First Day Online Banking Checklist for Business Users

Welcome to the new system! We encourage you to dive in and look around.

1. Verify that all your accounts are displaying on the home page.

2. Click on all accounts to ensure the history is showing along with any associated transaction/ check images.

3. Verify that you can view your account statements.

4. Recurring transfers between accounts will need to be reestablished.

5. Verify that all your wire and ACH templates transferred over correctly, if applicable.

6. VERY IMPORTANT – All recurring wire and ACH transactions will need to be reestablished.

7. If you use QuickBooks, Quicken, or other third-party software you will need to reactivate your online banking connection according to the detailed instructions in the Quick Reference Guides area of this resource page.

8. If you are a Bill Payment user, please verify that you can access Bill Payment.
    Note: There were no changes to the Bill Payment system so there were no changes made regarding your payees or schedules.

9. If you are a mobile banking user:
    - You will need to download the new Santa Cruz County Bank mobile banking app from the App Store. Search for Santa Cruz County Bank, and look for the image shown on the right. Once the new app is downloaded, delete the old app.
    - Your login ID and password are the same for online and mobile banking.
    - Note: Business users will receive an error message when opening the old app.

10. Check out a few of the new commercial features designed to improve your workflow and efficiency:
    - Payee-based payments platform – you can now add payees to your payee list and use that information for wire and ACH without having to re-enter information each time. You can also set up email notifications for your payees every time you initiate a payment to them, located in the Payments menu.
    - Link external accounts you have at other financial institutions for easy account-to-account transfers, located in the Services menu.
    - Are you an approver for wire and ACH transactions? Set up your specific approval notifications, located in the Settings menu.
    - New robust reporting module, located in the Services menu.

These are just a few of the new and exciting features the system has to offer.