

Online Banking Platform Update Guide

Important Dates

Friday, July 10

Beginning at 4 pm until the morning of Monday, July 13, all Online and Mobile Banking services will be in view-only mode while we update our system. You will have access to your accounts to view balances and transactions, but services such as transfers, bill pay and mobile deposit will be unavailable

Monday, July 13

The New Online and Mobile Banking platform will be live! If you use the Moody Bank App, you will be prompted to update to the newest version.

Account Access

You will still access Online Banking through the "Login" link on our website, www.moodybank.com. Please ensure you have selected the correct location upon entering our website.

*Logging In For The First Time

Please first login using the mobile app, then desktop if it's your preferred channel.

1. Enter your current Moody Bank ID as your username. Your password will be your current online banking password.
2. Complete the Identity Verification steps and enter your security code. You may select "Trust Device" to bypass this step for future logins.
3. Update your username and password, if desired.
4. Accept the updated Terms and Conditions. You **MUST** click to open the PDF before you are able to toggle your acceptance of the agreement.
5. Select the account you wish to view.

Identity Verification

We have an initial "Out of Band Authentication" security step to ensure the safety of your account(s). You will be asked to enter a 6-digit security code when logging in. Please select from the available options to receive your unique code via email, automated call or text. If you do not see your preferred method of communication, please call the bank to update your contact information. Then you will be required to register a security device (mobile highly recommended).

Login Credentials

Please refer to the listed requirements when updating your password and/or username. If your previous password and/or username meet the requirements, you may choose to establish the same credentials for the new platform.



* **Mobile Banking App**

If you currently use our Mobile Banking app for iPhone or Android, an update will be available on Monday, July 13. If you do not currently allow auto-updates on your mobile device, you will be prompted to initiate a download through the App Store or Google Play.



New Moody Bank Mobile Banking App Icon

Logging in with Biometric Authentication

If you would like to enable biometrics to login using face recognition (i.e. FaceID) or your fingerprint (i.e. TouchID), you will be prompted to "Save Login" during your first visit to Mobile Banking. If you do not wish to use this feature, you may disable the prompt within the Information Settings menu.

Mobile Deposit

If you currently use the Mobile Deposit feature in the app, your enrollment will remain active. If you would like to enroll in our secure Mobile Deposit service, please request access within the app or by contacting the bank.

Online Bill Pay

There will be no changes to our Online Bill Pay service. Your scheduled payments will be sent without interruption and all payee and payment history will be included in the transition to the new platform. However, please keep in mind Online and Mobile Banking will be in view-only mode during the weekend update, so we encourage you to complete any payment scheduling needs prior to 4 pm on Friday, July 10. You will have access to Bill Pay when Online and Mobile Banking are available again the morning of Monday, July 13.

Transfers

Any scheduled or recurring transfers will continue without interruption following the transition to the new platform. You can edit, review or confirm existing transfers within the Transfers menu.

eStatements

You may update your preferred method of statement delivery for each of your accounts at any time within the Statements menu. Use the Alerts option to enable notification through email or text message when your electronic documents are ready to review.

Account Text Alerts

Receive custom text alerts for your daily balance, monthly balance, balances above or below a set amount, and transaction types. Enroll and edit your preferences through the Alerts menu. If you had alerts previously set up, these will need to be set up again for future alerts. Any previous MyCardRules alerts will need to be set up again as well.



Additional Users

Create, manage and remove Additional Users for accounts you wish to provide read-only access (such as your accountant). Each Additional User will be provided a unique Profile ID that is created and maintained by you.

Forgot Username or Password

If you ever find yourself forgetting your login credentials, simply select the Forgot Username or Password links located on the login screen, then follow the steps to unlock and reset your credentials.

*Intuit Quickbooks

Your Quickbooks account will need to be reconnected. You can find instructions on how to reconnect your account link [here](#).

Autobooks

Autobooks will be available and include your previous settings and history.

