



Upgraded Online Banking

Effective April 17th, 2018

When will I see the changes?

The changes will happen automatically for you on April 17th, 2018 after a short window of downtime from (5am-9am PST).

Is there any action required to start using the new experience?

No action will be required on your part to begin enjoying the new experience. Beginning, April 17th, 2018 login using your existing credentials and begin using the upgraded version.

Is my account history still available?

Yes, all your account history is carried over to the new experience. The overall look and feel of your account history will be enhanced, as well as searching/filtering functionality.

What happened to the Help button?

There is a Help button available in the left side Menu.

Why do I see a Current Balance and an Available balance?

Current Balance is the amount of money in your account at the beginning of the business day. This amount does not include any pending deposits or withdrawals. Available balance is your current balance minus pending debit card purchases, checks or other withdrawals from your account.

What are the three dots next to my account name?

This is a quick action menu and will take you to directly to transfer funds or to your account activity.

Will my login change?

No, you will be able to access your online banking via browser OR mobile app using your existing credentials.

Will I still be able to access my Bill Payment history?

Yes, you will still be able to access of all your bill payment history and the 'Advanced' site for bill pay is not changing.

What happened to the bill payment area?

The upgrade increases the bill pay functionality and provides you with more detailed information relating to your pending and processed bills. Enhanced bill pay now allows for quicker payments and a more streamlined look.

Will I be able to use FaceID or Fingerprint recognition with the new app?

Yes, you will be able to use either option to unlock your mobile app.

Will I need to re-download the mobile app?

No, the app will update on its own so long as your device is set up to run automatically updates. If your device is set up so that it blocks updates, then you will need to re-download it.

Can I use this on my phone/tablet?

You can download the app on any Android or Apple device, and it will provide a more responsive design provide optimized viewing on any device. If you are on a platform that is not Android or Apple, you can always access online banking via your HTML5-compatible mobile browser.

Will I be able to deposit checks using my phone now?

This feature is currently not available. We are actively working to add this function to the online banking platform and will communicate to our customers when available.

What is a unified/optimized experience?

A unified/optimized experience simply means that the look and feel of your online banking is consistent on all your devices. It is intended to improve your experience by making navigation similar and more responsive regardless of device.

What browsers is this compatible with?

The only browser requirement is that it must be HTML5 compatible. We recommend updating your browser to the latest version available—this ensures compatibility and provides the highest available security. If you attempt to log in without an incompatible browser, you will be redirected to a website to download a latest version of the browser.

Some minimally supported browsers, as listed below, may show minor behavioral or cosmetic differences, but will support online banking. Minimally supported browsers include: Internet Explorer – Version 11 and below, Firefox – Version 24 and below, Chrome – Version 30 and below, Safari – Version 6 and below.

I still have questions, who do I reach out to?

We would be happy to answer your questions, just give us a call at 425-263-3500 or via email at Opssup@mountainpacificbank.com