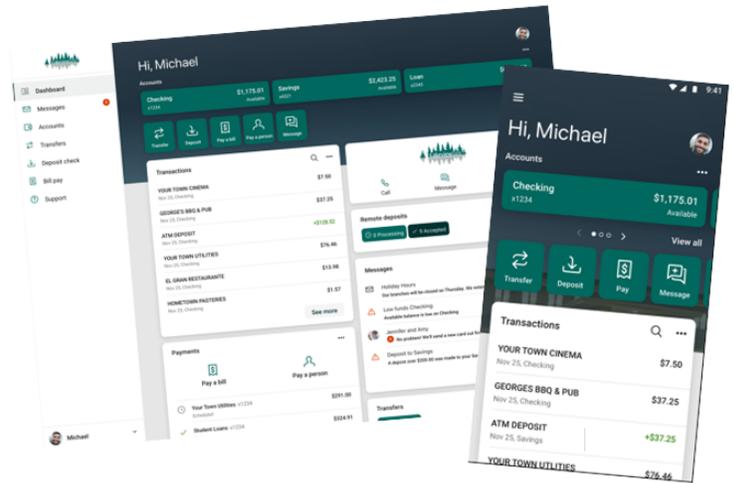




**Enjoy a New Online Experience  
Starting November 15<sup>th</sup>!**



Instructions for Website:

## **Getting Started**

### ➤ **First time login**

- Use your current username and password. Don't know it? Contact us at 952-892-9700 for further assistance.
- Mobile banking users need to download a new app. Please log into the current app and follow the prompts to get access. Our new app can also be found in the store starting November 15<sup>th</sup>. Search for Lakeview Bank in the app store.

### ➤ **Two-Factor Authentication**

- When first logging into the new system, you will be prompted to setup a 2-step verification. This adds an extra layer of security by sending you a unique code upon logging in. You can get your code by text (most common), phone call, or authentication app.
- A code will be asked every time unless you select, "Don't ask for codes again while using browser." The device becomes trusted and will be remembered for future logins.

### ➤ **Setting Up Alerts**

- All account information, transactions, scheduled bill payments and transfers carry over to the new system. However, account alerts and some account history will not. Please make sure to access the old system and note any you would like prior to your move.
- Alerts – to setup your alerts, click into each account individually and select "Alert preferences."

**Please contact us at 952.892.9700 if you have any questions.**



## Common FAQs

➤ **Do I need to re-enroll in internet banking?**

No, if you are an existing user you do not need to re-enroll.

➤ **Will my existing username and password work?**

Yes, upon your first login you will use your existing username and password.

➤ **What happened to my security image and questions/answers?**

The security image and questions/answers have been replaced by Two Factor Authentication (2FA). You will complete 2FA setup upon your first login. This will call or text you a security code that needs to be entered into the website.

If you are a cash management users with auxiliary products (ACH origination, Wire Transfer origination, etc.) you will continue to use your security questions/answers.

➤ **I just got logged in and it says I don't have any accounts.**

When you first login, the system may take a few minutes to pull all of your accounts in. Don't worry, all accounts you had access to in the old website are transferred over.

➤ **Does my existing Lakeview Bank app work?**

Your existing Lakeview Bank app will work for 2 weeks post launch. After 2 weeks, you will need to go to the Google Play Store or Apple App Store to download the new Lakeview Bank app.

➤ **I had scheduled internal transfers in the old website, did those get deleted?**

No, previously scheduled transfers will be converted to the new website. You will be able to modify/delete them through the new website, as well as create new ones.

➤ **I had external bank accounts setup to transfer to/from, do I need to re-verify?**

No, existing external transfer accounts, transfers, and limits will be converted to the new website.

➤ **How much transaction history is available?**

At launch, you will have 120 days worth of transaction history available. History will continue to build on as the new website ages. **Be sure to export your transactions prior to launch to ensure you don't miss any.**

➤ **Do I need to reregister for mobile deposit?**

No, your mobile deposit access will continue to be available at launch. Endorsement requirements are still in effect.

If you are a cash management user, you will need to re-enroll. The bank will approve your enrollment and you will be notified via the app once you've been approved.



➤ **Do my alerts convert over?**

Old alerts will be removed at launch for retail users. You will need to setup your alerts in the new website. Alerts for cash management users will remain in place.

➤ **I have eStatements enrolled on my accounts, do I need to enroll again?**

No, eStatement enrollments will be converted to the new website. You will continue to have 18 months of eStatements available to you.

➤ **I had bill payments scheduled in the old website, did those get deleted?**

No, previously scheduled bill payments and payees will be converted to the new website. You will be able to modify/delete them through the new website, as well as create new ones.

➤ **I am a Cash Management user, how do I get to positive pay, ACH origination, etc.?**

On the left-hand menu bar, select “Cash Management”. This will launch you back to the old website to complete any Cash Management tasks.

➤ **How do I add another phone number to 2FA to receive codes?**

Once you are logged in, click on “My Profile” in the lower left-hand corner. From there, click on Security > Edit Settings under Two-factor authentication. You can then setup additional phone numbers.

➤ **I’m looking at a transaction and it shows I can add a Tag and Note. What are those for?**

Tags and Notes allow you to add additional information to a transaction for your reference. You can then search for those words when looking through transactions. Note: Tags and Notes do not show on your statement.