



Frequently Asked Questions

What browsers are supported with the Online Banking platform?

Microsoft Internet Explorer is not supported. If you are currently using internet Explorer, we recommend you switch to the new Microsoft Edge or another supported browser. If you are using the legacy Microsoft Edge browser (any version of Edge less than 70), we recommend upgrading to the newer version or switching to another supported browser.

Microsoft Edge latest version is supported. Online banking may deny access to older Microsoft Edge versions 60 days after Microsoft releases a new version.

Google Chrome If a person uses Chrome's automatic updates, the browser should update on its own. Major updates release approximately every 12 weeks. If Chrome is two versions older than the current stable channel version, Online banking access may be denied.

Apple Safari Safari only has major upgrades during the fall currently. Approximately 60 days after a new version releases, Online Banking may deny older versions access. However, this change requires that the new Safari version is available on both macOS and iOS devices.

Mozilla Firefox Firefox should update itself automatically. If Firefox is two versions older than the current stable channel version, Online banking may deny access.

How will I log in when the new platform goes live?

1. You will log in with your existing username and password.
2. You will also be asked to provide a phone number or email address in order to set up Two-Factor Authentication to help safeguard your account.

What if I can't remember my log in credentials?

For security reasons, the "forgot password" function will not work for your initial log on to the new platform. If you have forgotten your username and/or password, please contact us at 1.888.320.3838 to have it reset.

What is Two-Factor Authentication?

Two-Factor Authentication (2FA) is a security feature that helps safeguard your account information when users provide two distinct form of identification. To implement 2FA, you will need to enroll a phone number (mobile or landline). Once this information is entered, you'll choose one of three options to receive a one-time verification code:

1. Text message to the mobile phone entered
2. Automated phone call to phone number entered
3. Authy





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Do I have to utilize 2FA each time I log on?

After entering the verification code, if you are logging in from a secure computer, you have the option to select “Don’t ask for code again on this computer.” This allows you to avoid having to enter a verification code during each login. This option should never be selected on a shared or public computer.

Will my username and password remain the same?

Yes, your username and password will stay the same.

Why can't I see my accounts listed on my online banking dashboard?

If you do not automatically see your accounts upon login, please refresh the page or log out and log back in.

How do I organize my Dashboard?

In the Mobile Banking App and the Online Browser application, from the landing page, scroll down to the bottom of the screen and click "Organize Dashboard". Click and hold the tiles and drag to the position you'd like it to be. Then release the tile.

How do I logout of the mobile application?

You are automatically logged out when you close the app, or when you switch between apps. You will need to re-authenticate when you go back to Mobile Banking App.

Will my transaction history be in the new Online Banking?

Yes, you can view transaction history and see additional transaction information.

