

# Lenox National Bank

## NetTeller Online Banking Instructions

**Below is a step by step instruction guide if you need help with your initial log-in.**

- 1) Now that you have received your temporary log-in, enter the Bank's website at [www.lenoxnb.com](http://www.lenoxnb.com) and click on the Online Banking link.
- 2) Enter your User ID and click "submit".
- 3) Enter your temporary Password and click "submit" again.
- 4) Next, the Online Banking User Agreement will appear on the screen. Carefully read through the agreement. Then, if you decide to continue you will need to click both the "I Agree" box, and "Accept" at the bottom of the screen.
- 5) Next, you will be required to change the temporary password you were issued. You also have the option to change the User ID that was issued to you.
- 6) Now, you will be required to verify your current email address. This is the email address where you may receive any alerts or messages from us. Please verify it is correct and click "submit".
- 7) Finally, you will be required to complete the Multi-factor Security Identification setup. Here you will be required to pick a security picture that will display every-time you log onto the Bank's NetTeller Online Banking Site. This picture is used to validate our Online Banking web-site. It is to protect you from Internet phishing sites that may try to steal your personal information. Also, you will need to choose 3 security questions and answers. These will help us to verify your identity in the future. TIP: After completing and clicking Submit, print out the page that confirms these questions and answers and store in a secure place.
- 8) Then Click Submit again and you are all set! Start exploring Lenox National Bank's NetTeller! Remember if you have any further questions, do not hesitate to call (413) 637-0017 or email us at [customerservice@lenoxnb.com](mailto:customerservice@lenoxnb.com).

As always, we appreciate your business !!