

Bank Mutual

# Online Banking Training Manual



[bankmutual.com](http://bankmutual.com)

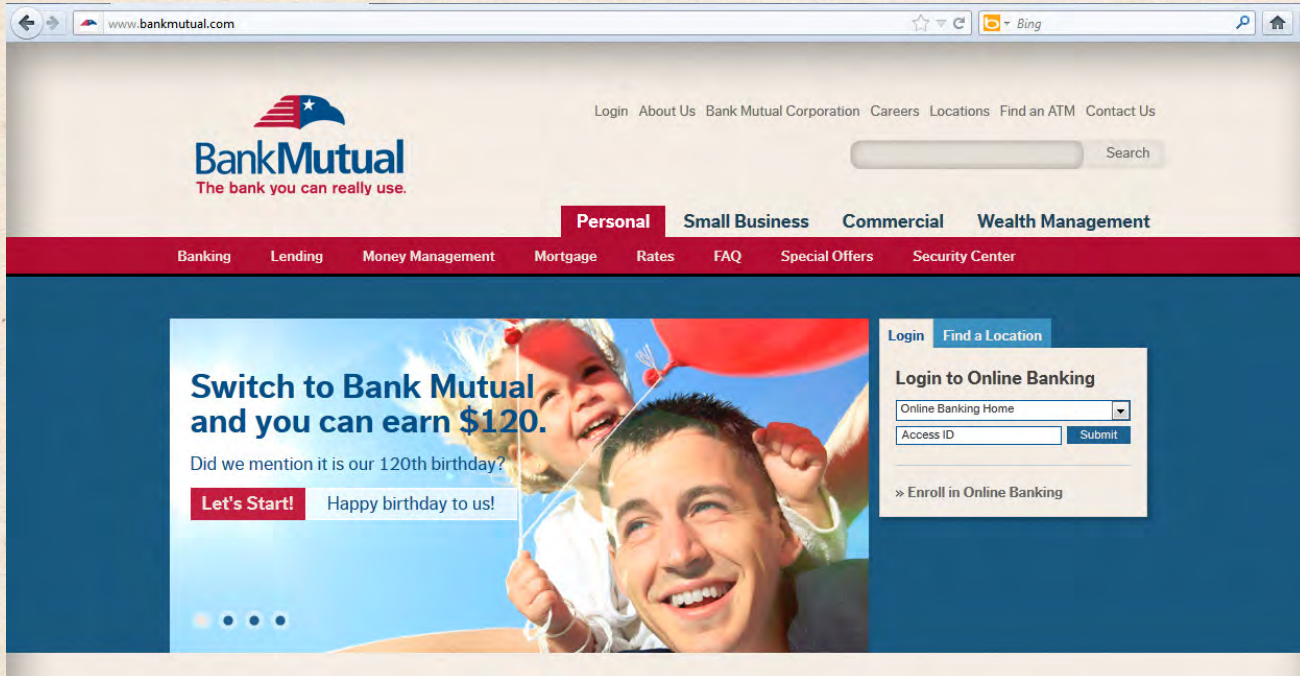


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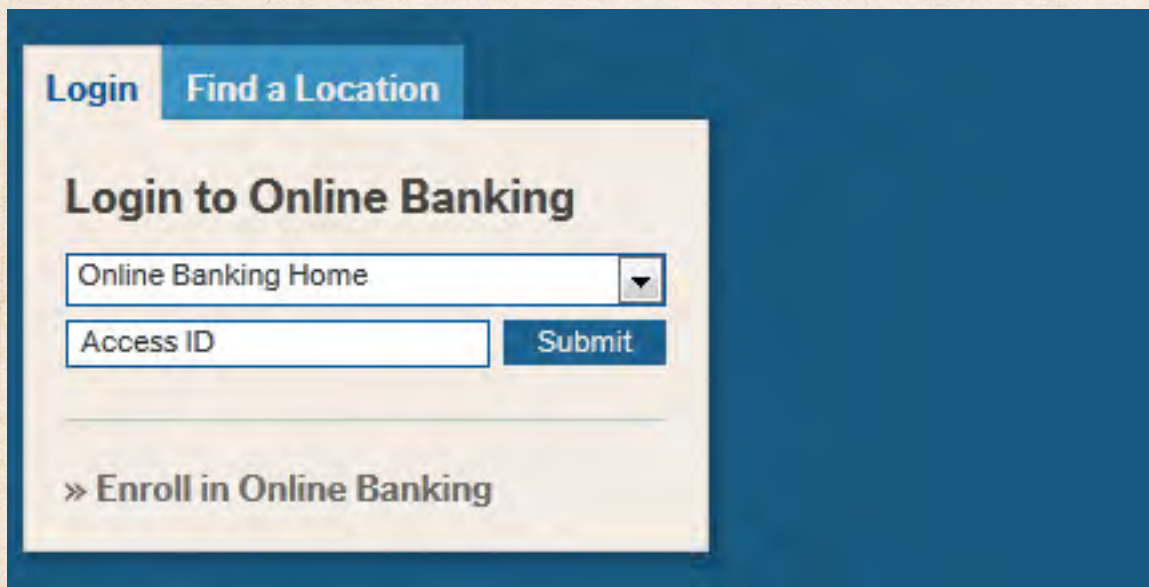
The bank you can really use.

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- 1) Go to [www.bankmutual.com](http://www.bankmutual.com)
- 2) Login to your account from any page on the Bank Mutual website. If you need to enroll in online banking, go to step 3. If you have a login, skip to #8.



- 3) Click on link to "Enroll in Online Banking" underneath the login fields. Once clicked, you will be routed to the First-Time Login screen (pictured on page 2 of this manual).



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The screenshot displays the 'First Time Login' interface. On the left is the 'First Time User Information' form, which includes fields for Social Security Number (SSN), Ten Digit Account Number, First Name, Last Name, E-mail Address, ZIP Code, Security Question, and Security Answer. A 'Submit' button is located at the bottom of the form. On the right is the 'Enrollment Instructions' window, which provides detailed steps for completing the form and handling errors. Below the form, there is a checkbox labeled 'This is a Public Computer'.

**First Time User Information**

\* SOCIAL SECURITY NUMBER (SSN):  
*Do not enter dashes*

\* PLEASE ENTER YOUR  
TEN DIGIT ACCOUNT NUMBER:  
*Enter all ten digits,  
including any leading zeros:*

\* FIRST NAME:

\* LAST NAME:

\* E-MAIL ADDRESS:

\* ZIP CODE:  
*5 digit zip code of your home*

\* SECURITY QUESTION:

\* SECURITY ANSWER:

Click Here to Review the [Terms and Conditions](#)

\* Indicates Required Field

Submit

This is a Public Computer

**Enrollment Instructions**

Print

**Online Banking Enrollment Instructions**

1. Complete the First Time User Information form entries as labeled.
  - o SSN is 9 digits only, without dashes.
  - o Account Number is 10 digits, including leading zeros.
  - o Name is required in the event we need to contact you.
  - o E-Mail Address should be where you want us to send any banking related messages.
  - o Zip Code is your home address zip code.
2. Submit the form.
  - o If an error message is returned, click on the back button under the message to return to the form. Review the information you entered, correct any errors and resubmit.

4) Complete the First Time User Information form entries as labeled (the following instructions are also listed on the First-Time login page).

- SSN is 9 digits only, without dashes.
- Account Number is 10 digits, including leading zeros.
- Name is required in the event we need to contact you.
- E-Mail Address should be where you want us to send any banking related messages.
- Zip Code is your home address zip code.

5) Submit the form.

- If an error message is returned, click on the back button under the message to return to the form. Review the information you entered, correct any errors and resubmit.
- If you need assistance, print or write down the specific wording of the error and call 1-800-261-6888.

6) Change your Access ID and Password on the next screen after the form is accepted.

- Access ID must be at least 6 characters of any combination of letters, numbers or special characters. An abbreviated name or nickname that is easy to remember is recommended. We do not recommend using your social security number. Simply enter it in the ID box.
- Passwords must be 8 - 16 characters and a combination of numbers and letters containing at least 1 alpha and 1 numeric character. Special characters such as punctuation marks (#, @, \*, etc.) can be used in passwords. Passwords also cannot read the same backwards and forwards.
- ID and Password are CASE SENSITIVE! Remember how you entered them here for future logins.

7) Submit the Access ID and Password changes. Your account list should appear on the next screen.

Now you are ready to bank online!



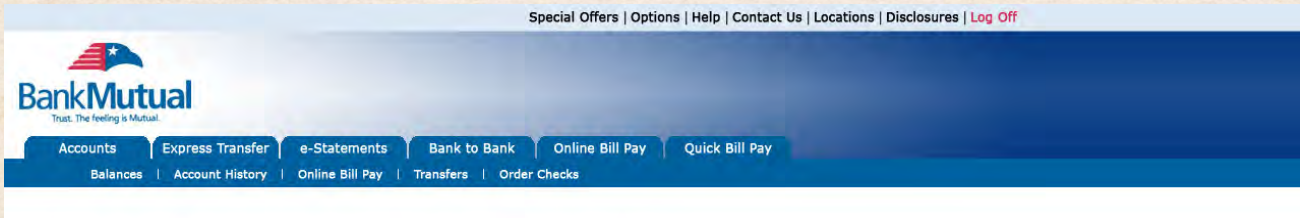
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8) With online banking, you can access your account balance(s), account history, sign up for online bill pay, order checks, transfer money between your Bank Mutual accounts or complete Bank to Bank transfers.

9) For more information about e-Statements, see the e-Statement Training Manual.

10) Online Bill Pay basic steps:

- a. Click on the "Online Bill Pay" tab.
- b. Enter your email address.
- c. Go to the enrollment form and enter the required personal information and account information. To complete enrollment, all you need is your checkbook and your Social Security number.
- d. You will go through a brief (2 question) enrollment verification.
- e. After enrollment form is complete, print and mail it to Bank Mutual.

The reason we ask you to send us a completed enrollment form is because we are unable to confidently verify your identity through a consumer credit reporting agency. We set these security standards for all of our customers' protection and must have a high level of confidence in the information provided in the enrollment pages to enroll a new customer.



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