First Northern Bank's
PPP Forgiveness Portal FAQs

August 28, 2020

We thought it would be helpful to compile the questions our clients are asking as they are working with First Northern Bank's PPP Forgiveness Portal, so everyone has the benefit of the responses/solutions. We will also be placing this FAQ list on our PPP Loan page accessible from the Bank's website homepage, under the Forgiveness section. We will continue to add to the PPP Forgiveness Portal FAQs as new questions come in.

Q: I tried to log in but I'm getting an error – 'Authentication Failed'
A: *The PPP Forgiveness Portal is looking for an exact match for the business name. Use the business name printed in the salutation in the Fiserv email, but Do Not use the comma after the business name.*

Q: My business name matches, but I still can't log in.
A: *Do not use the dashes in the Employer Identification Number (EIN) or Social Security Number (SSN). If you are a Sole Proprietor, you should use your SSN rather than your EIN.*

Q: I input all my information and I signed, but the Submit Button is grayed out.
A: *You need to click the Save Information Button for each screen before you sign and be sure that you are using the Google Chrome browser.*

Q: I tried to submit my documents, but it is saying my file is too large.
A: *The maximum size for a single file is 15 megabytes; 25 megabytes is the maximum size for the entire application & associated files.*

Q: Can I just send my documents in an email to the Bank and have you attach them for me?
A: *Unfortunately, the Bank is unable to modify or attach documents to a borrower's request.*

Q: What numbers am I supposed to use?
A: *First Northern Bank cannot provide advice on forgiveness, please contact your CPA or refer to the Resource Center within the Portal.*

Q: Can I scan all of my supporting documents into one file?
A: *Unfortunately, no. the SBA is looking for documents to be broken out by type. For example: supporting documentation for payroll should be together in one file with a payroll type; supporting documentation for utilities should be together in a separate file with a utility type, and so on.*

Q: I'm having trouble saving my screen at each step:
A: *If a screen won't save, it is likely because a required field was missed. Please review the screen for a pop-up that tells you what was missed.*

Q: Can I work on some of the application now and some later?
A: *Yes, you can work on the application in different sessions, but you will need to save each screen as*

you complete it.

Q: What is the deadline to apply for forgiveness?
A: The deadline is 10 months from the last day of your covered period.

Q: Can I have my One Time Pin (OTP) sent to my bookkeeper?
A: Yes, Once you complete your initial login, there is a box called Additional OTP user where you can add the e-mail address for the additional OTP user.

Q: I was utilizing the standard form but I after I input all my employees into the table it would not save.
A: The system has a 30-minute timeout, please prepare your information so that you can input an entire screen within 30 mins and then save once all required fields are completed.

Q: If I'm having trouble signing, can I print the application, sign and upload it?
A: The SBA receives the signature electronically, so unfortunately, the signature must be accepted through the portal as designed.   Additionally, for the signature box to be available, you should use Google Chrome and save the screen before you sign. Once you sign, you will click "Apply signature to the PDF application" and then either click "Finish" or "submit".

Q: I tried to type in the alternative covered period, but the date would not stay.
A: If a borrower wants to select an alternative covered date, they must use the calendar rather than typing the date.

For more information and updates, visit First Northern Bank's website at thatsmybank.com, SBA.gov/PaycheckProtection or Treasury.gov/CARES.