

Online Banking Redesign

We are pleased to announce that there are some exciting upgrades to online banking,

FAQ – Frequently Asked Questions

Q: *Will my Password change?*

A: No. Your Login name and password will remain the same!

Q: *Do I need to sign up for mobile banking again?*

A: No, the mobile app has not changed

Q: *Will previous check images be available?*

A: Yes!

Q: *Will I need to set up my Bill Pay items again?*

A: No. Your Bill Pay will remain the same.

Q: *Will I need to sign up for electronic statements again?*

A: No. If you are enrolled to receive eStatements, you will continue to receive them electronically.

Logging In

Login and password remain the same

On **Tuesday, August 27, 2019**, you will still access your Online Banking from Valley Premier Bank's home page: <https://www.valleypremierbank.com>.

The password entry text box will remain on the second page. The security image and phrase have been removed.

Multi-factor changes will require you to be challenged for a short period of time until a pattern of your login behavior is built.

Preferred Web Browsers: Chrome and Firefox are the preferred web browsers for online banking, but you may utilize any web browser.

Once Logged In

The layout of the site has been rearranged. Although you will notice visual changes, the main functionality of the site remains the same along with some enhancements. Some of those enhancements are as follows:

- Menu option will display on the left instead of across the top
 - You will still hover over the menu heading for additional menu options which will display as they previously did
- Mobile Banking has been changed to Text Banking for clarification
- Headers with screen names have been added
- New field view options
 - Tile view
 - List view
- A search box has been added to some screens
- Loan transaction history has been split out

Mobile Banking

If you are currently a **Mobile Banking** user, **you will not need to do anything**. The App that you currently have downloaded will remain the same.

Statements

Access to Statements will remain the same

Bill Pay

Access to Bill Pay will remain the same