

Frequently Asked Questions

How do I enroll for OLB?

1. Call Western AgCredit's Accounting department at 1-800-824-9198 and ask to be enrolled in online banking.

How do I setup 2 factor authentication?

1. When you log in for the first time, you will receive a prompt to setup 2-step authentication
2. Click on Get Started
3. Choose your verification method
 - a. If you choose Voice or Text message
 - i. Enter the phone number
 - ii. Choose either text or phone call
 - iii. Click send code
 - iv. You will then receive a verification code by text or phone call (depending on your selection) with a code
 - v. Enter the code in the appropriate box
 - vi. Click Verify
 - b. If you choose Authy
 - i. Download the Authy app
 - ii. Enter your email address and phone number
 - iii. Select how you want to receive codes
 - iv. Click send code
 - v. You will receive a verification code by text, phone call or through the Authy app
 - vi. Enter the code in the appropriate box
 - vii. Click Verify

How do I setup an external transfer account?

1. Go to Transfers in the app or on the OLB website
2. Click on the +External account
3. Enter in a name for this account
4. Enter the routing number for the bank, your account number at that bank, and the account type.
5. Click submit

During the next few days, you will see two micro deposits in your external commercial bank account. Once you receive these two micro deposits, log in to your Western AgCredit OLB account. Go to Transfers. Enter the amounts of the two micro deposits that you received. You are now ready to move funds to/from this account.

How do I transfer money from my operating loan to my external commercial bank account?

1. Click on Transfers on the OLB website or in the Western AgCredit app
2. Choose the loan account to transfer funds from
3. Input the amount of the transfer
4. Select the external account to receive the funds
5. Complete the transfer

How do I change my Username?

1. Once you log in for the first time
2. Click on your name on the bottom left-hand corner
3. Choose Settings

4. Click on Security
5. Click on Edit next to the username
6. Enter Password
7. Enter new username
8. Click Save

How do I change my password?

1. Click on your name on the bottom left-hand corner
2. Choose Settings
3. Click on Security
4. Click on Edit next to the password
5. Enter current password
6. Enter new password
7. Enter new password again
8. Click Save