

Online Banking Enrollment

- Go to www.ebankstar.bank
- Click - Sign up for Online Banking
- Select account type in drop-down
- Enter account number (*no dashes*)
- Enter social security number (*no dashes*)
- Enter email address
- Confirm email address
- Click Enroll
- Terms and Conditions – review Online Banking Agreement and if you agree
- Click I Agree
- Enter a new Username (case sensitive)
- Enter a new Password
- Confirm Password
 - All passwords must contain at least one number, one special character, and at least 8 letters.
- Click Establish Profile
- Set up Challenge Questions
- Click Continue
- Accounts will be displayed

eStatement Enrollment

Enrollment process

- Select eStatement delivery method for each account
- Terms and Conditions paragraph- click the electronic statements terms and conditions link
- Review terms and conditions and retrieve confirmation code on final page
- Click - I have read and accept the terms and conditions box if you approve
- Enter confirmation code found under electronic statements terms and conditions link
- Click Save

After enrolled

- Log into Online Banking
- Click Profile
- Electronic Statements section- click edit

- Follow the same step as listed above during enrollment process

Retrieving eStatements

- Click Home
- Select Account
- Click Documents
- Select the date range
- Click Submit
- Available Documents section-click DDA Rendered Statement
- You may change accounts in the drop down box under Account

Bill Pay Enrollment

- Log into Online Banking
- Select Bill Payment

New Enrollment

- Sign in – Read and accept the Terms of Service Agreement and the Privacy Policy and if you agree, click I Accept

Add Billing Information

- Click Add a Company or Person
- Company Tab:
 - Search for a company OR choose a category and search for company
 - If your company is listed enter billing account number, invoice number, etc
 - If your company is not listed, enter name, address, and phone number
- Person Tab:
 - In the boxes enter the payee information
 - Click Add
 - Click Finish or Add Another Bill

Send Money Section

- Verify your account number
- Enter Payment Amount

- Click the calendar and choose “deliver by” date
 - Yellow dates are rush items and a fee will be assessed
- Verify information is correct, and click Send Money
- Type in a memo
- Verify information
- Click Submit Payments
- Payment Confirmation screen including a confirmation number will display
- To pay another, Return to Payment Center or Sign Out
- *Payments will first appear in the Pending Payments section. When the payment has finished processing, it will move to the Recent Payments section*
- *Electronic payment: Deducted from your account on the date requested*
- *Check: Deducted from your account when the check is processed by the payee*

Mobile Banking

- Download the BankStar Financial App from your smart phone's App Store
 - Google Play Store (Android)
 - App Store (iPhone)
 - AppWorld (Blackberry)
- Click Install, then Open

New User

- Click Enroll Now
- Complete required information
- Click Next
- Complete required information
- Click Enroll
- Terms and Conditions – review Online Banking Agreement and if you agree
- Click I Agree
- Enter a new Username
- Enter a new Password

- Confirm Password & Continue
 - All passwords must contain at least one number, one special character, and at least 8 letters.
- Set up Challenge Questions
- Click Continue
- Congratulations screen will appear
- Click Log in Now
- Proceed to log in with your username and password

Existing Online Banking User

- Enter Username (Online Banking user ID)
- Click Continue
- Enter your password (same as Online Banking password)
- Click Continue
- Answer security question (same as Online Banking security questions)
- Click Continue

Changing Password

- Once you are logged into Mobile Banking, click More
- Click Change Password
- After you receive an Attention message, click OK
- Enter current password
- Click Continue
- Enter a new password
- Click Save
- Password Changed message will appear if successful
- Click Continue and Log in with new password

Forgot Password

- Click Forgotten Password
- Enter information and click Reset Password
- Password Reset sent message will appear if successful
- Temporary password will be sent to your email
- Log in with temporary password

- Enter new password
- Click Continue
- A Congratulations screen will appear
- Click Log in now
- Proceed to log in with your username and password

Version Number of App

- Login & click More
- Click on Version number
- Version number will appear on following screen

Mobile Deposit

- Endorse check
 - Signature (your signature)
 - For Mobile Deposit Only
 - Date
- Select Deposit
- Select New Mobile Deposit
 - Select account
 - Enter amount
- Photo
 - Front Image - take picture of the front of your check
 - If the image is clear and contains all four corners - click Use
 - Back Image - repeat process and click Use
- Click Next
- Review & Confirm Deposit
- Deposit Pending confirmation check mark will display
- *Store Deposited Check minimum 30 days before shredding.*
- *Checks deposited after 2:30pm on a business day will post the following business day.*
- *Checks deposited before 2:30pm on a business day will appear at the close of the business day.*



BANK ON THE BRIGHT SIDE.

Online Banking
eStatements
Online Bill Pay
Mobile Banking
Mobile Deposit