

Commercial Online Banking Guide



An Admin is responsible for setting up new users and enrolling in Business Bill Pay if that is something the Business is interested in. Below are instructions for both.

Setting up new users

1. Click on Settings in the Online Banking Main Menu.
2. Click on Users.
3. Click on Add User.
4. Enter the new user's information.
5. Assign a Login ID for User.
6. Enter a Password & confirm Password.
7. Click Save.
8. You will receive a message that the User has been saved. Click close.
9. You will see an overview of what the user has authority to do.
10. Click on each function and modify accordingly.
11. Click on Features.
12. Click Save.
13. You will click on the Rights you wish the user to have access to complete.
14. Click Save.
15. You will receive a screen that shows the changes have been saved then close.
16. Click on Accounts.
17. Click on the red circle to enable the account(s) you want the user to have access to.
18. Click Save.
19. You will receive a screen that shows the changes have been saved then close.

Please allow 2-3 business days for a user's login to be activated by a Personal Banker (allowing for weekends and bank holidays). Every attempt will be made to activate a user within 24 hours. You may also call a Personal Banker after you have set up your users for us to activate their login immediately.

Enrolling in Business Bill Pay (Contact the Bank for initial set up)

1. Click on Transactions, then Business Bill Pay.
2. Select at least one account to enroll (must be DDA) – Click Enroll in Bill Pay.
3. Once the Bank has approved your enrollment, you will receive an email.
 - ❖ The email will contain a "Get Started Guide," a demo, and frequently asked questions.
1. Log into Online Banking, click on transactions, then Business Bill Pay.
2. Set up 4 Challenge questions.
3. Provide a security key.
4. Accept Disclosure Change.
5. Click Submit (your security key will flash on screen)

If the Admin wants additional users for Bill Pay, the admin will be responsible for setting them up and assigning authority.