



## Online Banking Enrollment Guide

### Please follow the instructions below if you have not signed up for online banking.

- Please go to [www.gbankla.com](http://www.gbankla.com) and click enroll in the top right corner under “Online Banking.” You will then be asked to enter your SSN, Account Number, and the email address on file with Guaranty Bank. You will then be prompted to enter your personal information.
- If your enrollment application is approved, you will receive a confirmation email within minutes. To complete the enrollment process, you must confirm your identity by clicking on the link in the email within one hour. **Reminder: You must click the link within your confirmation email using the same computer and browser you used to fill out the enrollment application.**

### Please follow the instructions below if you signed up for eStatements using our eStatement enrollment form at one of the local branches.

- Once your enrollment application is processed, you will receive an email from our online banking department which contains a temporary user name allowing you to log in to online banking.
- Using a desktop PC, go to [www.gbankla.com](http://www.gbankla.com). At the top right corner, enter your temporary user name beside “Online Banking” and click “Login.” Note: If you have not received your temporary user name within two days contact your local branch, and they will be able to provide you with your NetTeller ID/user name.
- Once you login with your temporary username, you will be prompted to enter your password. This password will be the last four of your SSN for personal accounts or the last four of your company EIN for business accounts, unless you provided a custom four-digit password on your eStatement sign up form. After you enter that information, click “I Agree” on the Internet Banking Agreement Form and click “Accept.”
- You will now be prompted to create a new password and username. Note that the password and username have requirements which are noted on the screen.
- Next you will set up your security questions and answers.
- Once you have completed these steps and your account information is visible, you may then download the mobile app. **Reminder: you must complete the desktop signup process above before successfully accessing the Mobile App.**

### Mobile App Installation and Setup

- There are several different Guaranty Bank Apps from banks across the country, so please be sure you are searching for “Guaranty Mobile Access” in your app store. A visual of what ours looks like is shown below.
- You will use the same username and password you created to sign in on the app. It will also ask you to create a 4-digit passcode for faster access. Also, depending on what kind of device you have, you may be able to access your app through Fingerprint or Face ID.
- A confirmation code will be sent to your email or phone as a text message. Once you receive that and successfully input that info, you should be all set to access your accounts.

Of course, if you have any trouble or need additional assistance, just reach out to your local Guaranty branch and we will help streamline your Guaranty relationship! Thank you so much for your business!

