



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The security image and questions/answers have been replaced by Two Factor Authentication (2FA).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.