

## **Additional Information to FAQ's (Frequently Asked Questions)**

### **Updating Information**

#### **How can I change my phone number, email address, or primary address in digital banking?**

You can update your phone number, email address, or primary address in digital banking.

- Log In
- Click on the User Profile icon and click Settings
- Click Edit next to your phone, email, or address
- Verify your password
- Edit your contact information
- Click Save

Phone and email updates will happen immediately. All address updates will be reviewed by a member service representative and you will be contacted for additional information.

#### **How do I change my username or password in digital banking?**

You can change your username or password at any time in digital banking.

To change username:

- Log in
- Select your username icon in the top right corner or menu in mobile banking
- Select Settings and then select Security option on the left side menu
- In the Username field select Edit
- Enter your current password when prompted
- Change your username and select Save

To change password:

- Log in
- Select your username icon in the top right corner or menu in mobile banking
- Select Settings and then select Security option on the left side menu
- In the Password field select Edit
- Enter your existing password, and then enter a new password
- Select Save

#### **How do I rename or personalize an account name in digital banking?**

You can rename any account you are primary on in digital banking.

- Log in
- Select an account from the Accounts section
- Select Settings from the options menu
- Next to the account name, select Rename
- Type the new name, and then select Save

## How do I change the order my accounts are displayed in digital banking?

You can rearrange the order your accounts display in digital banking to reflect the sequence you want.

- Log In
- From the Accounts click on the three dots and click Organize Accounts in online **or** click the opposing arrows in mobile
- Drag and drop the accounts to rearrange the order
- Click Done

## Using Quicken or QuickBooks

### What do I have to do to update Quicken, QuickBooks and Mint after the digital banking update?

For the first time logging in to Quicken, QuickBooks or Mint after the digital banking update, you will need to reconnect all accounts in order to reactivate your feed. You will need to do the following actions on Quicken:

- Log in to the new online banking system first to verify access and set up Two-Factor Authentication
- Log in to your Quicken software
- **Always take a back-up of your software before performing any new action**
- Find the account you wish to update
- Click the Actions option on the account
- Click Edit Account details
- Select Online Services and Reset Account or Deactivate/Reactivate account
- Ensure that you are using Express Web Connect option (Direct Connect is not supported)
- Insert your username and password
- Select how you would like to receive your one-time passcode
- Complete the setup and review your transactions

You may have to perform this action for each share on your account in order for all of them to link. QuickBooks and Mint follow the same process but have varying on screen prompts.

## Misc. Online

### Which Internet browsers can I use to access my accounts online?

Recommended browsers (current major release):

- Microsoft Edge
- Firefox
- Safari
- Chrome

**Note:** Microsoft no longer supports Internet Explorer versions older than 11.0, and security updates are not available. Please download one of the browsers listed above.

Safari versions below 10.1.2 are not compatible with the initial log in process. To complete the initial log in process, upgrade to the latest version of Safari, or use Chrome or Firefox.

The following types of browsers and tools are not recommended for use with digital banking:

- Beta versions
- Embedded browsers within Personal or Commercial Financial Management Software

### **How do I log out of digital banking?**


When accessing on a browser, click on your name at the top right-hand corner of the screen and select “Sign Out”. You will be taken to our website homepage and your session will be closed.

### **What is the inactivity time-out period for digital banking?**

For your security your account will time-out after 10 minutes of inactivity.

## **Misc. Mobile**

### **How do I change my profile photo in mobile banking?**

1. Tap the slideout menu, and then select **Settings**.
2. On the Profile screen, select the pencil  next to the end-user profile image.
3. Choose to use an existing photo or use the device's camera to take a new photo.
4. On the Move and scale screen, adjust the photo placement within the frame as desired.
5. Select Done.

### **How do I log out of the mobile app?**

When you are using the mobile app, there is not a log out button to push. You can exit the app by going to a different app or your home screen. Each time you navigate away from the app, your active session is ended, which serves the function of a log out button. When you navigate back to the app, you will be asked to re-authenticate, and if you have quick access features such as FaceID, TouchID, or passcode log on, you can gain access quickly each time.

If you want to remove the connection between your device and your account altogether, you can go to the Menu > Settings > Remove Profile. This will remove all association between your account and the mobile device and app you are using. Each time you attempt to access the app after this, you will have to put in the full username, password, and 2-Factor authentication to authorize your account on that device.

### **What minimum software versions are required for the mobile app?**

The Apple mobile app requires a minimum version of iOS 12. The Android mobile app requires a minimum version of Android 6.0.

### **How do I set up Touch ID for iOS?**

1. Tap the slideout menu and select Settings.
2. Tap Security in the menu.
3. Tap the toggle next to Touch ID.
4. Select Enable Touch ID.