Here. For You. Always.

Online and Mobile Banking How-To's

PremierBank offers Online Educational videos for Online Banking, Mobile Banking, and our Bill Pay service. This can be found by going to our home page, then scrolling down to Quick Access, then click on Online Banking. There are also some FAQ's, a list of features and additional information.

If you want the "Get Started Quick" addition – here are some screen shots and instructions to get you going.

Personal Online Banking

If you are a first time user OR it has been longer than 120 days since you have logged in, click on New User.

Our Online Banking Disclosure and Agreement is displayed. We suggest you print or save a copy for your records, but please read it and then click on I Agree at the bottom.

The next screen is the Enrollment section. Choose one of the types of accounts you have from the drop down, enter the account number (no dashes), and then your Social Security number (again – no dashes).

Please call us at 920-563-6616 for your PIN number. We are available Monday – Friday 8 am to 5 pm and Saturday from 8:30 am – 11:30 am.

Enroll

Type of account *	Checking ⌄
Account number *	HIDE
Social Security number *	HIDE
PIN *	HIDE
	Please call us at 920-563-6616 for access number
Security question *	
Security answer *	HIDE
Email address *	
Confirm email address *	

* Indicates required field

Enroll

Already enrolled? Login now.

Enter a Security Question and the Answer. This question is something we may ask you if you would call the bank for assistance with your online access.

The next screen will be the disclosure again. (This is currently there twice due to the addition of PremierBank alerts). Please click on I agree.

On this screen, you will establish your username and your password. It is recommended that you do NOT use your social security number or account number as your username or password. Try to make each as unique as possible, while something only you know and can remember. Please note the requirements for your password.

Establish credentials

Choose a username *		HIDE

Your new password must include:
- Between 8 and 16 characters
- At least 1 number
- At least 1 letter

New password *

Confirm password *

* Indicates required field

Continue

The next screen is for Multi-Factor Authentication. This provides additional security for online banking. If you log into another computer, it will ask you one of these challenge questions to verify your identity. There are drop downs so you can choose from a selection of questions. If you are working on your own computer, you can check the box "Don't challenge me again on this device." so you do not have to answer the question each time you log in unless you want that extra security feature.

Set up challenge questions

First challenge question *   What is your favorite sports team?

First answer *   HIDE

Second challenge question *   What is the name of your first employer?

Second answer *   HIDE

Third challenge question *   What is your favorite hobby?

Third answer *   HIDE

☐ Don't challenge me again on this device.

* Indicates required field

Continue

After you click Continue – you will be logged in. If you ever want to change your password or change any of your challenge questions (or just check what they are), you can click on Profile along the top right. This is also where you can get started in **Mobile Banking**.

Once in Online Banking, you will see your accounts, be able to make transfers between your PremierBank accounts, make most loan payments, and sign up for Bill Payment.

One of our new features is PremierBank Alerts. This allows you to set up a wide variety of alerts, such letting you know if a check has cleared or your balance has dropped below a certain level, your online password has been changed or your debit card has been used. Alerts can be received via email or text message or both – you choose!

Mobile Banking

Once you have your username and password from Online Banking, you can download the app from either the App Store (iPhone) or Google Play (Android phones). The PremierBank Personal App has a logo like this:

You use the same username and password as Online Banking. You can enable Touch ID or FaceID if you want. If you do, you will still be required to enter your login credentials when doing a transfer or bill payment. (yes – you can do Bill Payment from your Mobile App too!) Check out the video in the Online Education area on Mobile Banking or give us a call if you have any questions.

Mobile Deposit

In order to do Mobile Deposit in Mobile Banking, you need to complete a secure form. Go to the bottom half of the Bank's home page, Applications and Forms, and the Mobile Capture Enrollment is there. Just complete the information at the bottom and submit. We'll contact you if we have any questions or to let you know you are all set to go. Just remember to endorse the back of the check "For Mobile Deposit Only".

Bill Payment

Once you are in Online Banking, you can click on Bill Payment along the top and it will take you to the Bill Payment Agreement. Accept that and then you are all ready to set up your first payee. There is a short video on Bill Payment in the Online Education area as well.

Please feel free to contact us at 920-563-6616 if you have questions.