FREQUENTLY ASKED QUESTIONS

Q: How do I access my statements?

A: Accessing Electronic Statements can be done within the account level under Account Services or from the Documents section of the menu bar.

Q: How do I enroll for online statements?

A: Select Documents from the menu bar. Click Statements for the Document Type and then the accounts you wish to enroll.

Q: How do I enroll in bill pay?

A: Select Transfers & Bill Pay from the menu bar. The Enroll Now Button will be located on the right-hand side of the page.

Q: How do I pay multiple bills at once?

A: Select Transfers & Bill Pay > New Transactions > select 'From' account > on the 'Choose a Recipient' screen select the people icon allowing you to select multiple payees at once ( ).

Q: How do I send a travel card notification?

A: Choose Manage Cards from the menu bar and select the card for which you wish to submit a notification. Note: If you have previously sent one before, you will need to update the information inputted.

Q: How do I report my debit card lost or stolen?

A: Select Manage Cards from the menu bar and select the card that is lost or stolen. Under Security you will click Report Lost or Stolen Card. Note: A member of Card Services will reach out to you about issuing a new card.

Q: How do I dispute a debit card transaction?

A: Select the transaction from your account history. An option to report an issue with the transaction will be listed. Note: This should only be done if you did not authorize, participate, or benefit from the transaction.

Q: How do I order checks, submit a change of address form, etc?

A: Select Messages & Forms from the menu bar and select 'Choose a Form to Submit.'

Q: How do I rename my accounts?

A: Choose Manage Profile at the top of the menu bar. Click Rename Accounts under Application Settings.

Q: How do I sort my transactions?

A: Click into the account you are wishing to view activity about. Select Sort at the top of the page. Note: It is defaulted to Date (Newest First). You can select one of the following: Date (Newest First), Date (Oldest First), Amount (Highest First), Amount (Lowest First), Serial Number (Highest First), Serial Number (Lowest First).

Q: How do I filter my transactions by date range?

A: Click into the account you are wishing to filter. Select the magnifying glass and in the Search Activity box you select Date Range. You filter by Last 7 Days, This Month, Last Month, Last 6 Months or Custom. Note: If you select Custom you can go back 2 years.

Q: How can I export my transaction history?

A: Click into the account and select the downward arrow at the top of the page. Select the format you wish to export to as well as the date range.

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Contact our Digital Banking Team Toll Free: 855-577-2001