

Log in

Username

HIDE

Password

Log in

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Questions and Answers

Regarding our New Re-designed Internet Banking Site

[Help](#)

Customer Sign On

Q1: During the transition from Internet Banking Retail Online version 4.4 to Internet Banking Retail Online version 5.1 will I need to create new logins or passwords?

A: No. Existing customers will convert automatically. Your existing user-codes and passwords are valid between both versions of the software.

Q2: I am an existing customer but I am not enrolled in Internet Banking. Will enrollment for Internet Banking Retail Online 5.1 change in any way?

A: The enrollment process will look different, but it is the same process that exists today.

Product Features

Q3: Will the secondary menu bar stay or scroll up to the top?

A: The secondary menu bar stays at the top of the screen.

Landing Page

Q4: Will I have the option to view all transactions as I can do today?

A: You will see transaction activity from newest to oldest. If more activity is needed, you can select "more transactions". This process can be repeated as many times as necessary by you.

Q5: When you move account order on the home page of Internet Banking Retail Online, does this follow through into Mobiliti™ account order on my phone or tablet?

A: No. The Mobiliti Account List is not controlled by Internet Banking Retail Online.

Q6: Is there any way to hide accounts a user does not want to see?

A: Yes. Under "Edit Accounts", the "show on home" check box allows you to select the accounts to display on the home page.

Transaction History

Q7: How much transaction history displays? Is it still current and previous month?

A: Internet Banking Retail Online will continuously pull transaction history based on the amount of activity available.

Q8: Do the recent transactions include pending transactions?

A: Yes they do.

Q9: Is extended history still offered?

A: Yes. Transaction activity from will be combined with current activity at the account level. You can also launch history from the account page, using the "Categorize" function.

Q10: Will my pending transactions be subtracted from the account balance?

A: Yes it will.

Q11: Will links to images of check deposits and cleared checks still be available on the transaction history page?

A: Yes they will.

Search

Q12: Can I search for a check number?

A: Yes that feature will be available.

Billpay

Q13: Will I need to 'sign up' for bill pay at my first log in? If so, how do I do this?

A: If you are not currently enrolled, you will be prompted to enroll.

Q14: Is the signup for new bill pay customers staying the same?

A: Yes it is.

Transfers

Q15: Will transfer descriptions actually flow through to transaction history?

A: Yes they will.

Q16: Are scheduled transfers still going to be available or can I only set up recurring and instant transfers?

A: Yes. The previous functions of "express" and "scheduled" transfers have been combined into a single experience for you.

Q17: Can I still schedule internal transfers for a specific date in the future?

A: Yes.

eStatements

Q18: Where will access to eStatements be found?

A: eStatements can be accessed using the "Documents" button at the account level. If you are not currently enrolled, you will be prompted to enroll.

Exporting

Q19: Can I still export transactions?

A: Yes. The "Download" button at the account level will allow you to export transactions.

Q20: Will I be able to export transaction history? If so how?

A: Yes. This is now under the "Download" capability.

Q21: Can I print or download transactions?

A: The transaction list can be printed and will look exactly like it does on the screen today. The download function will operate the same way it does today.

Expense and Income Reports

Q22: How does Activity Manager appear in Internet Banking Retail Online version 5.1?

A: At the account level, Account Manager can be launched by using the "Categorize" button.

Q23: Is the pie chart and spending report going to be gone with this?

A: The pie chart and spending report will be available under Categorize.

Q24: Will I be able to create custom categories when we categorize transactions? Also, would these categories come with the transactions when we download to Quicken® or QuickBooks®?

A: The integration that exists today relative to categorization has not changed via the Account Manager. If the information passes today from Account Manager System to Quicken or QuickBooks it will continue to do so. If it does not, it will not be available.

Q25: Currently in Retail Online, transaction categorization can be seen in a spending pie graph. Is there anything similar in Internet Banking Retail Online version 5.1?

A: Yes. This capability is available in the Categorize option.

Q26: Will the Categorization option still reflect the chart as well?

A: Yes it will.

Events/Alerts

Q27: Are the events/alerts being updated with Retail Online version 5.1?

A: No.

Miscellaneous

Q28: What about Mobile Deposit Capture? Will it be built into this for tablets?

A: No.

Q29: Has the security of Retail Online changed with this new version?

A: The rewrite of Retail Online for version 5.1 gave us the opportunity to implement the latest industry standards for security.

Q30: With this upgrade, how does this experience differ from the mobile app?

A: Retail Online was developed specifically to be responsive down to the tablet form factor, and also resizes to be easily used on smartphones.