

Internet Banking User Guide



www.jacksoncountybank.com
715-284-5341 or
866-331-3664 Toll Free

@ Account Access

Enter the 12-digit ID assigned by the bank and click **Submit**.

Verify that your personal icon is correct, enter your password* and click **Submit**.

*The first time you log in you must change your PIN/password and select a personal icon.

\$ Viewing Transactions

Select **Transactions** from the drop-down menu next to the account.

Transaction History is available for 180 days for deposit accounts.

Transaction List Options:

- ✓ Choose Number of Transactions Displayed
 - ✓ View Check Images
- ✓ Sort Columns to Customize View
- ✓ Switch Between Accounts

Transaction Search

Select **Search** from the Transaction sub-menu to search transactions by date, dollar amount, credit, debit, description or check number.

⚡ Transferring Funds

Select **Transfers** from the drop-down menu.

Select the **From** and **To** accounts. Enter the transfer amount, frequency, and date of the transfer. Click **Submit**. **Confirm** your transfer if requested.

Pending and Completed Transfers

Select **Pending** to view, edit, or delete a scheduled transfer. **History** lists completed transfers.

📄 Viewing Statements

Select **Statements** from the drop-down menu.

Statements are available in PDF, HTML, and Text formats. Statement history is available for 180 days. Please see our website at jacksoncountybank.com for information on eStatements.

Stop Payments

Select **Stop Payments** from the drop-down menu.



Fill in the required fields and click **Submit**.



You must contact the bank to edit or remove a Stop Payment. Stop Payment fees will be automatically deducted in accordance with the terms of your account.

Stop payment orders initiated using Internet Banking are considered by us to be oral stop payment requests, which shall only be effective for fourteen (14) days. The bank will send you a Stop Payment Order, which must be signed by you and returned to the bank within 14 days of your submission via Internet or your stop payment order will expire. All other stop payment rules that are described in the Deposit Account Rules shall apply.

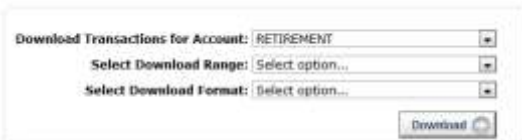
Transaction Download

Select **Download** from the drop-down menu.



Choose the **Download Range** and **Format**.

Click **Download**.



Settings

✓ Change **Personal, Account, and Display** settings

✓ Set up **Alerts**



Personal

- ✓ Update email address
- ✓ Create alias ID*
 - *instead of 12-digit bank-assigned ID
- ✓ Change PIN/password
- ✓ Set Up the Self-Reset Option
- ✓ Change Watermark Image

Account

- ✓ Change account pseudo-names (nicknames)
- ✓ Drag and drop to change account display order

Display

- ✓ Edit number of accounts displayed per page
- ✓ Edit number of transactions displayed

Alerts

Event Alerts

- ✓ Incoming direct deposits
- ✓ Funds transfer information
- ✓ Statement notifications

Balance Alerts

- ✓ Notification of account balances

Item Alerts

- ✓ Notification of cleared checks

Personal Alerts

- ✓ Triggered by calendar date

ATM/Debit Card

Use this option to report a lost or stolen ATM or Debit Card.

Security

One of the first times you access your accounts, we'll ask you to choose and answer three **Personal Verification Questions**.

During future online sessions, you may be prompted to answer some of these questions if we feel there is a possibility that someone other than you is attempting to access your information.

Please choose answers that you will remember. Incorrectly answering questions can lead to your account access being disabled.

Security Reminders

- ✓ We will NEVER email you for personal information. Any email claiming to be the bank which requests personal data such as Social Security numbers, IDs, or passwords should not be trusted or opened
- ✓ Do not write down your password
- ✓ Use a different password for online banking than ones you use for other applications
- ✓ Always log out of your online banking session before leaving your computer



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