



## Online Banking (OLB) FAQs

### What is the OLB Upgrade Schedule?

- Online Banking (OLB) and Online Bill Payment Systems will be temporarily interrupted at 2:00 p.m. CST on Monday, October 27<sup>th</sup>. And will be unavailable until 9:00 a.m. CST on Wednesday, October 29<sup>th</sup>.

### How will I access my OLB Account?

- You will continue to access your OLB Account through our website [www.firstvisionbank.com](http://www.firstvisionbank.com) after conversion on October 29<sup>th</sup> at 9:00 a.m. However, if you use a current Favorite or Bookmark, you will need to access from the website and re-establish your Favorite or Bookmark.

### Will my user name and / or password remain the same?

- Your User Name will remain the same.
- You will be prompted to change your Password after the Advanced Login Authentication process.

### What if I am a Mobile User?

- You will need to log into your Online Banking from your computer after 9 a.m. on October 29<sup>th</sup> using your existing User Name and Password.
- You will be prompted to change your Password after the Advanced Login Authentication process.
- Now you are ready to access your Mobile Banking via your Phone App
- Enter your User ID and New Password
- You will be prompted to answer a few public record questions and then you should be able to access your Mobile Banking

### What about Advanced Login Authentication?

- At initial logon, and subsequent logons from unrecognized devices or locations, you will be asked to validate your identity through a one-time security code via phone call or SMS Message as you did in the past.

## What are the Password Guidelines for OLB?

- **Password Requirement for OLB**
  - **⑧ - Minimum Password Length**
  - **① - Numeric Characters Required**
  - **① - Special Characters Required**
  - **① - Uppercase Characters Required**
  - **① - Lowercase Characters Required**
  - **② - Alpha Characters Required**

## Will my account alias / nicknames remain?

- **Yes, account alias / nicknames will automatically convert to the new OLB System.**

## What about scheduled transfers?

- **No, your Online Banking Transfers will not be converted and will have to be re-established. It is very important that you collect any information you may need from the current system before conversion date to assist you in setting up in the New Online Banking System. If you need any assistance, please give us a call and ask for one of our Online Banking Representatives.**

## What about account alerts?

**No, your Online Banking Account Alerts will not be converted and will have to be re-established. It is very important that you collect any information you may need from the current system before conversion date to assist you in setting up in the New Online Banking System. If you need any assistance, please give us a call and ask for one of our Online Banking Representatives.**

## Will there be any changes to my Bill Payment?

- **No, there will be no change to our Bill Payment System. There will be no interruption of scheduled Bill Payments. However, the Bill Payment System will also be temporarily interrupted at 2:00 p.m. CST on Monday, October 27<sup>th</sup>. And will be unavailable until 9:00 a.m. CST on Wednesday, October 29<sup>th</sup>.**