Online Banking Frequently Asked Questions

1. **The password I used in the old system does not work. How am I supposed to log in?**

   You will not need your old password when logging into this new system. Here are the steps you will take to log in:
   a. Type in your previous Log in ID.
   b. Select "First Time User".
   c. Click Login.
   d. Select a phone or email to receive your temporary Secure Code.
   e. Enter in your Secure Code.
   f. Accept the First Time User disclaimer.
   g. Update your Profile information.
   h. Establish a new Password.

2. **When I sign in, I don't have any phone or emails addresses that I can use to get a Secure Code delivered. What do I do?**

   Please contact us to have your secure phone and email information updated.   You may reach us by phone at 512 352 2265 ext 339, 512 671 2265 ext 339 or 800 848 84 72 ext 339

3. **I have lost the recurring and/or future dated transfers that were set up in the old system. Where are they? What do I have to do?**

   Recurring and/or future dated transfers did not come across from the old system. These transfers will need to be set up in the new system.

Bill Payment Questions

1. **When I click Bill Pay, it doesn't load, or it loads inside the window and I have to scroll.**

   Make sure you have pop-up blockers either turned off, or allow for the online banking website to have pop-ups in your Settings. The site to allow is: "secure.onlineaccess1.com"

2. **I had several recurring or future dated payments in the old system, and I'm not sure if they went out.**

   The Bill Payment system did not change so all payments are expected to process without interruption

3. **Who do I call for questions and support about Bill Pay issues?**

   All bill pay research and support questions are to be directed to 888-918-7636