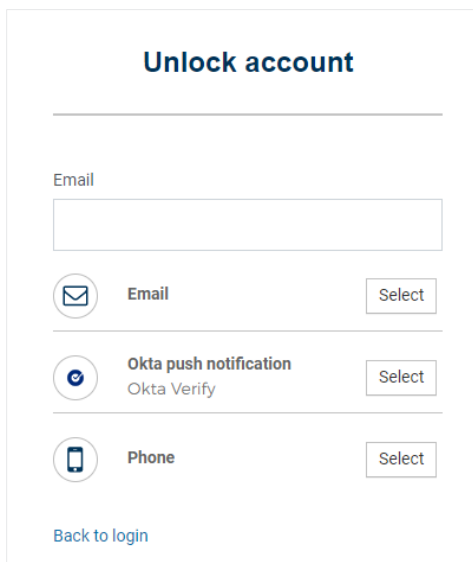
How do I unlock my account?

- Visit the AgGeorgia Farm Credit website and click **Digital Banking**, which is located at the top right-hand corner of the site.
- Click **Unlock account** on the **Log in** page.



The screenshot shows the 'Log in' page. At the top, the title 'Log in' is centered. Below it is a horizontal line. There are two input fields: 'Email' with the placeholder 'Enter your email' and 'Password' with the placeholder 'Enter your password' and an eye icon for visibility. A dark blue 'Log In' button is positioned below the password field. Underneath the button are three links: 'Reset password', 'Unlock account', and 'Help'. At the bottom, there is a link that says 'Don't have an account? Register'.

- Enter your email address.
- Select a security verification method.



The screenshot shows the 'Unlock account' page. The title 'Unlock account' is centered at the top. Below it is a horizontal line. There is an 'Email' input field. Below the input field are three security verification options, each with an icon, a label, and a 'Select' button: 'Email' (envelope icon), 'Okta push notification Okta Verify' (Okta Verify icon), and 'Phone' (phone icon). At the bottom left, there is a link that says 'Back to login'.

NOTE: Once security validation is complete, enter your password. You'll receive a confirmation email letting you know you've successfully reset your password.