Online Banking Frequently Asked Questions

- How do I recover my user ID and Password?
    - To recover your user ID, click the Forgot User ID link in the LOG IN drop down box on the top right side of the Home Page of www.fnb-la.com
    - For password recovery, click the Forgot Password, and proceed. You will need to have your Username, SSN/TIN, and Account Number. Click Continue to select the preferred method in which you wish to receive your verification code.
- Can I change my User ID or Password?
    - Yes. To change your User name click the Self Service tab once you have logged into Online Banking. Select the User Information tab to edit your User Information.
- Can I change an account name in Online Banking?
    - Yes. To change an account name within Online Banking click the Self Service tab and select Account Maintenance. Select the Portfolio and Account and enter your chosen pseudo name for the account. *Note: This will not change the Title of the account; this feature is for ease of access to the user.
- How do I search for a transaction?
    - To search for transactions on your account within Online Banking. Click the Search button located between the pending transactions and the posted transaction. Use the drop down menus to filter your search.
- How do I export my transaction records?
    - Online Banking allows anyone to export transaction data to Quicken, Quickbooks, Text, BAI2, and Excel. To export transaction data, click the Accounts tab within Online Banking and select Reports. On the Reports page you can select the Portfolio, Account, Time Period, Transaction Type, and File Format Type you wish to create an export file. Click download and save the file to your PC.
- How do I stop payment on a check?
    - To stop payment on a check you can click the Self Service Tab within Online Banking and select Stop Payment from the list. You will be prompted to select your account number and the type of stop payment you wish to place (Single Check, Multiple Checks, Check Range) and complete the required fields. All Online Banking stop payments do not require signatures and are assessed First National Bank's stop payment fee.
    - ACH Stop payment cannot be executed online. Please contact customer service at 337-783-4014 for more information.