1. **What do I need to enroll in Online Banking?**

You will need your:

* Social Security number or Tax ID
* Email address
* Your account number OR ATM/debit card and PIN

1. **Why am I unable to bring up the sign on or enrollment page for Online Banking?**

There could be a few reasons why you are not seeing the page.

First, make sure your browser is:

* At least Internet Explorer 11, Microsoft Edge 12, Safari 9, Firefox 3, or Chrome 58
* 128-bit encryption
* Set to accept cookies
* Set to JavaScript enabled

If the above requirements are met and you still don’t see the sign on or enroll options in Online Banking, try an alternate browser or upgrade your existing browser to the most recent version.

Still have a problem with Online Banking? Call 1-800-800-800

1. **I received an email alert that my password changed, but I didn't change it. What do I do?**

Contact us immediately at 800-539-1539 to report the email.

1. **When will my funds be available?**

Your deposit will be verified before funds become available, and when you make a deposit, you will be able to follow its progress in online and mobile banking.

* Deposits made by 11 PM EST will be available the next business day.

1. **Is there a limit on using mobile check deposit?**

There is a limit on how much you can deposit using mobile check deposit in 30 days. For most checking and savings account, that limit is $5,000, and for our relationship checking and savings accounts, it’s $10,000.

If you deposit your maximum at one time, you’ll have to wait until the 30 days is up to use mobile check deposit again. You’ll notice a reminder of how much you can deposit when you select the deposit option in the mobile app.

1. **Are there any fees associated with using mobile check deposit?**

We do not charge any fees for using mobile check deposit. You may have fees for mobile use charged by your wireless carrier.

1. **How do I enroll in paperless statements in the mobile app?**

Please go to your account settings, mobile and turn on paperless billing.