A new mobile app and online banking experience

In early 2024, you'll have access to a new mobile app and online banking experience with new features, more convenience, and enhanced security. In addition, you'll have expanded tools to optimize cash management efficiencies and the same capabilities in both your mobile app and online banking. Watch your email for more information and timelines.

Action Needed

1. Make sure your phone number and email address are up to date. It's important for you to receive instructions to prepare and continue to have access to your accounts.

2. Delete inactive users (click to learn how) and inactive ACH and wire templates.

It is easy to update or verify your contact information.

For Administrators to update user email and phone details:

Admin Step 1: Make edits and Save. From the navigation, click **Administration > Company Administration**

Admin Step 2: Under **Manage Existing Users,** select the user ID for the user that needs updated.

Admin Step 3: Click **Edit**. Click the **edit icon** next to **User Information**

Admin Step 4: Add or edit an email address

Under **User Email Address**, you can **add** or **edit** the primary and secondary email address by clicking into the input field.

Add a phone number

Under **User Telephone Number**, click the blue text to add an additional telephone number.

Click **Save** when edits are completed.

Remove a phone number

Under **User Telephone Number**, click the **X icon** next to the extension input field.

Click **Save** when edits are completed.

Need help or prefer to speak with someone? You can call our Treasury Solutions Center directly at 1.866.833.0050. The Treasury Solutions Center team is available: Monday thru Friday 8:00 AM - 6:00 PM EST.