First Mid Bank & Trust
Commercial Online Banking

Secure Browser Installation Guide for Mac OS

Getting Started

In order to access Commercial Online Banking, users must install the **Secure Browser** on your PC. First Mid's **Secure Browser** is a java-based application that runs on a user's computer and which provides a captive, safe environment for accessing Commercial Online Banking and other web sites or server-based applications that are permitted to the company by First Mid Bank & Trust. The Secure Browser is a fully self-contained browser that does not use any other commercial browser previously installed on a user's computer, thereby insulating it from any malware that might be attached to those other browsers. Users are allowed access to only web sites and applications (Destinations) defined and configured by the bank. The Secure Browser does not employ an address line, so it is impossible for users to navigate away from entitled sites. **All users are required by First Mid Bank & Trust to use the Secure Browser to access Commercial Online Banking.**

Before You Begin

Ensure You Have

- Internet connection
- Administrative privileges on the computer where the Secure Browser will be installed
- Activation Key – provided by treasuryservices@firstmid.com
- If you have Anti-Virus software installed, it must allow the Secure Browser to be installed. Contact your IT department to have this site whitelisted.

Please close all open computer applications. A computer restart will be required for the installation of the browser and its encrypted keyboard.

System Requirements

The following Mac Operating Systems are supported:

- MacOS 12 Monterey
- macOS 13 Ventura
- macOS 14 Sonoma

The Secure Browser is compatible with all Mac computer system hardware (Mac Pro, iMac, MacBook, etc.) supported by these operating system versions. Minimum hardware requirements include:

- 2 GB of RAM (4 GB recommended)
- 10 GB of available hard disk space

Running Secure Browser on MacOS 10.15 Catalina or earlier is not supported, as Apple no longer supports those versions of the operating system and will no longer supply security updates.

Anti-Virus Compatibility

Commercial Center^{SM}: Security is NOT compatible with anti-virus products that utilize Device Control software. The extensive modifications made by this software to the Windows USB device driver and services stack render the system incompatible with the standard methods used to install the encrypted keyboard driver (EKD) included with Commercial Center^{SM}: Security.

If the EKD is installed on systems that have been exposed to Device Control software, the previously modified driver and services stack can become corrupted, resulting in serious system stability/usability issues. Symptoms include:

- Unresponsive keyboards and mice
- Disabled USB ports
- Non-functioning USB devices such as printers or USB storage devices (flash drives, external hard drives, etc.)
- Fatal Encrypted Keyboard error messages during Commercial Center^{SM}: Security start-up

Commercial Center^{SM}: Security should not be installed on any PCs that currently have or have ever had Device Control software installed. These issues may persist even after the incompatible software is uninstalled. Some products that use the Device Control technology do not fully or cleanly uninstall the Device Control files and settings, and fail to restore the system to its normal state upon product removal. Full recovery from these issues may require reinstalling the Windows operating system.

The following antivirus software has been identified as having Device Control software, and there is known to be incompatible:

- Lumension Device Control module for Lumension Endpoint Management and Security Suite (a.k.a. Lumension Endpoint Security Device Control, LES DC)
  - All versions
- Ivanti Endpoint Security Device Control (a.k.a. HEAT Endpoint Security Device Control) and all Ivanti products that integrate the Device Control technology
  - All versions
- ThreatTrack Security VIPRE Antivirus Business Premium
  - All 7.5.x versions subsequent to and including 7.5.5819
- ThreatTrack Security VIPRE Endpoint Security, ThreatTrack VIPRE Advanced Security, and any VIPRE product that incorporates the Device Control technology
  - Versions 9.6 and later
- Any product using the same licensed Device Control technology as the products above but not specifically listed here

Commercial Online Banking Secure Browser

Commercial Online Banking Secure Browser is a secure solution that helps to provide a hardened stance against fraud. From new client implementation to ongoing support, COMMERCIAL ONLINE BANKING SECURE BROWSER offers a smooth customer experience.

- Secure Site Access with consistent user & device authentication
- Not susceptible to malware attacks
- Prevents misdirection of users to false sites
- Reduce risk by avoiding sites with malware
- Eliminate hard tokens or 3rd party security products
- Supports SMS or text and one time passcodes
- Data integrity
- Limits user access to sites, functions, transaction entry and approval
- Supports web and mobile devices

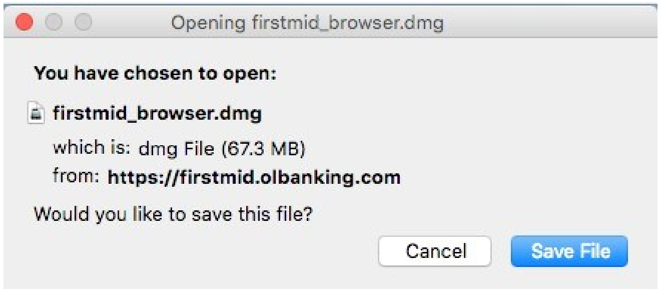
Installation

Preparing for Installation

Ensure you have the following:

- Internet connection
- Administrative privileges on the computer where First Mid Secure Browser will be installed
- Activation Key

Please **choose the secure browser link for your computer system** by clicking HERE and select the “Download First Mid Commercial Online Banking Secure Browser” link (first option).



Opening firstmid_browser.dmg

You have chosen to open:

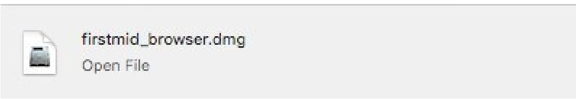
firstmid_browser.dmg

which is: dmg File (67.3 MB)

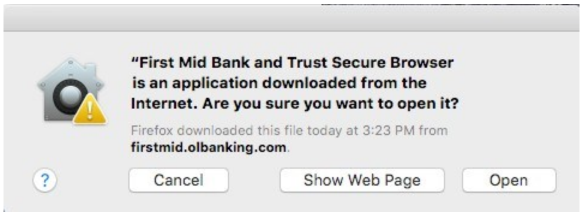
from: https://firstmid.olbanking.com

Would you like to save this file?

Once the browser has downloaded, locate the file in browser downloads list or navigate to your “Downloads” folder to locate the disk image (DMG) file you just downloaded. Double click the file to open it. If prompted, confirm that you want to open the file.

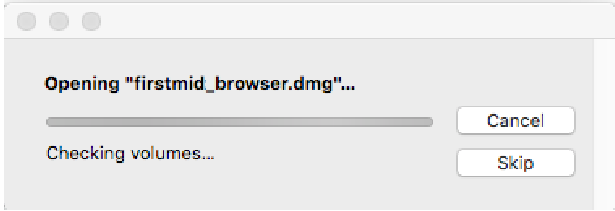


firstmid_browser.dmg



“First Mid Bank and Trust Secure Browser is an application downloaded from the Internet. Are you sure you want to open it?

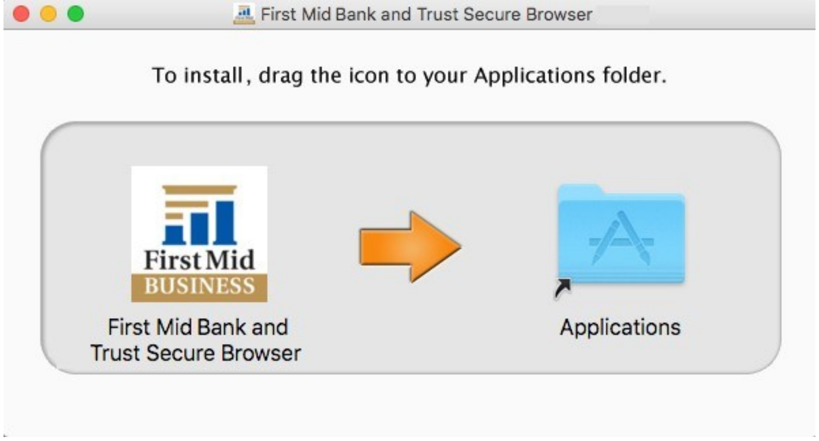
Firefox downloaded this file today at 3:23 PM from firstmid.olbanking.com.



Opening "firstmid_browser.dmg"...

Checking volumes...

Using the window that opens, drag and drop the browser icon into your “Applications” folder.

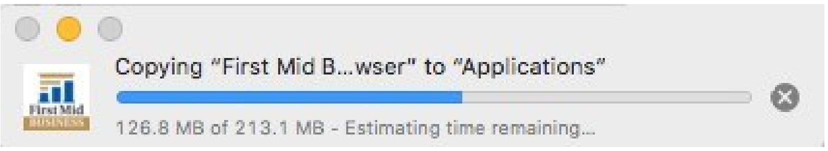


First Mid Bank and Trust Secure Browser

To install, drag the icon to your Applications folder.

First Mid
BUSINESS
First Mid Bank and Trust Secure Browser
Applications

The Secure Browser will begin copying to your Applications folder.



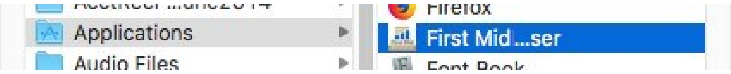
Copying “First Mid B...wser” to “Applications”

126.8 MB of 213.1 MB - Estimating time remaining...

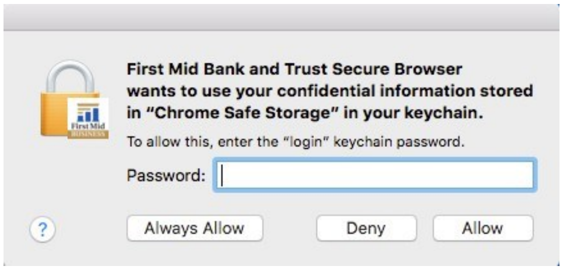
Once it’s finished copying, the installation has completed.

Activation/Registration

After installing, launch **Secure Browser** by locating it in your Applications folder and double clicking the application.



If prompted that the browser wants to use your confidential information stored in 'Chrome Safe Storage' in your keychain, enter your Mac password then click "Always Allow”.

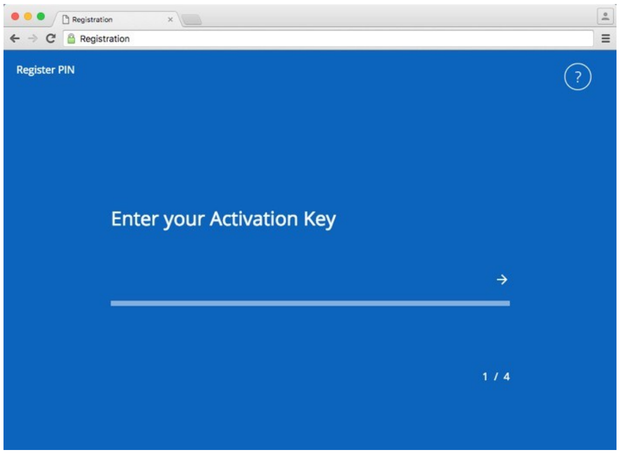


First Mid Bank and Trust Secure Browser wants to use your confidential information stored in “Chrome Safe Storage” in your keychain.

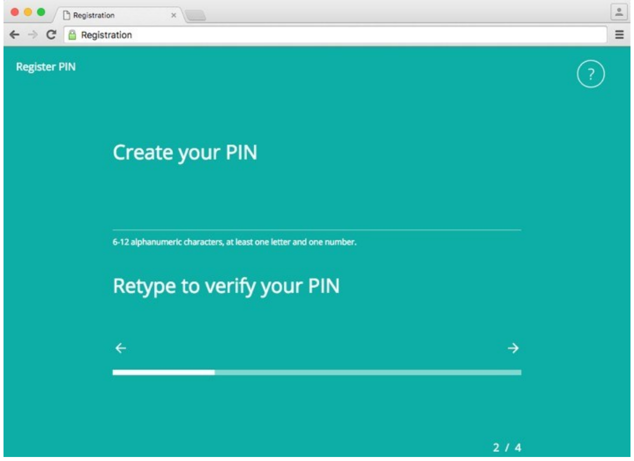
To allow this, enter the “login” keychain password.

Password:

Then enter the **Activation Key** that has been provided by the bank and select the **Continue arrow.**



Next create the **PIN** to use for login, and select the **Continue arrow.** Please make note of the PIN as you will use it to log on following registration. **PIN must be between 6 to 12 characters, letters and numbers only.**



Register PIN

Create your PIN

6-12 alphanumeric characters, at least one letter and one number.

Retype to verify your PIN

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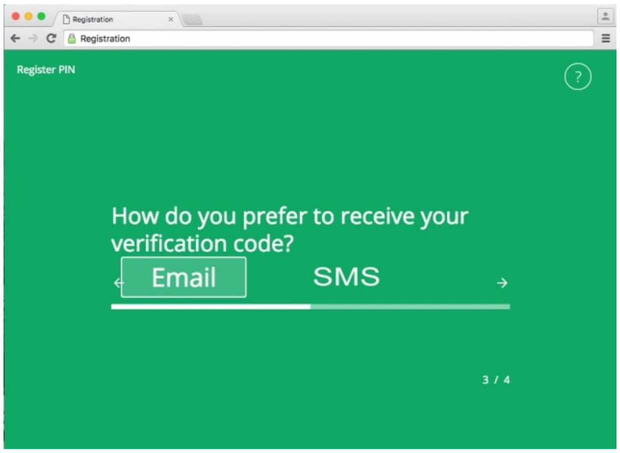
To confirm your identity, a user verification code will be delivered to you that must be entered on the next screen. Select if this code should be delivered via **Email** or **SMS**, then select the **Continue arrow.**

Note: **Email** is the preferred method.



Register PIN

How do you prefer to receive your verification code?

Email SMS

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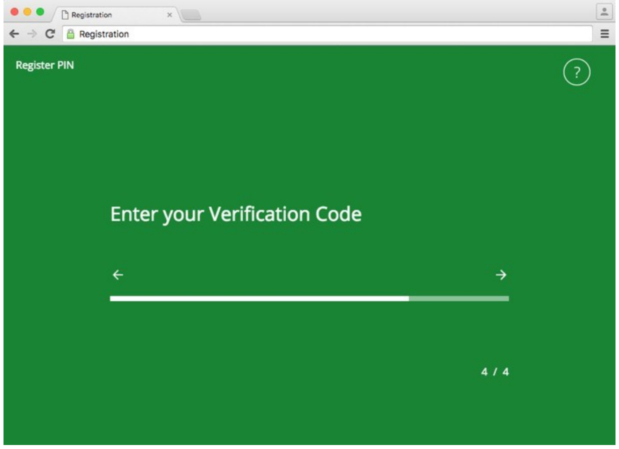
Enter the user verification code that has been delivered, and then select the Continue arrow.



Register PIN

Enter your Verification Code

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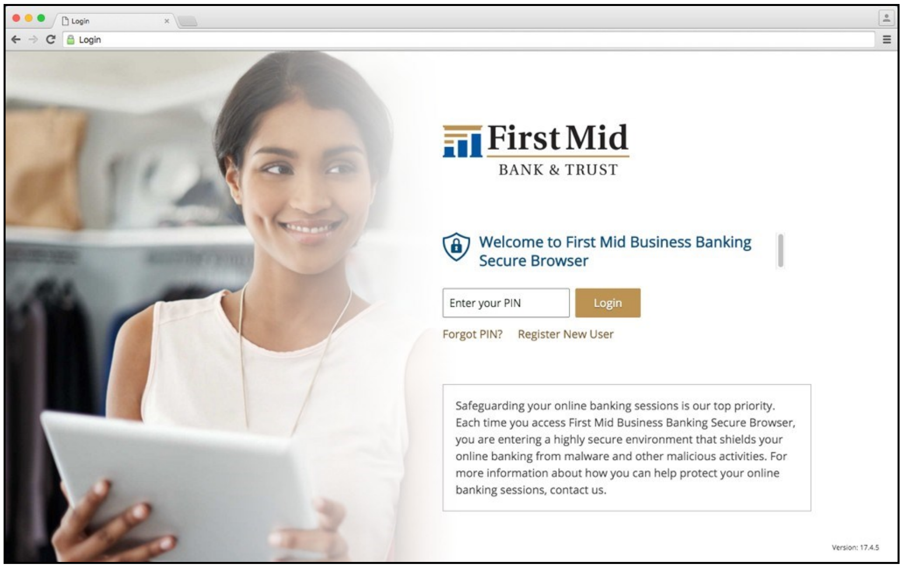
Installation and activation are now complete. Use the PIN that was created in activation/registration step 2 to login and access online banking.



Welcome to First Mid Business Banking Secure Browser

Safeguarding your online banking sessions is our top priority. Each time you access First Mid Business Banking Secure Browser, you are entering a highly secure environment that shields your online banking from malware and other malicious activities. For more information about how you can help protect your online banking sessions, contact us.

Version: 17.4.5

Commercial Online Banking Secure Browser Homepage

Moving around through Navigator is very intuitive. From the **Messenger Center**, you are able to select from a customized selections menu. The same selections appear within the URL drop down.

Our business is supporting your business. That’s why we’re here to answer your questions and assist with your business transactions.
For Technical Support:
1-833-680-5110
Monday – Friday 8:30 a.m. – 5:00 p.m. (CST)
treasuryservices@firstmid.freshdesk.com