



Online Banking will be offline from 3pm CT on 6/29/2018 until 8am CT 7/2/2018

Online Banking Upgrade

Online Account Transfer

Scheduled or recurring transfers created by you within **Online Banking (OLB)**, will not convert to the new system. Please check your currently scheduled or recurring transfers to ensure they are scheduled to process prior to **6/29/2018, the last day to process a scheduled transfer before the upgrade will be 6/28. No transfers can be made via internet banking from 6/29/2018 – 7/2/2018. You are always welcome to make or schedule a transfer by visiting or calling one of our four banking centers during normal banking hours. Recurring transfers in OLB will need to be re-established on or after 7/2/2018 as they cannot be converted. Please document your recurring transfers to assist you in setting up transfers in the new OLB system.** This does not include transfers **First State Bank Odem** created for you outside of the online banking system (phone initiated, teller window, etc)

Online Banking Access

When OLB becomes available on **7/2/2018 at 8am CT**, access OLB through our web site, www.fsbodem.com and click the online banking link as you have done in the past. You will be prompted to create a new password.

Bill Pay

BILL PAY will be down during our online conversion from 8am CT 6/29/2018 until 8am CT 7/2/2018. Please plan ahead and enter your payments prior to our conversion.

User ID & Passwords

User ID and passwords will be converted in OLB; however, once you have logged in, you will be required to change your password. OLB allows you to change your user ID and password through the Customer Service Menu. Initially, to register a computer or device, a prompt will inform you that an extra layer of security is required. This also occurs each time another device is used to access OLB. You may choose to receive a telephone call or a text message containing a one-time security code to enter on your screen. Once the security code has been validated, the system will ask for your password. Once your password has been validated, you must change your password. **Your password must be a minimum length of eight characters and contain an uppercase character, numeric character, and a special character.**

Things To Remember			
Recurring transfers in OLB will need to be reestablished on or after 7/2/2018 as they cannot be converted.	BILL PAY will be down during our online conversion from 8am CT 6/29/2018 until 8am CT 7/2/2018. Please plan ahead and enter your payments prior to our conversion.	Once OLB is your temp password will be your ZIPCODE on file plus the last 4 of your social security number.	The upgrade will have no effect on your debit card; therefore, you may continue to use your card during the upgrade period. Access your account balance at an ATM

Accounts Overview

The accounts in which you have ownership will be converted. Account nicknames will also convert. Once the upgrade is complete, if you are unable to view all of your accounts in the same manner as before the conversion, please contact us at **(361) 368-2651**

Alerts

Alerts can be set up on accounts or services. Account alerts have the ability to send an alert based on balance information or when a transfer occurs. Services alerts can also be sent when a user ID or password is changed. To set up an alert, click on the "Administration Menu" and select "Manage Alerts"

in the Manage Communications Section. Alerts from the old system do not carry over, you will need to re-set up your previously used alerts.

Enrollment

OLB offers the ability for new users to enroll themselves. All customers with account ownership may have access to OLB. The enrollment process allows customers to set up their own user ID and password.

ACH and Wires

NEW FEATURE FOR OUR COMMERCIAL / BUSINESS CUSTOMERS! You will now be able to enter ACH transactions and request wire transfers through online banking. Please contact a customer service representative at First State Bank of Odem to learn more!

Mobile Banking

We're getting mobile banking in 2018! Stay tuned!

Web Statements

NEW FEATURE! Our customers will now be able to view their statements online through OLB.

Account Downloads

This feature allows you to download account transaction information into programs such as Excel, Quicken and Quickbooks. Simply perform a few simple steps to redirect your **Quickbooks direct connect intuit product** to the NEW ONLINE BANKING SYSTEM.

How Do I?

This feature helps you get to know the system better. To access the service, click on the "How Do I" button at the bottom of most screens within OLB.