Online Help

# Overview

This help file provides instructions for using an ATM machine. Learn how to perform common tasks such as withdrawing cash, depositing money, checking your balance, and more. Follow the steps carefully to ensure a successful transaction.

# Using the ATM

## To use an ATM machine:

1. Insert your ATM card into the card slot.
2. Select your preferred language from the on-screen options.
3. Enter your Personal Identification Number (PIN) and select **Enter**.
4. Follow the on-screen prompts to choose the desired transaction.

## Performing Transactions

### Cash Withdrawal

1. After entering your PIN, select **Withdrawal**.
2. Choose the type of account (e.g., **Savings** or **Checking**).
3. Enter the amount you want to withdraw, then select **Enter**.
4. Confirm the transaction details.
5. Take your cash, card, and receipt (if selected).

**Tip**: Count your cash before leaving the ATM.

## Deposit Money

1. After entering your PIN, select **Deposit**.
2. Choose the type of account to deposit into (e.g., **Savings** or **Checking**).
3. Insert your cash or checks into the designated deposit slot.
   1. Ensure bills are unfolded, and checks are properly signed.
4. Confirm the deposit amount displayed on the screen.
5. Take your receipt and card after the transaction.

**Note**: If your ATM does not accept deposits, visit a branch or a compatible ATM.

## Balance Inquiry

1. After entering your PIN, select **Balance** **Inquiry**.
2. Choose the account type (e.g., **Savings** or **Checking**).
3. View your balance on the screen or choose to print a receipt.
4. Take your card and receipt (if printed).

## Additional Features

### Change PIN

1. Select **Change** **PIN** from the menu.
2. Enter your current PIN.
3. Enter a new 4-digit PIN and confirm it.
4. Wait for the confirmation message, then take your card.

## Mini Statement

1. Select **Mini** **Statement** from the menu.
2. Choose the account type (e.g., **Savings** or **Checking**).
3. View or print the mini statement showing recent transactions.

## Safety Tips

* Always shield the keypad while entering your PIN.
* Avoid sharing your PIN or ATM card details with others.
* Check your surroundings for suspicious activity before using the ATM.
* Retrieve your card immediately after completing a transaction.

**Warning**: If your card is retained by the ATM, contact your bank immediately.

## Troubleshooting

### Card Not Accepted

* Ensure the card is inserted correctly.
* Check if the card is damaged or expired.
* Contact your bank if the issue persists.

### Cash Not Dispensed

* Check your account balance to confirm the transaction.
* Contact your bank's customer support with the transaction details.

### Transaction Error

* Follow the on-screen instructions to resolve errors.
* If the issue continues, contact your bank.

### Need Help?

For assistance, contact your bank's customer service at **[Customer Service Number]** or visit the nearest branch.