



*Banking When and Where You Want*

## New Internet Banking System FAQ's

### **When will internet banking be changing?**

The new internet banking system will be live on Wednesday November 5<sup>th</sup>, 2014

### **Why does my internet banking have to change?**

As technology evolves we are given the opportunity to bring you more features and benefits and more versatile tools that provide the most value and efficiency. You will now have the ability to deposit checks using your mobile device and transfer funds to or from Mocse to another financial institution.

### **What are e-bills and how do I cancel them?**

E-bills are an electronic version of your statement from a payee that you have within internet banking. We encourage you to cancel this service if you have it now since it won't be transferring over to the new internet banking system. Here are the steps to cancel e-bills:

- Access the Payments tab
- Select Manage My Bills tab
- Select biller from Biller Name drop down list
- Select, Stop an Electronic Version of my Bill

### **What is the last day I can schedule payments in Bill Pay?**

Bill Pay will be taken offline on October 28<sup>th</sup> at 3:00 PST. You can schedule payments for a future date up until that time. Once Bill Pay is taken offline you will not be able to access your bills until the new system is up and running on November 5<sup>th</sup>.

### **When will Internet Banking go offline?**

The Internet Banking site will be offline completely on November 4<sup>th</sup> at 3:00 PST. The new system will be online starting the morning of November 5<sup>th</sup>.

## **Will I have to re-enroll?**

The new Internet Banking system will still be accessed from our website at [www.mocse.org](http://www.mocse.org).

THE FIRST TIME YOU LOGIN on the new Internet Banking System you MUST select “New User” under the Login tab to re-establish your account. Follow the instructions on the screen. Use your main account number that you had set-up in Internet Banking without the suffixes. Enter the last four of your SSN and your zip code. At this point you will be prompted to:

Create a User ID – User ID’s must be 5 to 25 characters, contain no symbols and include at least one letter.

Change your Internet Banking password –

- Passwords must be 8-25 characters
- Both letters and numbers
- Passwords are case sensitive
- Cannot be your SSN or Account Number
- Cannot be your User ID or E-mail Address

Agree to the Internet Banking Agreement

Confirm or provide your e-mail address

Setup your challenge questions for security purposes

Once you complete the above steps you will be logged in and all your accounts and bill pay payees will appear. The next time you log in you will simply input your new User ID and Password.

## **What will happen to the Account Alerts that I have set up?**

Internet Banking Account Alerts will not transfer from the old system to the new system. This means you will need to re-establish your desired Alerts in the new Internet Banking system. Go to “Alerts” in the “Online Services” menu to set them up. A new feature will allow you to receive alerts via text message or email. You get to choose!

## **Will I lose my Bill Pay transaction history that is currently available in Internet Banking?**

No. You will be able to view the last 12 months of Bill Pay history in the new system.

## **What will happen to the Internet Banking Scheduled Transfers that I have set up?**

Unfortunately, existing Internet Banking Scheduled Transfers that you have set up in the old system will NOT convert over to the new system. If you have these transfers set up you will need to re-establish them in the new Internet Banking system.

## **Will I need to download a new app for Mobile Banking?**

Yes. On November 5<sup>th</sup> there will be new apps available for download in the Apple App Store and GooglePlay Store. You can simply login with your User ID and password from Internet Banking. The new system will no longer require you to request Mobile Banking through your Internet Banking account.

**The app will include the ability to deposit checks right from your smart phone or tablet called Mobile Check Deposit. This is one of the great new features of the new Internet Banking System.**