

FAQ

How to change a PIN:

On June 22nd, or later, customers can change their PIN 1 of 4 ways:

1. Call the number included in the debit card mailer – 1-877-965-3344
2. PINs can be changed at the ATM – customer will need existing PIN to complete this method
3. Customer can come into the branch and change using the PIN pad
4. Universal Bankers can clear out the PIN offset and customer can set PIN at first use of card after offset clearing (In Card Services Account Lookup, Card Information Tab, Select “Edit PIN Offset”, clear out PIN Offset, Save)

How do I enter a travel notification on a debit card?

Pull up the card in Card Services Account Lookup

Click on the Alert Information Tab

In the task bar, select “Edit Travel Information”

Enter a travel start date, end date, and a description of where the customer will be traveling

How to make a transfer for a customer:

Transaction Manager tile – select the appropriate template and complete the transfer

How to find a username in Online Banking (if the customer has NOT logged in since conversion):

In online banking admin, select the security tab, then the customer tab, search for customer by name, once you have located the correct customer, in the action dropdown select “edit user”. The customer’s user name is located in the Security Code field. You need to omit the last four numbers from the security code, what remains should be their user name.

How to find a username in Online Banking (if the customer has completed their initial login post-conversion):

In online banking admin, select the security tab, then the customer tab, search for customer by name, once you have located the correct customer, in the action dropdown select “edit user”. The customer’s user name is located in the User Name field.

How to reset a password in Online Banking:

In online banking admin, select the security tab, then the customer tab, search for customer by name, once you have located the correct customer, in the action dropdown select “reset”.

How late can a customer make a transfer online to be considered today’s business: 7pm PT