

### Moving Payees Over to a New Account

**Please note:** Before you are able to transfer over all of the Bill Pay payee's and information to a new account, the member will first need to enroll in Bill Pay on their new Home Banking profile. Once that is done, please follow the steps listed below.

1. Search for the member by last name. You should pull up (at least) 2 different subscribers with different User ID's that match the member's name.
2. View these subscribers until you find the one with the new account number.
3. Copy the "User ID", then add XX to the end of it.
4. Save out of it and then pull up the member's previous account in Masters.
5. Paste the copied "User ID" into the pre-existing "User ID".
6. Change the "Account Number" into the new account number.
7. Ensure that all the other information for this subscriber is correct (DOB & SSN) and then hit "Save".
8. Now, go back to the newly set up subscriber for this member that should have a "User ID" that ends with XX.
9. Scroll to the bottom and hit "Deactivate Subscriber". A couple of pop-ups might appear, hit "Continue" for all of them.
10. Then a page should open up with a bunch of questions/statements. Choose "No" to all of the questions. In the comment section, note that the member has another login.

**Make sure you let the member know that for the next couple of days, they will need to initiate payments by visiting the Bill Pay Site in Home Banking.** After a couple of days, the Bill Pay site should integrate into Home Banking and will work as normal.