

ONLINE & MOBILE BANKING

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
 - 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

MOBILE BANKING ENROLLMENT

- Download the BankStar Financial App from your 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
 - 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 (same as Online Banking User ID)
- Click Continue
- Enter your password (same as Online Banking Password)
- Click Continue
- Answer security questions (same as Online Banking questions)
- Click Continue

ENROLL IN eSTATEMENTS

DURING ONLINE BANKING ENROLLMENT

- Select eStatment 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 located on the final page
- Click - I have read and accept the terms and conditions box if you approve
- Enter confirmation code from terms and conditions
- Click Save

AFTER ONLINE BANKING ENROLLMENT

- Log into Online Banking
- Click Profile
- Electronic Statements section - click edit
- Follow the same steps 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
- Change accounts in the drop down box under Account

MOBILE DEPOSIT

- Endorse check
 - Signature(your signature), "For Mobile Deposit Only", Date
- Select Deposit
- Select New Mobile Deposit
 - Select Account
 - Enter Amount
- Photo
 - Take picture of the front of your check
 - Make sure image is clear and contains all four corners
 - Click Use
 - Take Picture of the back of your check - click Use
- Click Next
- Review and Confirm Deposit
- Deposit Pending confirmation check mark will display
- Store Deposited Check minimum 30 days before shredding

CHECKING VERSION NUMBER OF APP

- Login to Mobile App & click More
- Click on Version Number
- Version number will appear on the following screen

ONLINE & MOBILE BANKING

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
- 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 be displayed
- 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

CHANGE PASSWORD (MOBILE BANKING)

- Once 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 and confirm new password
- Click Save
- Password Changed message will appear if successful
- Click Continue and Log in with new password

CHANGE PASSWORD (ONLINE BANKING)

- Log into Online Banking
- Click Profile
- Password section - click edit
- Enter current password
- Enter new password and confirm new password
- Click Save

FORGOT PASSWORD

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

SET UP MOBILE ALERTS

- Log into the Mobile App
- Select Manage Alerts
- Enable Push Notifications
- Enable Live Updates

ACCOUNT ALERTS

- Select your account
- Click add new alert
- Select the alert you would like to enable from the list of available alerts

SECURITY ALERTS

- Toggle on the security alerts you would like to receive
 - The green toggle indicates the enabled alerts