



## Coming Soon: New & Improved Online Banking

### Online Banking Upgrade

#### Online Banking Access

Our Online banking system will be down for upgrade on **Monday 5/15/2017 at 3pm CST**. The new upgraded system will be available to our customers on **Wednesday, 5/17/2017 at 9AM CST**. When OLB becomes available on **Wednesday, 5/17/2017 at 9AM CST**, you can access the new Online Banking system through our web site, <https://www.fsbsandiego.com/> and enter your existing credentials within the appropriate fields. You will be prompted to create a new password.

#### Online Account Transfer

Scheduled or recurring transfers created by you within Online Banking, will not convert to the new system. Please check your currently scheduled or recurring transfers to ensure they are scheduled to process prior to **Monday 5/15/2017 at 3pm CST**. Recurring transfers in OLB will need to be reestablished on or after **Wednesday, 5/17/2017 at 9AM CST** as they cannot be converted. Please document your recurring transfers to assist you in setting up transfers in the new OLB system. This does not include transfers First State Bank of San Diego created for you, such as automatic loan payments.

#### Accounts Overview

The accounts in which you have ownership will be converted. Account nicknames will also convert. Once the upgrade is complete, if you are unable to view all of your accounts in the same manner as before the conversion, please contact us at **361-279-3316**.

Things To Remember			
Recurring transfers in OLB will need to be reestablished on or after <b>Wednesday, 5/17/2017 at 9AM CST</b> as they cannot be converted.	Please do not schedule any payments for <b>Monday 5/15/2017</b> or <b>Wednesday, 5/17/2017</b> as they will not process during the conversion	Once OLB is converted you will be required to change your existing password	The upgrade will have no effect on your debit card; therefore, you may continue to use your card during the upgrade period. Access your account balance at an ATM

## **User ID & Passwords**

User ID and passwords will be converted in OLB; however, once you have logged in, you will be required to change your password. OLB allows you to change your user ID and password through the Customer Service Menu. Initially, to register a computer or device, a prompt will inform you that an extra layer of security is required. This also occurs each time another device is used to access OLB. You may choose to receive a telephone call or a text message containing a one-time security code to enter on your screen. Once the security code has been validated, the system will ask for your password. Once your password has been validated, you must change your password. **Your password must be a minimum length of eight characters and contain an uppercase character, numeric character, and a special character.**

## **Alerts**

Alerts can be set up on accounts or services. Account alerts have the ability to send an alert based on balance information or when a transfer occurs. Services alerts can also be sent when a user ID or password is changed. To set up an alert, click on the “Administration Menu” and select “Manage Alerts” in the Manage Communications Section.

## **Enrollment**

OLB Online Banking offers the ability request enrollment into Online Banking. All customers with account ownership may have access to OLB. The enrollment process allows customers to set up their own user ID and password and send a request to the bank to finalize access.

## **Bill Pay**

Only the look of the Bill Payment system will change within online banking; therefore, payees, payee information, and history can be accessed through OLB upon the completion of the upgrade on **Wednesday, 5/17/2017 at 9AM CST.**

## **How Do I?**

This feature helps you get to know the system better. To access the service, click on the “How Do I” button at the bottom of most screens within OLB.