



New Online Business Banking System Customer FAQ

Q: What if I am trying to log in with my current username and cannot access the new system?

A: Your Company Administrator will need to set up all company Users, enable entitlements and set permissions. Please contact your Company Administrator to request your login credentials.

Q: What if I am the Company Administrator and cannot access the new system?

A: You should have received an email with your new temporary Username, and a second email with your temporary password. However, your temporary username and temporary password are only valid for 72 hours. Simply contact us at **1-833-894-6999, Option 1**, and we can reassign you a temporary access ID/Password if necessary.

Q: Can I choose the same password I had on the previous system?

A: If your previous password meets the following criteria, you can choose it again for the new Online Banking system. Password Criteria Must contain the criteria below and must be at least 8 characters.

1. Capital Letter
2. Lower Case Letter
3. Number
4. Special Character

Q: I am being asked to enter contact methods. What are they used for?

A: These contact methods will be used when the system needs to authenticate you as a user. A code will be sent via SMS/Text or email to the contact method you select. The code must be entered prior to accessing your Online Business Banking accounts.

Q: Will I be able to view my statements online?

A: Yes. Simply go to =>**Additional Services**< menu option and select click the =>**Online Statements**< option to view eStatements.

Q: Will previous check images be available?

A: Yes, you will be able to view your account history on the legacy Online Business Banking system through 12/31/20. Please be sure to download your account history before the 12/31/20.

Q: Will I be able to set up automatic transfers between my accounts and make loan payments?

A: Yes. You may access this feature by clicking on the =>**Move Money**< menu option, then **Transfers >Create New Transfer/Loan Payment**.

Q: When viewing my account history, it only pulls in the last 10 days transactions as a default. Can I change that?

A: Yes. The initial default can be adjusted, by clicking on down arrow located in the date range box. You will then be able to select the day increments (10 or 30 days) or select a Custom date range.

Q: Will you still offer a Mobile App?

A: Yes! The new app will be available for download on November 3, 2020 in the App Store (iPhone/iPad) and Google Play (Android). You will need to be registered for Online Business Banking prior to being able to use your app. You can use the same User ID you use for Online Business Banking. Once you are fully converted to the new Online Business Banking system, you can start using the new Online Business Banking app. To avoid confusion, we ask that you please uninstall the old *BankFinancial* Business App after November 9, 2020.

Q: Will my Bill Pay accounts and payee information convert to the new system?

A: Yes. Effective Tuesday, November 10, 2020, Bill Pay will be available on the new Online Business Banking system. Your company Primary Admin will be the designated Bill Pay 1 and will have automatic access to Bill Pay in the new Online Business Banking system after their initial login. Simply go to the =>**Additional Services**< menu option and select =>**Bill Pay**< from the dropdown menu. All other company Bill Pay Users will receive two separate emails with their Bill Pay login credentials and instructions on how to access Bill Pay.

Q: Can I use the Forgot Password/Reset Password links to reset my own password?

A: Yes, but only if you have already been set up as a business user by your Company Administrator. After your initial login, go to =>**My Setting**< located at the top right-hand menu bar to view your **Personal Information**. There you will see **Password** under the **Login & Security** section. Simple click on the >**Edit**< link to update.

Q: What system should I use for ACH and Wire transactions?

A: Please continue to use the legacy Online Business Banking System for all ACH/Wire transactions and other account transactions **through Monday, November 9, 2020**. Once your company has been converted to the new Online Business Banking system, you can begin to use the new Online Business Banking system after November 9, 2020.