

## **1. How do I get logged into Online Banking for the first time?**

The process for logging in to Online Banking is the same whether you used the previous version of Online Banking or if you are completely new to accessing your accounts online. Simply follow the steps outlined in the First Time Login Instructions.

## **2. What can I do with Online Banking?**

You can view account balances and transaction history, transfer money, pay bills online, view eStatements, and download transactions to a personal financial manager--and much more!

## **3. Why do I need to give my e-mail address?**

There are several areas on our site that require an e-mail address in order to communicate with you. Plus, if you do not provide an e-mail address, you will not receive balance alerts. If you currently do not have one, please create one at Yahoo, Google or other sites; the process is very simple and takes only a few minutes to complete.

To ensure that you receive e-mail notifications, please add [members@agriculturefcu.org](mailto:members@agriculturefcu.org) to your e-mail address book.

## **4. I was in Online Banking and it logged me out for inactivity after only a few minutes, can I change this to last longer?**

For security reasons the time-out for inactivity is set to 10 minutes. After 10 minutes, you will see a warning appear in the upper left of the Online Banking screen--simply click 'Continue' to stay logged in.

## **5. Where do I go to download my transactions to my computer?**

We currently support exports to Microsoft Money<sup>TM</sup>, Quicken<sup>®</sup> and Quickbooks<sup>®</sup> 2010 for importing into spreadsheets. This feature is now called "Reports and Downloads" and is located under the "Accounts" tab. Simply fill out the form and then click "Generate Report". You should be able to choose from multiple formats to download your transactions. If you have an issue with your QFX files, go into your Quicken account properties and update the account number to replace the account-type letter (S,K,C, etc) that precedes the short account number at the end of the full account number (so "xxxxxxxS1" becomes "xxxxxxx\_1"). This will prevent you from having to set up a new account in Quicken after the conversion.

## **6. How do I enroll in Mobile Banking?**

From a PC, log in to your Online Banking account and visit the 'My Profile' page. From this page you will be able to turn on this service by selecting "Mobile Access Settings" in the left column. After you update your settings to "Allow Mobile Access" you'll be able to visit the Mobile Banking site from a Browser enabled cell phone or other mobile device.

## **7. How current is my banking information?**

Your account information is updated in real-time, so what you see is up-to-the-minute account activity.

## **8. What accounts will I be able to access through Online Banking?**

You can access your checking, savings, including share certificates and IRAs, and loan accounts from the Online Banking service. Our Online Banking product is intended to give you as much access, security, and versatility as possible.