STAR Business Client Online Banking Checklist

On Tuesday, November 10th, STAR released a new online banking and mobile app. Thank you to those of you who have logged in and converted to the new system!

If you have not logged in to online banking since 11/10 and had any scheduled ACH or Wire transactions with an effective date later than 11/13/20, these transfers will NOT process unless they are resubmitted through the new system. Please follow the login steps below then resubmit transfers. To ensure transaction requests are not duplicated in error, please check your account history or contact a STAR representative.

Login the first time, use your existing Login ID and a temporary password consisting of the first six digits of your EIN followed by your 5-digit zip code. You'll then be prompted to create a new password.

Upon first login to online banking **on or after 11/10**, Master Users should complete the following tasks:

- ☐ Create Sub-User Roles
  - Determine account and transaction rights and authorities
- ☐ Assign Sub-Users to Roles
- ☐ Verify ACH and Wire Payees and Limits
  - Confirm Payment Method (Type)
  - Submit Scheduled ACH Templates
- ☐ Enable Online Banking Notifications
  - Notifications for ACH and Wires must be enable to be notified of rejections

User roles within desktop-only Business Bill Pay may function differently. Your banker will contact you if your processes will be affected. If you have concerns specific to Bill Pay, please contact your STAR banker.

If you have any questions, call Treasury Services at (260)479-2540

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