

Customer FAQ

Q: Can I choose the same password I had on the previous system?

A: If your previous password meets the following criteria, you can choose it again for the new Online Banking

Password Criteria

Must contain 3 of the 4 criteria below and must be between 8-15 characters.

1. Capital Letter
2. Lower Case Letter
3. Number
4. Special Character

Q: I am being asked to enter contact methods. What are they used for?

A: These contact methods will be used when the system needs to authenticate you as a user. A code will be sent via SMS/Text or email to the contact method you select. The code must be entered prior to accessing your Online Banking accounts.

Q: Will I be able to view my statements online?

A: Yes. Simply click the "View Statements" link from the right side of your Account Summary or Account Detail pages.

Q: Will previous check images be available?

A: Yes!

Q: Will I be able to set up automatic transfers between my accounts and make loan payments?

A: Yes. You may access this feature by clicking Transfers→Create New Transfer/Loan Payment. If you currently have automatic transfers set up between your Valley State Bank deposit or loan accounts, you will want to print them out or write them down.

Q: When viewing my account history, it only pulls in the last 30 days transactions as a default. Can I change that?

A: The initial default cannot be changed, as pulling in larger amounts of history for the initial view can cause the pages to load slowly or time out. Use the filter to adjust the amount of history you wish to view once the page has loaded.

Q: Will you still offer Mobile Apps?

A: Yes! The new app will be available for download in the App Store (iPhone/iPad) and Google Play (Android). Please delete the old Valley State Bank App after October 19th. You will have access to the new Mobile Banking app on Monday, October 23rd. **You will need to be registered for Online Banking prior to being able to use your app. The old app must be deleted and the new app uploaded before you will have access to your accounts.** You can use the same User ID you use for Online Banking.

Q: Will my Billpay accounts and payee information convert to the new system?

A: Unfortunately this information was not provided to us and will need to be manually re-entered. Please follow instructions detailed in our letter to have a successful transition to our new product. Our new Bill Pay product will have your Online Banking checking accounts already listed. Simply register your email address, add your payees and you may begin paying bills immediately!

Q: Can I use the Forgot Password/Reset Password links to reset my own password?

A: Yes, however, you must first register an email address in Online Banking. Once you are logged into your new Online Banking simply go to Preferences→Update Email Address and follow the steps to register your account. This email address can also be used to set up to receive notifications for balance alerts and pending transactions.

Please note that when using the 'Forgot Password/Reset Password' links, the temporary password is valid for 30 minutes

Q: What if I am trying to log in with my current user name and cannot access the new system?

A: Simply contact us at Valley State Bank and we can assign you a temporary access ID/Password if necessary.