



# INTRODUCING A New Online Banking Experience



**ON SEPTEMBER 11, 2023**

we're updating our online and mobile banking platform.

## YOU WILL STILL HAVE MANY OF THE SAME FEATURES YOU LOVE!

- ✓ **View transactions** including check images and eStatements  
*Must be enrolled in electronic delivery for eStatements*
- ✓ **Mobile Deposits** - deposit checks by simply taking a picture
- ✓ **Bill Pay** - set up and schedule payments anytime
- ✓ **Transfers** - immediate or scheduled transfers **Including External accounts**
- ✓ **Enhanced card controls** - Temporarily disable your card - raise your card limit  
- let us know if you are going on vacation
- ✓ **Utilize Touch or Face ID** on enabled devices
- ✓ **Stay secure** with Two-Factor Authentication
- ✓ **Personalize your experience** - arrange your Dashboard - rename accounts -  
Add or Remove accounts from your Dashboard
- ✓ **Add multiple profiles** - Access multiple online banking profiles from any device

## SAVE THIS QUICK START GUIDE FOR SEPTEMBER 11, 2023

1. **Visit the homepage** of our website to sign in from a computer, or visit the App Store or Google Play and download our new mobile banking app.
2. **Enter the Username** that you established for your Internet Banking account in our previous system in the Username field.
3. **In the Password field, enter the last four digits of your social security number.** This is your temporary password.
4. **Establish a new password:** the screen will indicate that your password has expired and must be changed. Follow the prompts to establish a password for the new system.

*Please note: Not all special characters are acceptable. Click "Show Rules" when you re-establish your password to ensure the password you choose will be accepted.*

5. **Establish Two Factor Authentication:** A code will be delivered by text or call to a phone number you provide. Ensure that you have access to this phone while you are completing this process. You may also use the Authy app on a PC. This code may not be delivered to an email address.

**You only need to complete this process once. Your login credentials will be the same whether you log in from a computer or the app!**



## IMPORTANT INFORMATION

- **Account History:** 18 months of account history will transfer with the conversion. If you require history prior to March 8, 2022 please download it prior to Sept. 7, 2023.
- **Internal Transfers & Bill Pay:** This information will transfer to the new system.
- **External Accounts:** These will not be converted. Upon conversion, you will need to add these. Please note: you must have an owner relationship in order for an account to be connected.
- **External Transfers:** We are not able to convert your recurring or future dated *external* transfers. Therefore, you will need to reestablish those transfers in the new program. If the transfer is to a loan account, you will need to establish it in Bill Pay.
- **Mobile Check Deposits:** In the new system, accounts you wish to mobile check deposit into will need to be approved.
- **Transactions:** On the home screen, the transactions list includes transactions from all of your accounts. You may view transactions from specific accounts by clicking on the account name.
- **Quickbooks, Quicken, Mint users:** Will need to deactivate/reactivate their online banking connections. Please reach out to us for instructions

## IMPORTANT DATES

**Sept. 6** \*\*8:00 AM Deadline to utilize Bill Pay. Access will be unavailable until September 11.

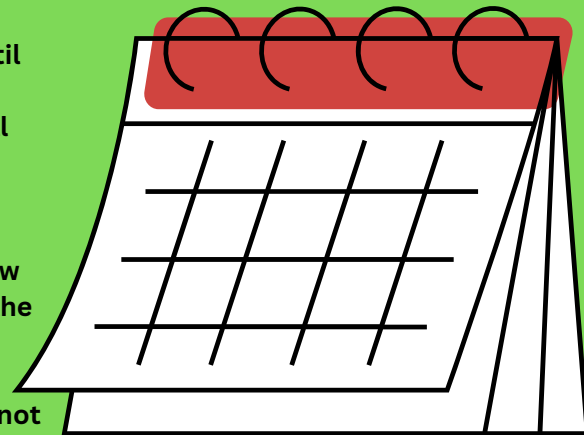
**Sept. 7** \*\*3:00 Your accounts will be in View Only Mode from this date until September 11.

\*\*3:00 QuickBooks, Quicken and Mint Users need to be sure a final transaction download is completed.

\*\*3:00 Deadline make online / mobile transfers & payments.

**Sept. 11** \*\*The new system will be live. You will be able to download the new app and log in to the new system by following the instructions in the attached Quick Start guide.

\*\*Quickbooks, Quicken and Mint Users will need to deactivate/reactivate their online banking connection. Please do not do this prior to Sept. 11 to avoid duplicate transactions.



We will continue to update everyone on our Facebook page, the mobile banking app, and through e-mails..

If you have any questions please call us at (806) 659-5544 or stop by any of our locations.