

# Digital Banking

## eGuide

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## Getting Started

Welcome to Digital Banking with ANB Bank! Whether at home or at the office, from a mobile phone, tablet or laptop, we strive to make your online banking experience easy and convenient.

You can navigate this guide by clicking a topic or feature in the Table of Contents. Each section provides an overview and steps to help you during the online banking process. If you have additional questions, contact us at 1-866- 433-0282.



## Digital Banking Access

### Logging In

After your first-time login, logging in is easy and requires your User ID and password. If you are logging in using a device that you have not previously registered, you need to request a One-Time Passcode (OTP).

1. Enter your user ID and password.
2. Click the **Login** button.



**Note:** If you enter an incorrect password five times, your account will be temporarily locked. Call us at 1-866-433-0282 for assistance.

### Logging Off

For your security, you should always log off when you finish your online banking session. We will also log you off due to inactivity.

1. Click the **Log Off** tab in the navigation menu.
2. Close your internet browser.

## Resetting A Forgotten Password

If you happen to forget your password, you can easily set a new one from the ANB Bank Home page—no need to call us!

1. Click the “Forgot Password?” link.
2. Enter a Phone Number associated with your account.
3. Enter you User ID and click **Send me a new password**.
4. You’ll receive a new password, and will be prompted to change it during your log in process.

**Note:** You may not be able to reset your password if your account is locked.

### Can't access your account?

We will send you a temporary password to a phone number associated with your account.

Provide the following information and we'll send you a temporary password.

Phone number

+ 1 ▼ (xxx) xxx-xxxx

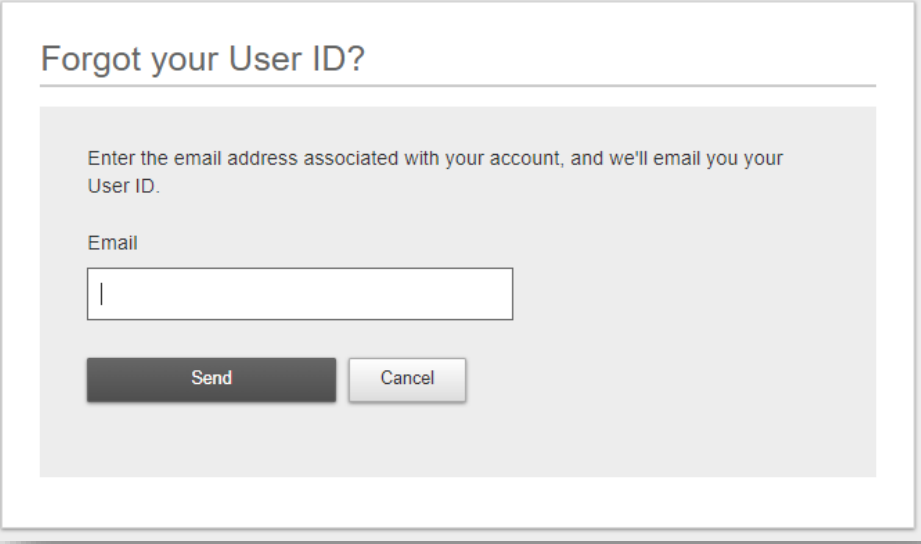
User ID

[Forgot User ID](#)

## Forgot User ID

If you happen to forget your User ID, you can easily set a new one from the ANB Bank Home page—no need to call us!

1. Click the **Forgot Password?** link.
2. Scroll down to the Forgot User ID and click the link.
3. Enter the email address associated with your account.
4. You will receive the User ID in your email.
5. Go to [anbbank.com](http://anbbank.com) to log in.



The screenshot shows a web form titled "Forgot your User ID?". Below the title is a horizontal line. The form area has a light gray background and contains the following elements: a text prompt "Enter the email address associated with your account, and we'll email you your User ID.", a label "Email" above a text input field, and two buttons at the bottom: a dark gray "Send" button and a light gray "Cancel" button.

Forgot your User ID?

---

Enter the email address associated with your account, and we'll email you your User ID.

Email

## My Accounts/Home Page Overview

After logging in, you are taken directly to the Home page. This page is divided into multiple convenient sections to help you navigate to every feature within Digital Banking. Here you can view the balances in your ANB Bank accounts, see your account summaries and more!

- The menu appears across the top portion of the screen. You can navigate to Online Banking features by selecting the appropriate menu and menu drop down.
- Your ANB Bank accounts are displayed in the My Account widget with their respective balances.
- If you click an account name, you are taken to the Account Details page.
- If you have pending approval requests, they will show in the My Approvals column.

The screenshot displays the ANB Bank Home Page. At the top, there is a navigation bar with the ANB Bank logo and links for My Settings, Help, Support, and Logout. Below this is a secondary navigation bar with tabs for My Accounts, Move Money, Account Services, Financial Wellness, Disclosures, and Locations. The main content area is divided into several sections:

- Notification:** A message thanking the user for participating in a pilot program, with details about a temporary access change on October 20th and 24th.
- Calendar:** A calendar for October 2023, with the 20th highlighted.
- Accounts:** A section titled "Accounts" with "Transfer" and "Settings" icons. It lists three test accounts with their respective IDs and balances:
  - Test Account- Engage \*3639: Available \$550.00, Current \$550.00
  - Test Account- Engage \*1884: Available \$550.00, Current \$550.00
  - Test Account- Engage \*3641: Available \$550.00, Current \$550.00A "BALANCE TOTALS" section is at the bottom of this list.
- Credit Score:** A widget showing a credit score of 684 on a scale from 300 to 850. It includes icons for Score, Report, Monitoring, and Savings, and a "Show my Score" button.
- Calculator:** A simple calculator interface with a display showing "0" and buttons for C, ±, %, +, 7, 8, 9, ×, 4, 5, 6, and -.

## Navigation Bar

The navigation bar appears in every view at the top of the screen. You can navigate to Digital Banking features by selecting the appropriate tab.

- If you click on the account name, you are taken to the Account Details page. You can also click the "settings" icon on the right side for more options. In addition, you can click on the "transfer" icon to begin processing a transfer.
- The calendar widget serves as a convenient tool in planning for both now and the future with your finances.
- The Credit Score feature allows you to view your credit score as well as your complete credit report at any time by clicking "Show my Score" after signing up.



- The calculator display allows for a convenient tool in budgeting and working with your finances.
- The menu settings in the top right-hand corner of the screen provide customizable account settings and support services.

## Account History Page

If you need to view Account Details, such as your full account number, routing number or other information on your account, you can select the down arrow next to Account Details. It will expand to include this information.

### Account History

---

Test Account- Engage \*3639 ▼
Available **\$550.00**

Account Details ▼
Current \$550.00

<b>Type</b>	Checking
<b>Number</b>	3639
<b>Routing number</b>	107001232

---

<b>YTD interest</b>	\$0.00
<b>Accrued interest</b>	\$0.00
<b>2022 interest</b>	\$0.00

---

Transfer

Online Statements

Export

Print

Narrow by items containing:

<

Oct 11, 2023 - Oct 20, 2023 10 days ▼

>

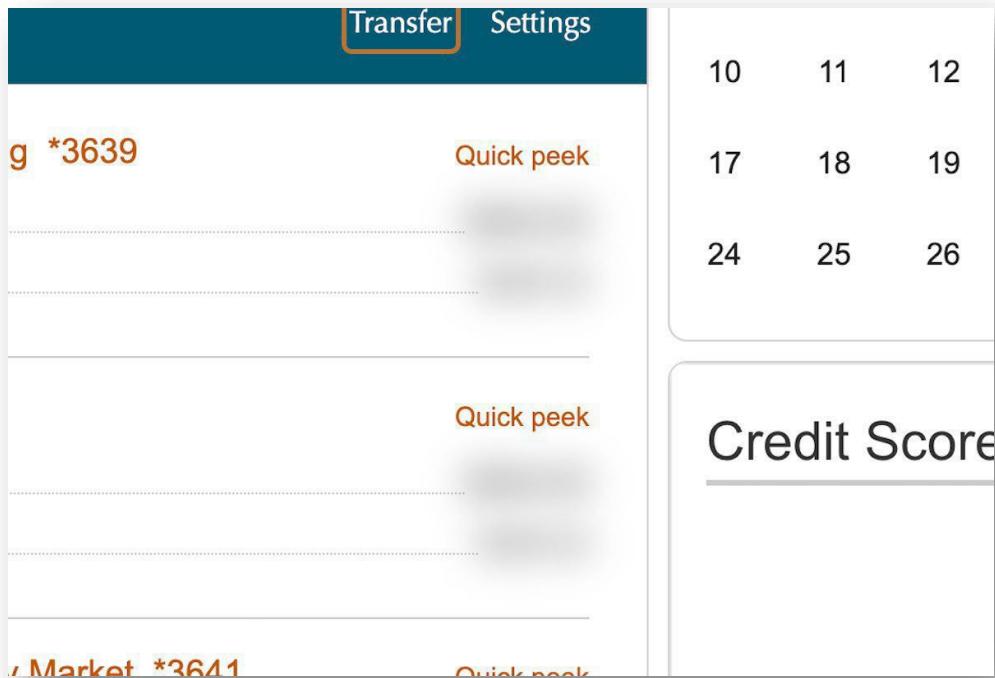
e.g. AT&T, check, 5.00

Date ▼	Description	Amount	Balance
--------	-------------	--------	---------

## Quick Transfer

No need to run to a branch to move money from one account to another. If you're ever in a rush, the Transfer option on the home page is a simple and fast way to make transactions.

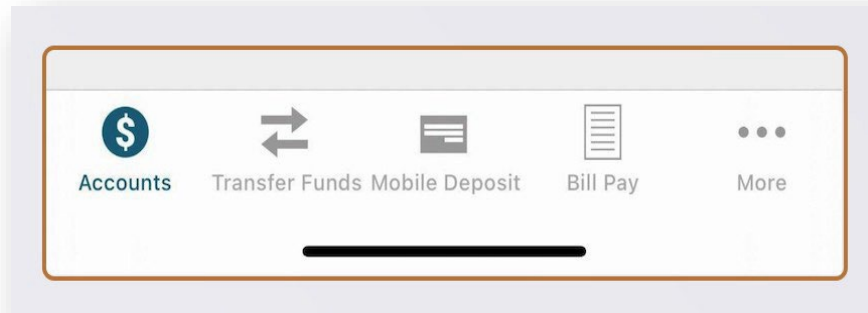
1. Click on Transfer located at the top right of the Accounts overview section on the home page.
2. Select the account you would like to transfer money "From" and the account you would like to transfer money "To".
3. Once you have chosen your accounts, select a date.
  - a. **NOTE:** You also have the option to set the transfer as a recurring transfer by checking the "Repeat transfer" box.
4. Enter the amount and an optional memo if desired.
5. Click the "Make transfer" button when you are finished.
6. To the right, you also have the option to "View Scheduled Transfers".



## Mobile Quicklinks

When accessing the Mobile Banking App from your iPhone or Android device, you will have access to frequently used services.

- View Accounts and account details with the Accounts Quicklink
- Transfer funds between previously linked ANB Bank accounts using the Transfer & Payments Quicklinks.
- Use the Mobile Deposit Quicklink to enroll in Mobile Deposit and quickly deposit checks.
- The Bill Pay Quicklink allows you to pay a bill to someone or a company.



# Security

## Protecting Your Information

Here at ANB Bank, we do all that we can to protect your personal information and provide you with a dependable online experience. However, we rely on you to take further precautions to assure the safety of your accounts. By following our tips, Digital Banking can be a secure and efficient method for all your banking needs.

### General Guidelines

- Make sure your operating system and antivirus software are up-to-date.
- Always use secure wireless (WiFi) networks that require a login ID and password.
- Never leave your computer unattended while using Digital Banking.
- Monitor your recent account history for unauthorized transactions.
- Always log off of Digital Banking when you're finished and close the browser.

### Login ID and Password

- Create strong passwords by using a mixture of upper and lowercase letters, numbers and special characters.
- Do not create passwords containing your initials or birthday.
- Change your passwords periodically.
- Memorize your passwords instead of writing them down.
- Only register personal devices and avoid using features that save your User IDs and passwords.

### Fraud Prevention

- Do not open email attachments or click on links from unsolicited sources.
- Avoid giving out personal information on the phone or through email.
- Shred unwanted sensitive documents including receipts, checks, deposit slips, pre-approved credit card offers and expired cards.
- Act quickly. If you suspect your financial information is compromised, call us immediately at 1-866-433-0282.

## My Settings

We take security very seriously at ANB Bank. Because of this, we've added various tools to help you better protect your account information. You can add and manage these features in **My Settings** to strengthen your Digital Banking experience.

Under **My Settings**, you'll be able to see some information as it reflects on the account, including your name, your primary email, and phone information. If this information is not accurate, please contact our Customer Care Center at 1-866-433-0282 for assistance.

**Note:** To update your address, please contact our Customer Care Center at 1-866-433-0282

### Change Primary Email

1. Go to **My Settings** on the top right of the screen.
2. Scroll down to the Personal Information section.
3. Select **Edit** next to the **Primary email** section.
4. Type in your new User ID and current password.
5. Click **Save**.

### Change User ID

6. Go to **My Settings** on the top right of the screen.
7. Scroll down to the Login & Security section.
8. Select **Edit** next to the User ID section.
9. Type in your new User ID and current password.
10. Click **Save**.

### Change Password

When you need to, you can change your password within Online Banking. We recommend that you change your password regularly and follow our guidelines for creating a strong password.

1. Go to **My Settings** on the top right of the screen.
2. Scroll down to the Login & Security section.
3. Select **Edit** next to the Password section.
4. Type in your new User ID and current password.
5. Click **Save**.

### Add or change a Phone Number for One-Time Passcodes (OTP)

If you need to add a phone number to receive an OTP by text or call, you can change or add a phone number.

1. Go to **My Settings** on the top right of the screen.
2. Scroll down to the Login & Security section.
3. Select **Edit** next to the Security options section.
4. In the first section **By phone**, either update your existing number or select add another number.
5. Scroll down and type in your current password.
6. Click **Save**.

7. To enable the number for Text, click on the **Enable for text** link.
  - a. You will receive a text message to this number.
  - b. Add the activation code into the box and select **Confirm**.
  - c. Your number is enabled for texts.

Contact information

All future correspondence will be made to your updated contact information.

Address

Phone Number

+ Add another number

Save Cancel

## Authenticate with Authenticator App

Within our digital banking system users are now able to authenticate their login with an Authenticator App, such as Google Authenticator or Microsoft Authenticator.

1. Go to **My Settings** on the top right of the screen.
2. Scroll down to the Login & Security section.
3. Select **Edit** next to the Security options section.
4. In the third section **By authenticator**, flip the toggle to ON.
5. Scroll down and type in your current password.
6. Click **Save**.
7. Once saved, a QR code and code will appear for you to enter into your authenticator app.

## Rename & Hide Your Accounts

1. Go to **My Settings** on the top right of the screen.
2. Scroll down to the **Other Settings** section.
3. Click on the **Rename & Hide Your Accounts** link.
4. You can then rename each account.
5. To hide an account, uncheck the box.

- In addition, you have the option to reorder your accounts by using the toggle button to the left of your account name.
- When completed, click **Done**.

My Accounts Move Money Account Services Financial Wellness Disclosures Locations

Last Visit Sep 25, 2023 10:31 AM

### Account Preferences

Modify the display of your accounts.

**To reorder accounts, just drag and drop with a click on the row handle.**

	Account Name	Nickname	Show Account ?
	Personal Choice Checking *3639	Personal Choice Checking	<input checked="" type="checkbox"/>
	Personal Savings *1884	Personal Savings	<input checked="" type="checkbox"/>
	Personal Premium Money Market *3641	Personal Premium Money Market	<input checked="" type="checkbox"/>

[Go to My Accounts](#)

## Mobile Security Preferences

Within ANB Bank's Mobile Banking app, you have the ability to set up security preferences that are not available on a desktop computer. These additional preferences make signing into your Mobile Banking quick and easy, but also add an extra layer of security to your private information while you are on the go!

### Enabling Touch ID or Fingerprint Login

Touch ID and Fingerprint Login use fingerprint recognition technology, allowing you to perform tasks on your Apple® or Android™ device with just your fingerprint. With this feature enabled, you can quickly and securely access your accounts using our mobile app!

### Enabling Fingerprint or Touch ID

Fingerprint or Touch ID is a feature which utilizes fingerprint recognition technology, allowing you to unlock your device with your thumbprint (or other fingerprint) in place of your User ID and password.

1. Open ANB Bank's Mobile Banking app.
2. Login with your User ID and password.
3. You'll be prompted to accept Login in with Fingerprint or Touch ID. If you accept, it will prompt for your Fingerprint or Touch ID and will flip the toggle to On.
4. Fingerprint or Touch ID is now set up.
5. Upon the next login Fingerprint or Touch ID will be enabled for login.

### Enabling Face ID

Face ID is a feature which utilizes facial recognition technology, allowing you to unlock your Apple® device with your face in place of your User ID and password.

6. Open ANB Bank's Mobile Banking app.
7. Login with your User ID and password.
8. You'll be prompted to Login in with Face ID. If you accept, it will run Face ID and will flip the toggle to On.
9. Face ID is now set up.
10. Upon the next login Face ID will automatically prompt.

### Disabling Touch ID, Fingerprint or Facial ID Login

You can disable Fingerprint, Touch or Face ID through the app if you no longer prefer to utilize them.

1. Open ANB Bank's Mobile Banking app.
2. Login and go to the **More** menu item.
3. Select the **Settings** icon.
4. Then in the menu you'll see Face ID, Fingerprint ID or Touch ID. Select this menu item.
5. Toggle the login off.
6. The biometrics login is now off.



# Transactions

Digital Banking gives you the ability to transfer funds on the go. Whether you are transferring money between your accounts or sending money to someone outside of ANB Bank, there are various features that help you transfer funds in different ways.

## Move Money

- **Transfer Money:** Move money between your personal ANB Bank accounts, including make a loan payment including principle or interest payments to a loan at ANB Bank.
- **Bill Pay:** Pay a bill to someone or a company.

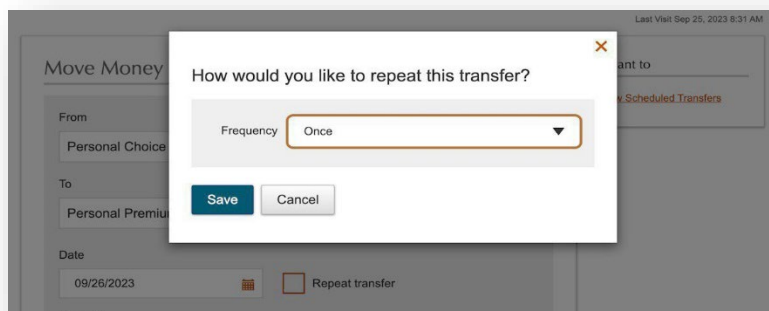
## Transfer Money

When you need to make a one-time or recurring transfer between your personal ANB Bank accounts, or make a loan payment you can use the Transfer Money feature. These transactions go through automatically, so your money is always where you need it to be.

1. In the **Move Money** menu, click **Make a Transfer**.
2. Select the accounts to transfer funds between using the “From” and “To” drop-downs. If you have multiple accounts you’ll also be able to selected the accounts for each.
3. Enter the amount to transfer.
4. Enter a memo (this is optional).
5. Select **Make transfer** button.

## Recurring transfers

1. In the **Move Money** menu, click **Make a Transfer**.
2. Select the accounts to transfer funds between using the “From” and “To” drop-downs. If you have multiple accounts you’ll also be able to selected the accounts for each.
3. Select the **Repeat Transfer** box.
4. Choose the frequency of the transfer and click **Save**.



5. Enter the amount to transfer.
6. Enter a memo (this is optional).
7. Once you have saved your transfer details, click the **Schedule Transfer** button to complete the scheduled transfer.

## Loan Payments

If you have a loan with ANB Bank and need to make a one-time or recurring payment, you can use the Loan Payment Transfer feature.

1. In the **Move Money** menu, click **Make a Transfer**.
2. Using the “From” and “To” drop-downs, select the account the funds will be taken from and the account you wish to post the payment.
3. Select your payment type using the **Payment Type** drop-down.
  - a. You have the option to select a regular payment, pay interest only or pay to principal.
4. Enter the amount of the payment.
5. Enter a memo (this is optional).
6. Select **Make transfer** button.

The screenshot shows a web form titled "Move Money" with the following fields and options:

- From:** A dropdown menu with a right-pointing arrow. To its right, the text "Available \$675.72" is displayed.
- To:** A dropdown menu with a right-pointing arrow. To its right, the text "Balance \$980.97" is displayed.
- Amount:** A text input field containing "\$ 10.00". To its right, a red information icon is followed by the text "\$57.68 due \$991.11 to payoff".
- I want to:** A dropdown menu with "Pay interest only" selected and a right-pointing arrow.
- Memo:** A text input field with a pencil icon and the text "(optional)".
- Buttons:** A dark blue button labeled "Make transfer" and a light gray button labeled "Go to My Accounts".

A warning message is displayed in a light gray box: "ⓘ Transfers made after 6 pm MST will not process until the next business day. Transfers are disabled from 9 pm MST through 11 pm MST, during our processing window."

## Bill Pay

Bill Pay with ANB Bank allows you to stay on top of your monthly finances. Having your bills linked to your bank account enables you to electronically write checks and send payments in one place. When you click the Bill Pay tab, you are asked to choose an account to use within Bill Pay and to accept the terms and conditions.

### Bill Pay: Home Page Overview

In the Move Money menu tab, click on **Pay Bills** to access Bill Pay.

- The navigation bar appears in every view at the top of the screen. You can navigate to payments features under the Payments tab.
- Use the "Display" drop-down to sort your transactions by Last 30 days, eBills, Company, Individuals, Inactive or Hidden.
- Filter your payments by category using the Display drop-down.
- Locate your payees using the search bar.
- All pending transactions appear in the "Pending" section.
- View transaction history for the last 45 days in the "History" section.
- Click the View More button to see further details about a pending transaction.
- Click the "Messages" link to view secure messages.

## Creating a Payee Overview

The individual that is the recipient of your payments is known as a payee. You can pay most all companies, a person, a loan or account using Bill Pay. Before you can begin making payments, you need to decide what type of payee to create and how they receive funds.

### Company

Electronically pay a company such as your mobile phone provider, utility company or even your dentist. You can add two types of companies: Known and Unknown.

- **Known:** If the company you need to pay is preloaded in our database, you have the option to send a Rush Delivery or sign up for eBills.
- **Unknown:** If you have a payee who is not in our system, you can add their contact information. You may not be able to send a Rush Delivery or sign up for eBills, but they will be paid via a paper check.

### Person

There are multiple ways you can pay a person.

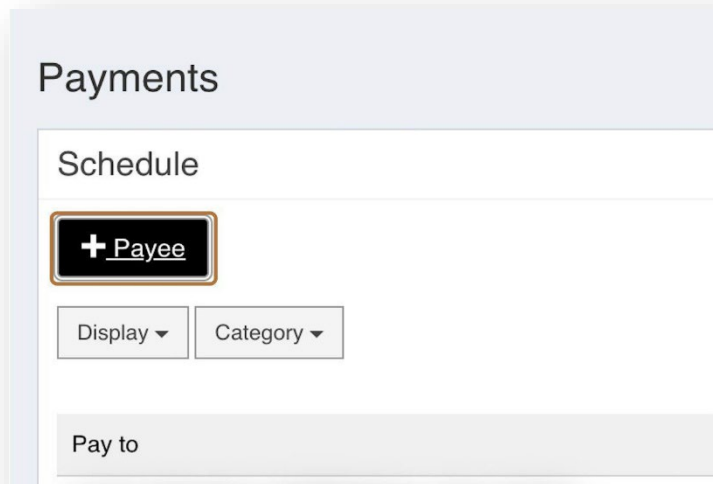
- **Person via email or text:** Pay any individual with an email address. When the payee receives the email or text, they are given instructions for directing the funds to their account. Funds will be paid within 1-2 business days.
- **Person via direct deposit:** Send money directly to someone's account using their routing and account numbers. Funds will be paid within 1-2 business days.
- **Person via check:** Request a check to be sent to a payee. We print it and drop it in the mail for you. Funds will be paid within 5-7 business days.

**Note:** *Not all companies are set up for electronic payment. These bills will be paid via paper check.*

## Add a Payee – Company

The information printed on your bill is all you need to set up a company as a payee.

1. Click the **+Payee** button.



2. Click on the Pay a company (e.g.credit card, utilities or cable) option.
3. Choose the Pay a Company (Electronic/Check).
4. Add the Payee section with the required information.
5. Click the **Next** button to complete Payee.

## Add a Payee – Person

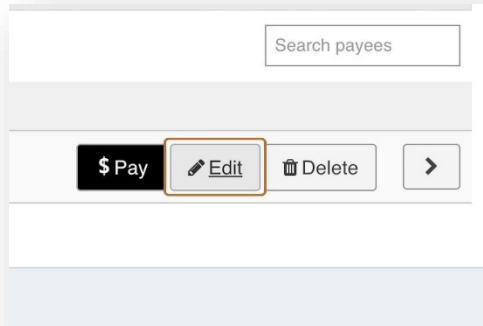
You can pay anyone, from a babysitter, dog-sitter, or a freelance worker! Add them as a payee in Bill Pay.

1. There are two options to add a person as a payee.
  - a. Click the **Payments** tab and click the **+ Payee** button.
  - b. Click the **Pay a Person** tab.
2. Decide how to send funds to the payee. **Note:** *There is an additional step if you're paying a person via email transfer. You will need to establish a keyword, which will be used by the payee in order to receive your payment.*
3. Click the **Next** button.
4. Enter the payee's contact information. The required information will change depending on if you are sending them a check, direct deposit, or email/text payment.
  - a. Email/Text: Enter the payee's first and last name, their text number or email address, phone number, nickname, the account to pay from and category.
  - b. Direct Deposit: Enter the payee's first and last name, their phone number, account and routing number, account type, nickname, the account to pay from and category.
  - c. Check: Enter the payee's first and last name, phone number, street address, city, state, zip code, account number, nickname, the account to pay from and category.
5. Click the **Next** button.
6. Enter a keyword and confirm it. This step is only needed if you are adding a payee that will receive funds in an email/text.
7. Click the **Next** button.
8. Select a preferred delivery method to receive your activation code.
9. Click the **Next** button.
10. Enter your activation code.
11. Click the **Next** button.

## Editing a Payee

If needed, you can make changes to a payee at any time. For instance, if a payee's account number or contact information changes, you will need to make these edits.

1. Select the payee to edit and click the **Edit** button.
  - a. If the payment is recurring, choose whether you wish to edit a single payment or the entire series.



2. Make the needed changes to the payment.
3. Click the **Continue** button.
4. Click the **Submit** button when you are finished making the changes.

## Skipping Payments

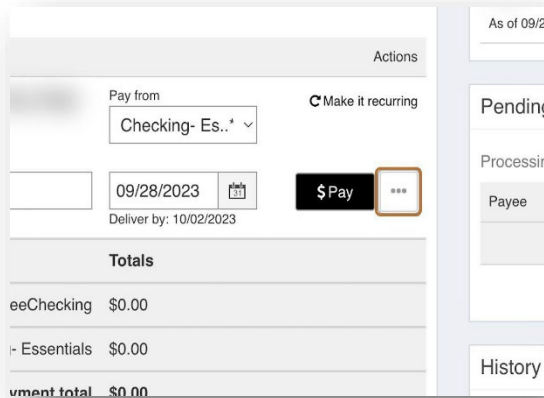
You can skip a recurring payment even after you schedule it. This option gives you the freedom to change the way you make your payments.

1. Select **Skip this payment** and select which payment you would like to skip.
2. Click the **Continue** button.
3. You will receive a confirmation message.



## Hide a Payee

1. In the Payments tab, click the ... icon next to a payee to expand it.
2. Click the **Hide payee** button to hide the payee from your Payments screen.
3. Click on the **OK** button.



The screenshot shows a payment form with the following elements:

- Actions** header
- Pay from** dropdown menu set to "Checking- Es.."
- Make it recurring**
- 09/28/2023** date field with a calendar icon
- Deliver by: 10/02/2023**
- \$ Pay** button
- ...** menu icon (highlighted with a red box)
- Totals** section with a table:

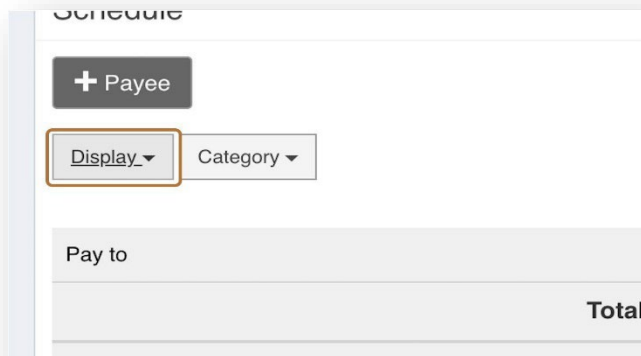
Totals	
eeChecking	\$0.00
- Essentials	\$0.00
ument total	\$0.00

On the right side, there is a sidebar with the following items:

- As of 09/2
- Pending
- Processin
- Payee
- History

## Unhide a Payee

1. Click the **Display** drop-down and select **Hidden**.
2. Select the **"Hidden"** category to display and unhide the hidden payee on your Payments screen.

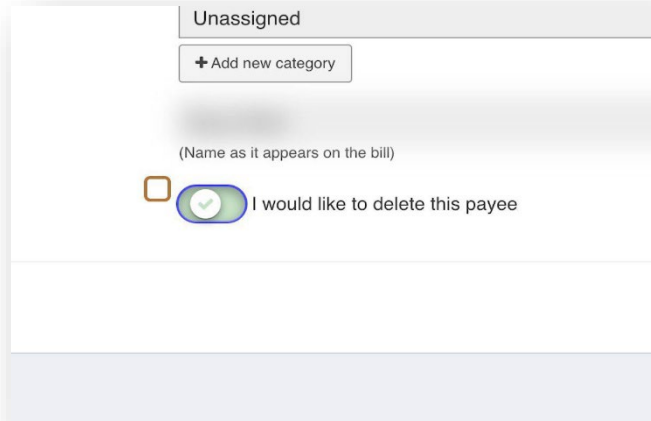


The screenshot shows the "Schedule" interface with the following elements:

- + Payee** button
- Display** dropdown menu (highlighted with a red box)
- Category** dropdown menu
- Pay to** field
- Total** label

## Delete a Payee

If you would like to delete a payee, within the **Edit** payee screen, toggle next to "I would like to delete this payee" and then click the **Submit** button.



The screenshot shows a mobile application interface for editing a payee. At the top, there is a grey header with the text "Unassigned". Below the header is a button labeled "+ Add new category". A blurred grey area represents the payee's name field, with the placeholder text "(Name as it appears on the bill)" below it. To the left of the text "I would like to delete this payee" is a toggle switch that is currently turned on, indicated by a blue circle with a white checkmark. The bottom of the screen is a solid grey bar.

## Scheduling Payments

Once your payees are setup, it's extremely easy to pay your bills. On the Payments tab, you will see all of the payees you have established so far. To pay a bill, simply select your payee and fill out the payment information beside their name.

1. Enter an amount.
2. Select an account to withdraw from using the **Pay from** drop-down.
3. Enter a deliver by date using the calendar feature.
4. Click the **Pay** button to make a single payment or the **Pay all** button to make multiple payments.

## Recurring Payments

Our Recurring Payments feature keeps you ahead of your repeating payments. Setting up a recurring payment takes only a few moments and saves you time by not having to reenter a payment each time it is due.

1. Click on **Make it recurring** link next to the payee.
2. Select an account to withdraw from using the **Pay from** drop-down.
3. Enter the amount.
4. Choose how often to repeat the payment using the **Frequency** drop-down.
5. Choose a day of the month for the payment to occur on.
6. Select the first payment date using the calendar feature and decide how to pay if a holiday occurs.
7. Decide if the payment series should end. If so, enter the ending date or a certain amount of payments that will be processed.
8. Click on **Submit** when you are finished.

## Rush Delivery

If you need to send a payment faster and if your payee has the Rush Delivery option, you can process your payment faster than the standard rate. A standard fee may occur and will be posted on screen before you make the payment.

1. Click the ... icon to expand the payee.
2. Click on the **Rush Delivery** button.
3. Enter the amount.
4. Select the account to withdraw from using the **Pay from** drop-down.
5. Click the **Next** button.
6. Enter the payee's phone number, address and city.
7. Choose the payee's state using the drop-down.
8. Enter the payee's zip code.
9. Click the **Next** button.
10. Review the payment information and click the **Accept & Submit** button when you are finished.

## Setting up eBills

Many major credit card companies, automotive finance companies and utility companies are preloaded into the bill pay system. Only billers that are preset in the system have the potential to be set up as an eBill. When you set up an eBill, you continue to receive bills from your biller. In order to stop receiving them, you must contact the company.

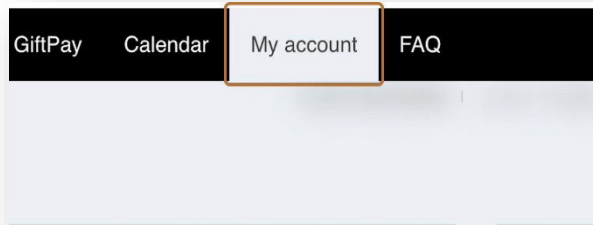
1. Click a bill under eBill Connect.
2. Enter your username and password for the biller's website, and select the account type from the drop-down.
3. Read the eBill Service User Agreement.
4. Click the **Accept and Submit** button when you are finished.

**Note:** *When an eBill is available, it shows up in green under the payee's name or you receive an alert by email or phone. You can then pay your bill.*

## Bill Pay - Adding an Account

As long as you are an account holder, you can add another account within Digital Banking at any time. This is beneficial if you manage your bills from another account or if you are the power of attorney to a family member.

1. Click on the **My account** tab.
2. Choose **+ Add** account
3. Fill out the required information including account nickname, account number, confirm your account number, and account type.
4. Click the **Next** button.
5. Click the **Submit** button once you have reviewed the account information.



## Bill Pay - Editing an Account

Within the My Account tab, you can edit an account nickname at any time.

1. Click on the **My account** tab.
2. Click on the **View** accounts button in the **Pay from accounts** section.
3. Click the > icon next to the account you would like to edit.
4. Click the **Edit** button.
5. Make the necessary changes.
6. Click the **Submit** button.

## Bill Pay - Deleting an Account

Within the My Account tab, you can edit an account nickname at any time.

1. Click on the **My account** tab.
2. Click on the **View** accounts button in the **Pay from accounts** section.
3. Click the > icon next to the account you would like to edit.
4. Click the **Edit** button.
5. Click the toggle **Delete pay from account** to delete the account.
6. Click the **Submit** button.

## Bill Pay Alerts

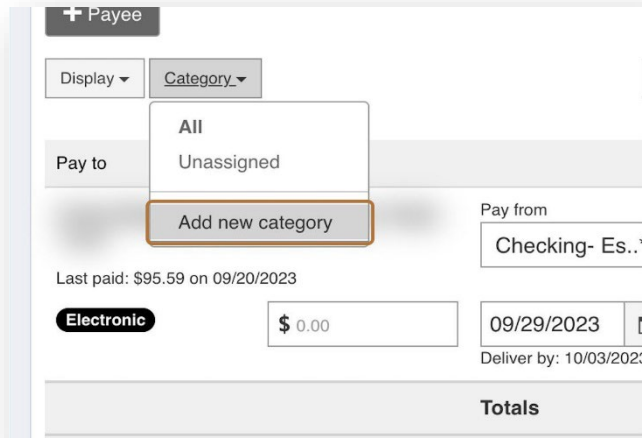
Setting up alerts within Bill Pay can assist you with making sure all of your bills get paid on time. You can set up alerts to let you know when an eBill is available, a recurring payment processes, or when a transaction is scheduled. You can also choose if you want to receive your alerts via email or mobile.

1. Click on the **My account** tab.
2. Click on the **View Alerts**.
  - a. Click the **View Alerts** option under the Notifications section.
3. Check the box to indicate whether you would like to be notified via email or mobile when an alert is activated.
4. Click the **Update** button when you are finished making changes.

## Bill Pay Categories

You can divide your payees into categories to better organize your transactions.

1. From the **Category** drop-down, select **Add new category**.
2. Select **New category** from the drop-down.

A screenshot of a web application interface for bill pay. At the top left, there is a tab labeled '+ Payee'. Below it, there are two dropdown menus: 'Display' and 'Category'. The 'Category' dropdown is open, showing a list of options: 'All', 'Unassigned', and 'Add new category'. The 'Add new category' option is highlighted with a red rectangular border. To the right of the 'Category' dropdown, there is a 'Pay to' field. Below the 'Pay to' field, there is a 'Pay from' field with the text 'Checking- Es..\*'. Below the 'Pay from' field, there is a 'Pay amount' field with the text '\$ 0.00'. Below the 'Pay amount' field, there is a 'Pay date' field with the text '09/29/2023'. Below the 'Pay date' field, there is a 'Deliver by' field with the text '10/03/2023'. At the bottom right, there is a 'Totals' button. The background of the interface is light gray.

3. Enter your category name.
4. Click on **Submit** when you are finished.

## Edit Bill Pay Categories

You can edit a category at anytime. This is helpful if you need more ways to organize specific payees.

1. Click on **Payees** tab.
2. Click the tab for the category to be edited.
3. Click on the **Edit category** button to edit the category.
4. Edit the category name and click the **Submit** button.

## Delete Bill Pay Categories

You can delete a category at anytime. This is helpful if you need more ways to organize specific payees.

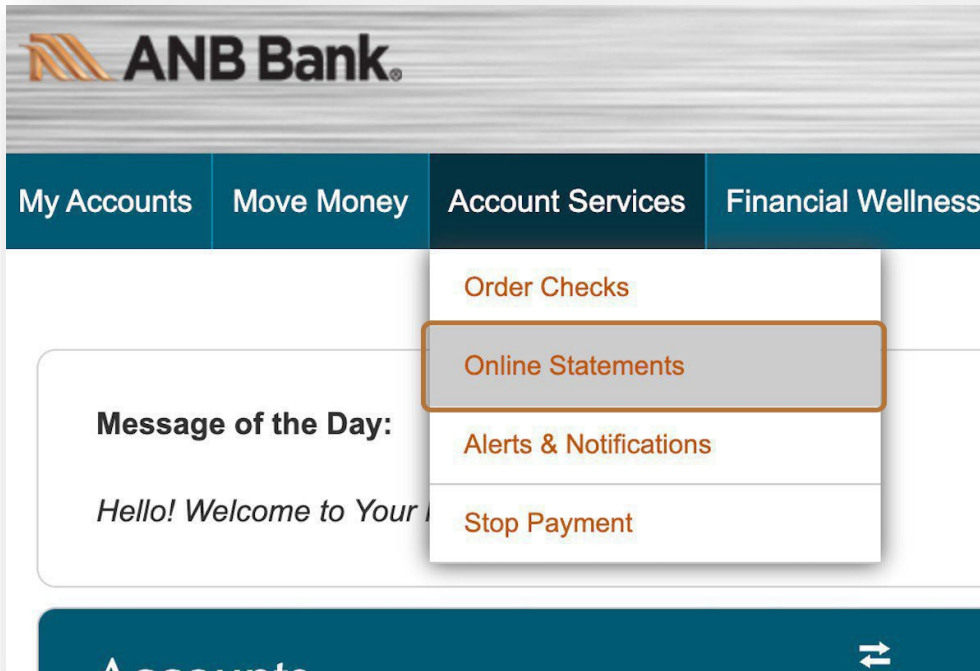
1. Click on **Payees** tab.
2. Click the tab for the category to be edited.
3. Click on the **Delete category** button to delete.
4. Click the **OK** button.

# Account Services

## Online Statements

### Viewing eStatements

The most recent statement for your first listed account will automatically show.

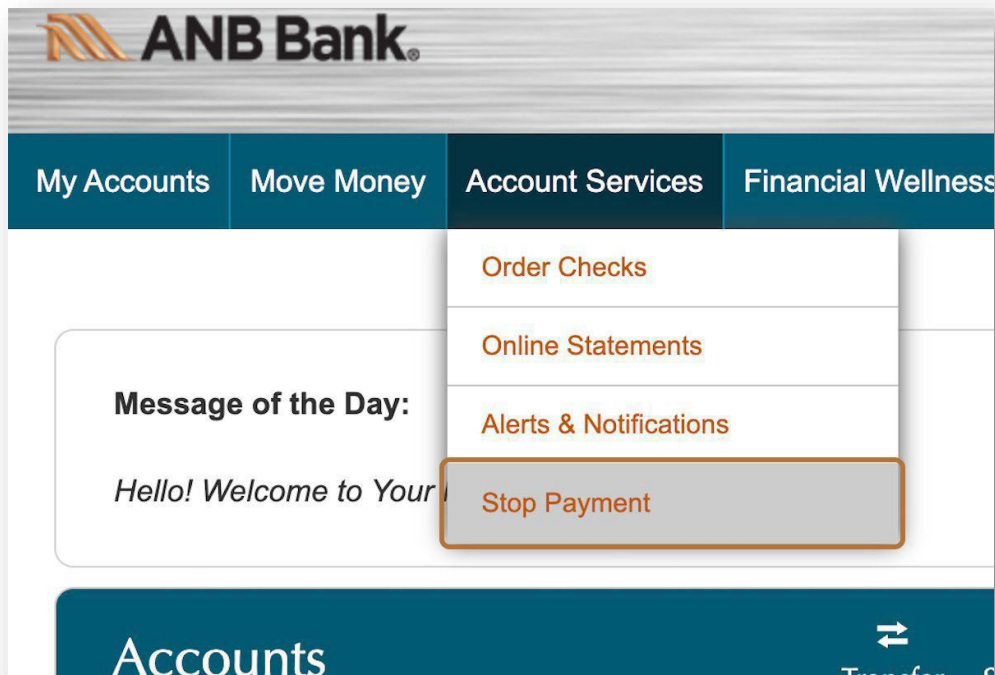


1. In the **Account Services** menu, click **Online Statements** menu.
1. Select the business from the drop down and the account from the drop down.
2. Select the timeframe.
3. The statement(s) will be listed on the page.



## Stop a Check Payment

If you're ever worried about a pending written check, you can initiate a stop payment request to prevent that check from being cashed. Once submitted, the stop payment remains in effect for 6 months. If you need the current fee information, please call us during our business hours at 1-866-433-0282. You are able to place a stop payment on a check. *Note: A Stop Payment fee of \$30 per item will be charged. The Stop Payment will be in effect for six (6) months.*



1. Go to **Account Services** menu, and select the **Stop Payment** option.
2. Enter the Check Number.
3. Select the Paid from Account.
4. Select the Issued on date.
5. Enter the Check amount.
6. Enter the reason.
7. Click Submit.

## Alerts & Notifications

1. You are able to access your **Alerts & Notifications** from two areas.
  - a. Go to **My Settings** on the top right of the screen. Scroll down to the **Other Settings** section. Click on the **Alerts & Notifications** link.  
Or -
  - b. Go to **Account Services** menu, and select the **Alerts & Notifications** menu.
2. To add an alert, click the **Add an Alert** button.
  - a. A drop down box will appear with a selection of alert types. This includes Balance update, low balance, high balance, large withdrawal, large deposit, check cleared, and personal message.
3. Depending on the alert chosen, you'll need to update the timing and account for the alert. If you select more options, it will bring up a window to make these updates.
4. If you need to remove an alert, you'll come to the Alerts & Notifications page and select Remove Alert on the alert you wish to stop.

**Alerts and Notifications** [View all alerts](#) ?

You can stop receiving these alerts by deselecting your email/text preferences below, or following the in-message opt-out instructions

Email alerts are sent to  [Update](#)

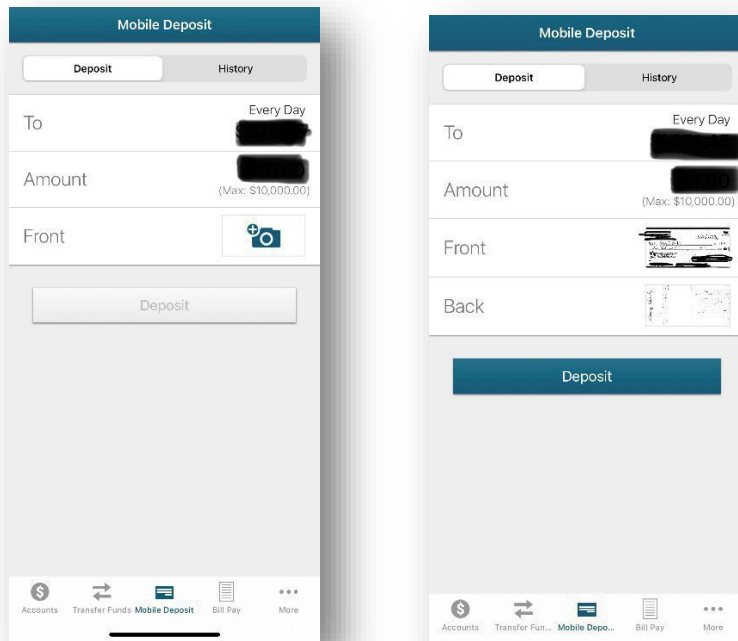
Text message alerts are sent to  [Activate](#)

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Alert Type	<a href="#">Add an alert +</a>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Check cleared</b> If this check clears in <a href="#">Test Account- Engage - *3639</a> ▼ <i>This alert will be removed from this list after it is sent.</i>	Check # <input type="text" value="2"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<b>Check cleared</b> If this check clears in <a href="#">Test Account- Engage - *3639</a> ▼ <i>This alert will be removed from this list after it is sent.</i>	Check # <input type="text" value="1"/>

# Mobile App

## Mobile Deposit

With a simple picture, you can deposit checks into your Digital Banking account.



1. Log in to our ANB Bank Mobile Banking app.
2. Select **Mobile Deposit** quick link at the bottom of your screen.
3. Choose the account you would like the check deposited to.
4. Input the dollar amount of the check.
5. Sign the back of the check and write “For Mobile Deposit Only”, then tap the “Front of check” option to begin taking images of the front and back of the check. Verify that all four corners of the check are visible and all elements are legible, then tap the **Submit Deposit** button when finished.

## Enabling & Disabling Push Notifications on the Mobile App

Have alerts sent to your mobile device as push notifications. Push notifications will show up as a banner at the top of your lock screen or in your “notification tray”.

1. Log in to the ANB Bank Mobile App.
2. Go to the **More** menu button.
3. Go to the **Settings** button on the top.
4. Go to the **Push Notifications** menu.
  - a. A pop up will prompt you to **Allow** push notifications. Select **Allow**.
5. You will be able to toggle on any alerts you want to receive via Push Notification. You can also select a specific alert and update the dollar amount or timing.
  - a. The alert options includes Balance update, low balance, high balance, large withdrawal, large deposit, check cleared, and personal message.
6. If you need to remove an alert, you’ll back to this page and toggle off the alert on the alert you wish to stop.

# Locations

## ANB Branches, ATMs and MoneyPass ATMs

If you need to locate an ANB Bank branch or ATM, the interactive map can help you find locations nearest you. If your device's location services feature is turned off or your location is unavailable, a general list of branches appears.

Click on the **Locations** menu.

- The search bar allows you to find specific ANB Bank branches, ATMs or MoneyPass ATMs. Each location is represented on the map with a different icon.
- Details about ANB Bank branches, ATMs and MoneyPass ATMs are displayed on the left side of the page.
- You can pull up specific ANB Bank branch, ATM or MoneyPass ATM information by clicking on the icon for that location. It will give you additional details such as phone numbers, directions, lobby hours and drive-thru hours.

