

New Banner Online Banking

In 2016, we will be upgrading Banner Online Banking to ensure clients have the most up-to-date and secure online banking system available.

Focused on enhanced functionality, the new system allows person-to-person payments, payments to charities, gift payments and a new mobile banking platform. Now you can initiate rush payments, and more easily see when funds will be withdrawn from your account.

As we prepare to transition you to this new online banking system, we will communicate with you to make sure you are ready. In the meantime, we invite you to learn more at bannerbank.com/online-banking-upgrade, which contains user guides, how-to videos and other useful information.



Frequently Asked Questions

1. Will my login credentials change?

Former AmericanWest clients: No, you will continue to login with the same login credentials as your existing Online Banking/Mobile Banking.

Banner Bank clients: Your Login ID will remain the same. During the first time login process you will be prompted to create a new Password.

2. How do I know if my browser is compatible?

The only browser requirement is that your browser must be HTML5 compatible. We recommend updating your browser to the latest version available—not just to ensure compatibility with the new online banking experience, but also to ensure that your online banking is as secure as possible. Compatible browsers include Microsoft Internet Explorer 10 or higher, Mozilla Firefox 24 or higher, Google Chrome 27 or higher, and Safari 6 or higher.

3. What is a secure access code?

A Secure Access Code is a security feature that allows you to register the computer you are using for “one-time” or “future” use. Registering your computer is another layer of security to ensure your online banking account cannot be accessed by an unregistered computer — even if your Login ID and Password are accidentally or unintentionally compromised.

4. How do I get a secure access code?

Secure Access Codes are delivered to you using secure contact information that we have on file for your accounts. When you register your computer, you can choose to have your Secure Access Code delivered via e-mail, text or by phone depending on what contact information we have on file for you.

5. I didn't receive my secure access code. My email address, telephone or mobile number to receive the code is outdated.

Please call us at 800-272-9933 during business hours so we may assist you.

6. Will I need to re-establish recurring transfers I have set up in Bill Pay?

No, all of your existing payees and recurring payments will still be available in Bill Pay. However, it is best to double check your payees and payments to ensure they are accurate.

New Banner Online Banking: Frequently Asked Questions

7. What happened to my alerts/reminders?

With this new version of online banking, alert capabilities are different. If you would like to further personalize your online experience by establishing alerts, select 'Settings' after you login and follow the prompts.

8. Will I need to re-establish P2P and A2A?

Yes, you will need to establish the Person to Person Payments (previously Popmoney) in the new Bill Pay. Account to Account Transfers can now be established within Online Banking.

9. Will I need to re-enroll for eStatements?

No. If you are currently enrolled for eStatements, nothing has changed. Up to 18 months of statements are transferred to the new online banking platform.

10. Do my Bill Payment payees and scheduled payments need to be re-entered?

No. Existing payee information automatically converts to the updated Bill Payment environment, including any existing recurring and future-dated payments.

11. Will Bill Payment change?

The way you schedule payments will change. When you schedule a payment, you choose the payment date you want the payee to receive the payment.

- Funds for payments sent electronically will be withdrawn from your account at 12:00 p.m. (PT), one (1) business day prior to the scheduled payment
- Funds for payments sent by check will be withdrawn from your account when the check is cashed by the payee.
- Bill payments submitted by 12:00pm (PT) are included in current business day processing. Bill payments submitted after 12:00pm (PT) are processed on the following business day.

12. What can I do from the new Banner Mobile Banking app?

Download the Banner Bank Mobile app on any Android™ or Apple device and it will provide a consistent experience with banking from your desktop. If your device isn't an Android or Apple, you can always access online banking via your HTML5-compatible mobile browser.

13. Will my mobile app automatically update?

No. Once your accounts are converted to the new Banner Online Banking, you will need to download our new Banner Mobile Banking app for iPhone® or Android. Please download the Banner Bank app with the **BLUE** background. Delete any old Banner or AmericanWest mobile banking apps. The new app icon looks like this:



14. Will my financial software work with the new Banner Online Banking?

If you utilize financial software such as Quicken® or QuickBooks™, there are some additional steps needed to ensure you are able to continue downloading transactions from the new Online Banking system. Initially, please be sure to download transactions no later than the Friday prior to your scheduled online banking conversion date. For common financial software guides, visit bannerbank.com/online-banking-upgrade.

