

Intro to Business Online Banking


User Guide

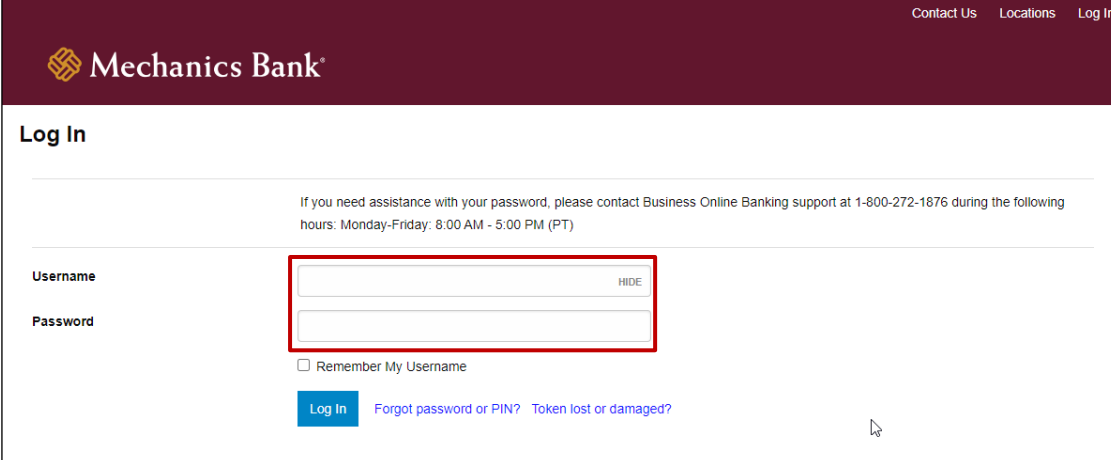
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First Time Log In

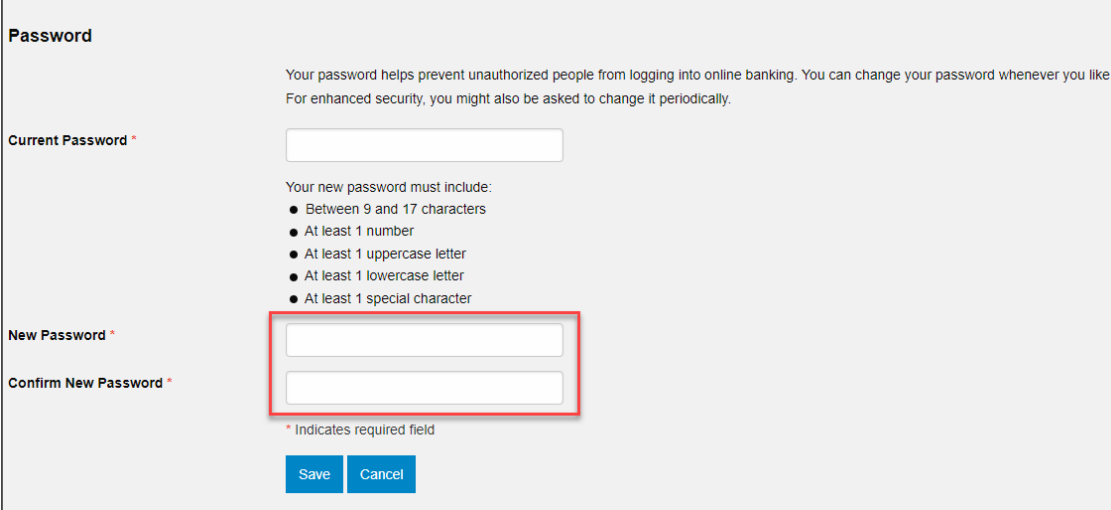
- Access our website www.mechanicsbank.com to log in to Business Online Banking
- On the right side of the page, select **Log in** then choose **Business Online Banking** from the menu options
- On the **Log In** page enter your **Username** and temporary **Password**
- Click **Log In**

 **Note:** Security token users will need to activate a token. See the **Business Online Banking Security Token User Guide** for details on how to activate and log in using a security token.




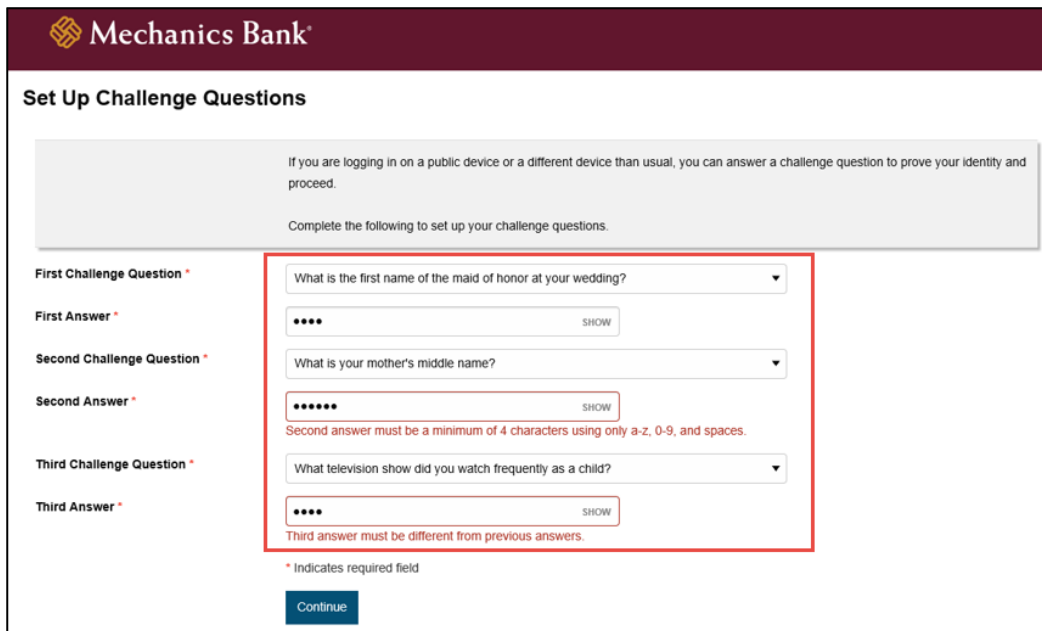
The screenshot shows the Mechanics Bank website header with the logo and navigation links (Contact Us, Locations, Log In). Below the header is the "Log In" section. It includes a message: "If you need assistance with your password, please contact Business Online Banking support at 1-800-272-1876 during the following hours: Monday-Friday: 8:00 AM - 5:00 PM (PT)". There are two input fields: "Username" and "Password". The "Username" field has a "HIDE" button next to it. Below the fields is a checkbox labeled "Remember My Username". At the bottom, there is a blue "Log In" button and two links: "Forgot password or PIN?" and "Token lost or damaged?".

- You may be prompted to **Change Password**; if prompted enter a new password in the **New Password** and **Confirm New Password** boxes
- Click **Save**

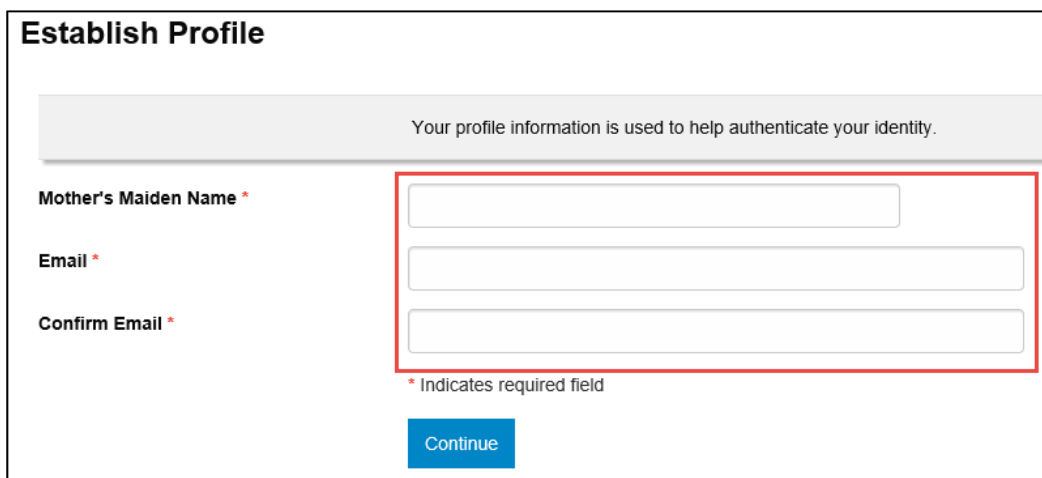


The screenshot shows the "Password" section of the website. It includes a message: "Your password helps prevent unauthorized people from logging into online banking. You can change your password whenever you like. For enhanced security, you might also be asked to change it periodically." There are three input fields: "Current Password", "New Password", and "Confirm New Password". Below the "New Password" field, there are four bullet points indicating password requirements: "Between 9 and 17 characters", "At least 1 number", "At least 1 uppercase letter", "At least 1 lowercase letter", and "At least 1 special character". At the bottom, there are two buttons: "Save" and "Cancel".

- You may be prompted to set up **Challenge Questions**; if prompted select 3 questions and input the corresponding answers
 -  **Note:** Answers cannot be the same, cannot contain special characters and must be a minimum of 4 characters and maximum of 50.
- Click **Continue**



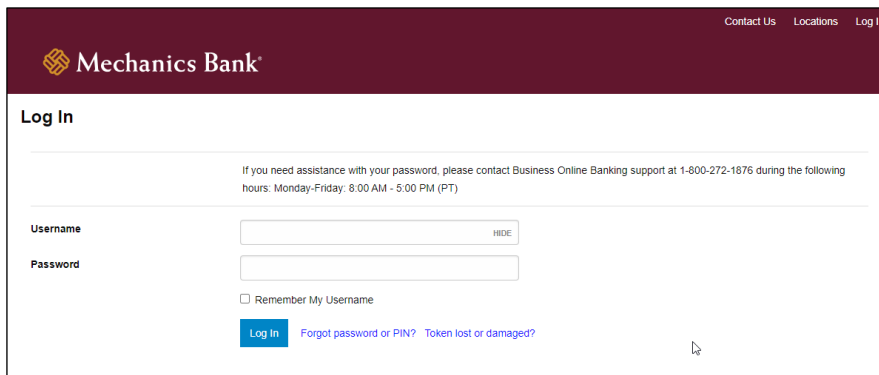
- You may also be prompted to **Establish Profile**; if prompted complete the requested information
- Click **Continue**
- Upon completion, you will be logged in to Business Online Banking



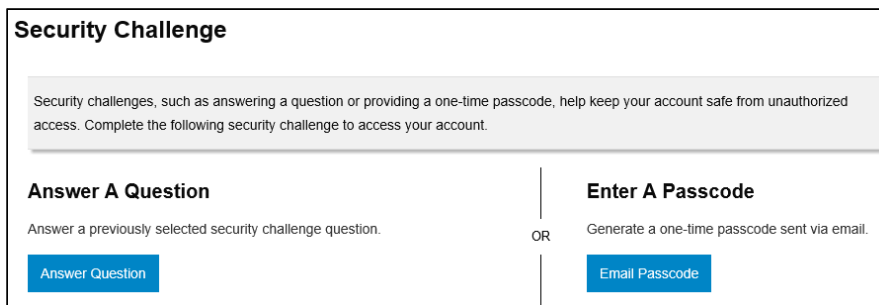
Launching Business Online Banking

- Access our website www.mechanicsbank.com to log in to Business Online Banking
- On the right side of the page, select **Log in** then choose **Business Online Banking** from the menu options

- On the **Log In** page enter your **Username** and **Password**
 - 👉 **Note:** *Security token users ONLY-* your password should be a combination of the number generated from your security token plus your 4-digit PIN number.
- Click **Log In**
 - 👉 **Note:** Security token users will see a **Site Verification** box and will need to validate the verification code in order to proceed.

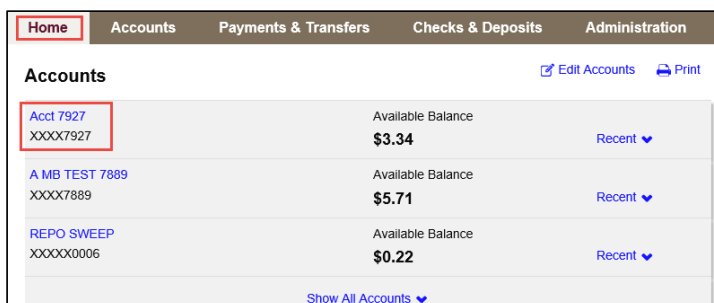


- You may be prompted with a **Security Challenge**; complete the Security Challenge in order to continue the log in process by either answering a security challenge question or by entering a one-time passcode received via email



Transaction Activity

- From the **Home** page, under the **Accounts** section, select the applicable account
 - 👉 **Note:** To view the 10 most recent transactions you can click the **Recent** v link



Account Name	Available Balance	Recent
Acct 7927 XXXX7927	\$3.34	Recent v
A MB TEST 7889 XXXX7889	\$5.71	Recent v
REPO SWEEP XXXXX0006	\$0.22	Recent v

- From the **Accounts** page, you can view both pending and posted transactions in the **Transactions** section and you can also search for specific transactions by entering criteria under **Search Transactions**

Home
Accounts
Payments & Transfers
Checks & Deposits
Administration

Acct 7927 - XXXX7927 ▼

[Details](#) [Documents](#) [Download](#)

Account Information Print

Balance	Activity
Previous Day Transactions (-\$0.75 / +\$0.00)	-0.75
Current Balance	\$3.54
Total Float	\$0.00
Holds	\$0.00
Pending Transactions (-\$0.20 / +\$0.00)	-0.20
Other Transfers	\$0.00
Today's Float	\$0.00
Available Balance	\$3.34
Line Of Credit	\$0.00
Total Funds Available	\$3.34

Transactions Print

○ Pending ● Posted
 Total debits: -2.25 (3) Total credits: +3.24 (4)

Date ▼	Description ◊	Debit ◊	Credit ◊	Balance
● Dec 27, 2019	117250747 Online Transfer to XXXXXX336 on 12/27/19 at 8:30	0.75	3.54	
● Dec 10, 2019	Jens Test Compan		0.50	4.29
● Dec 09, 2019	CHECK 995000	0.50	3.79	
● Dec 09, 2019	117761033 Online Transfer to XXXXXX336 on 12/09/19 at 12:00	1.00	4.29	
● Dec 09, 2019	WIRE TRANSFER MECHANICS BANK 12224485431FT01		1.00	5.29
● Dec 09, 2019	Jens Test Compan		1.00	4.29
● Dec 05, 2019	111163661 Online Transfer from XXXXXX7889 on 12/05/19 at 5:40	0.74	3.29	

Search Transactions

Activity *
Date range ▼

Start Date *
12/1/2019 SELECT

End Date *
12/27/2019 SELECT

Type *
All ▼

Amount

Example: 40 or 10.00-50.00

Check Number

Example: 101 or 101-120

* Indicates required field

[Search](#) [Clear Search](#)

- To view the image of a check or deposit, click on the document description hyperlink

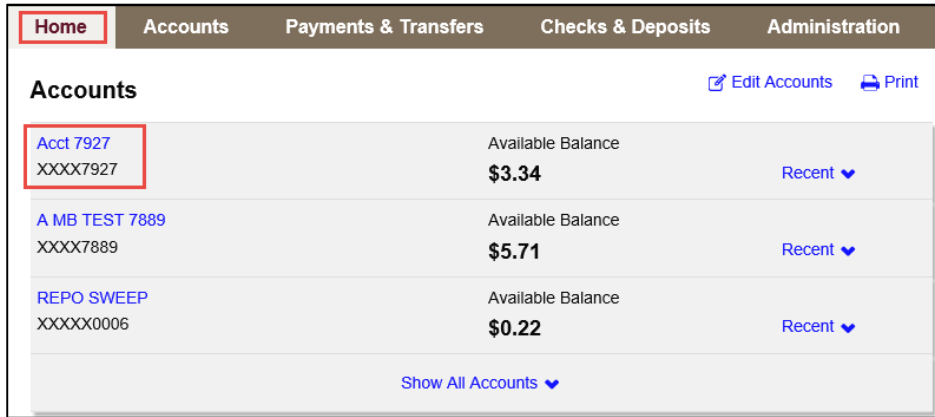
Transactions Print

○ Pending ● Posted
 Total debits: -2.25 (3) Total credits: +3.24 (4)

Date ▼	Description ◊	Debit ◊	Credit ◊	Balance
● Dec 27, 2019	117250747 Online Transfer to XXXXXX336 on 12/27/19 at 8:30	0.75	3.54	
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● Dec 09, 2019	Jens Test Compan		1.00	4.29
● Dec 05, 2019	111163661 Online Transfer from XXXXXX7889 on 12/05/19 at 5:40	0.74	3.29	

Document and Statement Search

- From the **Home** page, under the **Accounts** section, select the applicable account

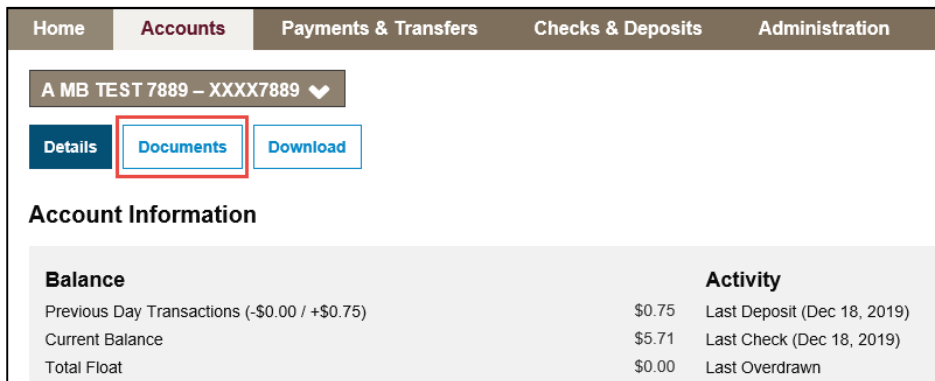


The screenshot shows the 'Accounts' page with a navigation bar at the top containing 'Home', 'Accounts', 'Payments & Transfers', 'Checks & Deposits', and 'Administration'. Below the navigation bar, there are links for 'Edit Accounts' and 'Print'. The main content area is titled 'Accounts' and lists three accounts:

Account Name	Account ID	Available Balance	Action
Acct 7927	XXXX7927	\$3.34	Recent ▾
A MB TEST 7889	XXXX7889	\$5.71	Recent ▾
REPO SWEEP	XXXXX0006	\$0.22	Recent ▾

At the bottom of the list, there is a link 'Show All Accounts ▾'. The 'Acct 7927' row is highlighted with a red box.

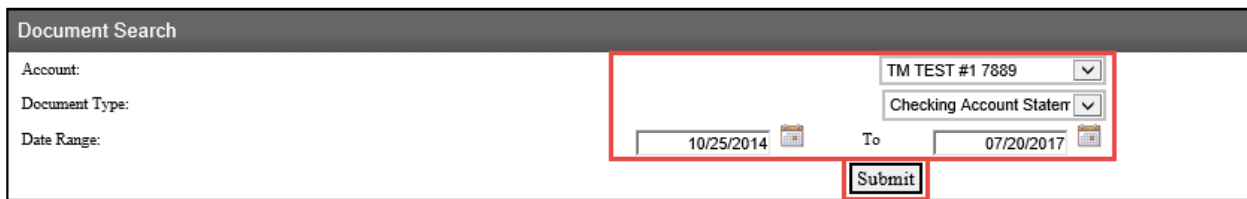
- From the **Accounts** page, click on the **Documents** option




The screenshot shows the 'Account Information' page for 'A MB TEST 7889 - XXXX7889'. There are three buttons: 'Details', 'Documents', and 'Download'. The 'Documents' button is highlighted with a red box. Below the buttons, there is a table with 'Account Information' and 'Activity' sections.

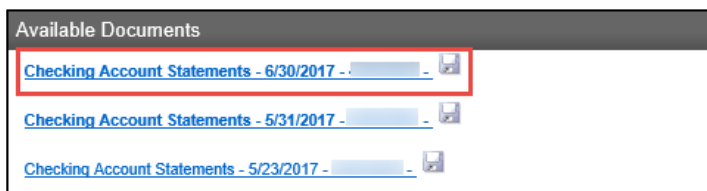
Account Information	
Balance	Activity
Previous Day Transactions (-\$0.00 / +\$0.75)	\$0.75 Last Deposit (Dec 18, 2019)
Current Balance	\$5.71 Last Check (Dec 18, 2019)
Total Float	\$0.00 Last Overdrawn

- A **Document Search** menu will open; select the **Account**, **Document Type** and enter the **Date Range**; click **Submit** when finished



The screenshot shows the 'Document Search' form. The 'Account' field is set to 'TM TEST #1 7889', the 'Document Type' is 'Checking Account Stater', and the 'Date Range' is from '10/25/2014' to '07/20/2017'. The 'Submit' button is highlighted with a red box.

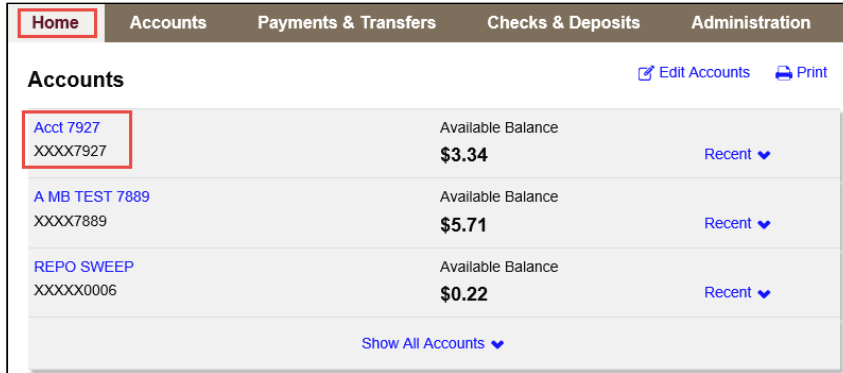
- Based on the search criteria entered, the matching documents will appear below under the **Available Documents** section; click on the document link to open the document or the **Save** icon  to save the document to your computer



The screenshot shows the 'Available Documents' section with a list of documents. The first document, 'Checking Account Statements - 6/30/2017 - .', is highlighted with a red box. Each document entry includes a blue link and a 'Save' icon.

Exporting Transactions

- From the **Home** page, under the **Accounts** section, select the applicable account

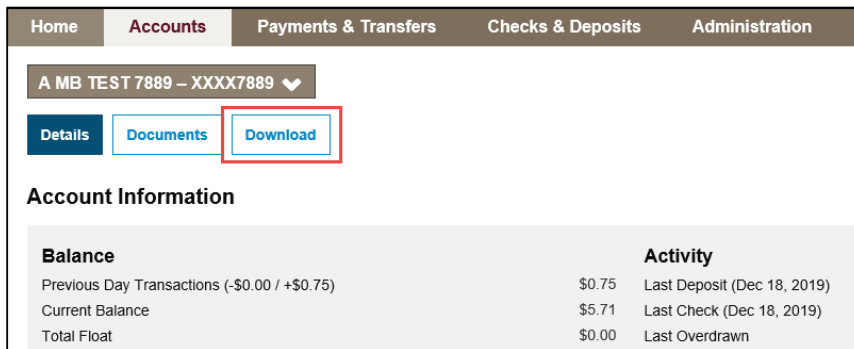


The screenshot shows the 'Accounts' section of the online banking interface. The navigation bar includes 'Home', 'Accounts', 'Payments & Transfers', 'Checks & Deposits', and 'Administration'. The 'Accounts' section contains a table of accounts:

Account Name	Account ID	Available Balance	Recent
Acct 7927	XXXX7927	\$3.34	Recent
A MB TEST 7889	XXXX7889	\$5.71	Recent
REPO SWEEP	XXXXX0006	\$0.22	Recent

Buttons for 'Edit Accounts' and 'Print' are visible. A 'Show All Accounts' link is at the bottom.

- From the **Accounts** page, click on the **Download** option

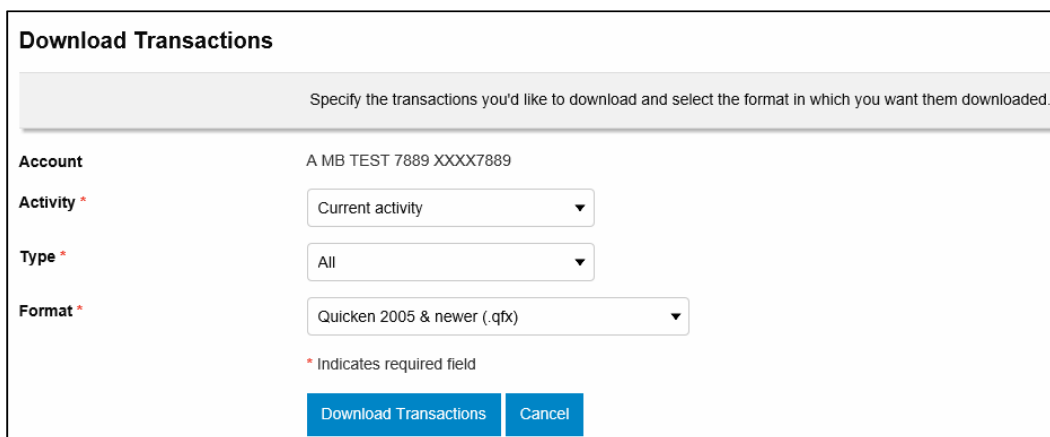


The screenshot shows the 'Account Information' page for 'A MB TEST 7889 - XXXX7889'. The navigation bar is the same as the previous screenshot. Below the account name, there are three buttons: 'Details', 'Documents', and 'Download'. The 'Download' button is highlighted with a red box.

Account Information

Balance	Activity
Previous Day Transactions (-\$0.00 / +\$0.75)	\$0.75 Last Deposit (Dec 18, 2019)
Current Balance	\$5.71 Last Check (Dec 18, 2019)
Total Float	\$0.00 Last Overdrawn

- Select transaction period and transaction type you want to download and then select the download file format



The screenshot shows the 'Download Transactions' dialog box. It contains the following fields:

- Account: A MB TEST 7889 XXXX7889
- Activity: Current activity
- Type: All
- Format: Quicken 2005 & newer (.qfx)

Buttons for 'Download Transactions' and 'Cancel' are at the bottom.

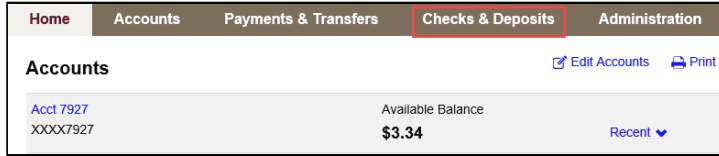
- Based on the export format you selected, you will be prompted to open, save or import the export file



The screenshot shows a file dialog box with the text: 'Do you want to open or save export.csv (349 bytes) from web17.secureinternetbank.com?'. The buttons are 'Open', 'Save', 'Cancel', and a close button (X).

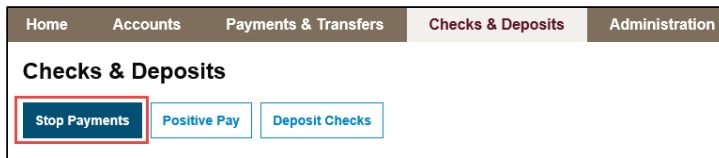
Stop Payments

- From the **Home** page, click on **Checks & Deposits**



The screenshot shows the 'Accounts' page with a navigation bar at the top containing 'Home', 'Accounts', 'Payments & Transfers', 'Checks & Deposits', and 'Administration'. The 'Checks & Deposits' menu item is highlighted with a red box. Below the navigation bar, the 'Accounts' section displays 'Acct 7927 XXXX7927' and an 'Available Balance' of '\$3.34'. There are links for 'Edit Accounts' and 'Print', and a 'Recent' dropdown menu.


- Select the **Stop Payments** option to either create a new stop payment or view existing stop payments

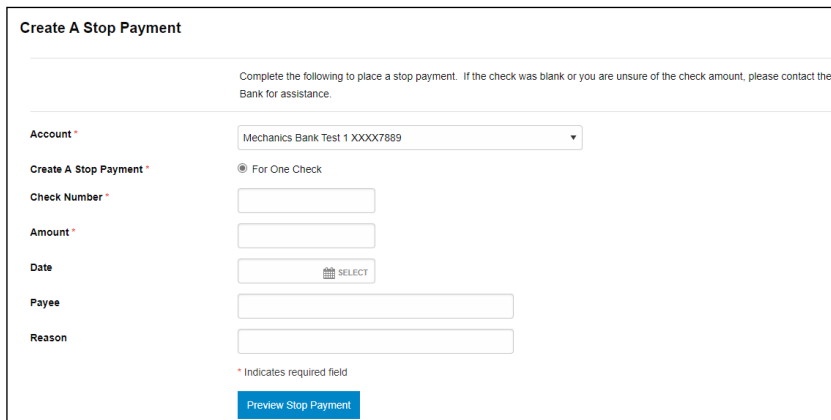


The screenshot shows the 'Checks & Deposits' page with a navigation bar at the top containing 'Home', 'Accounts', 'Payments & Transfers', 'Checks & Deposits', and 'Administration'. The 'Checks & Deposits' menu item is highlighted with a red box. Below the navigation bar, the 'Checks & Deposits' section displays three buttons: 'Stop Payments', 'Positive Pay', and 'Deposit Checks'. The 'Stop Payments' button is highlighted with a red box.

New Stop Payment

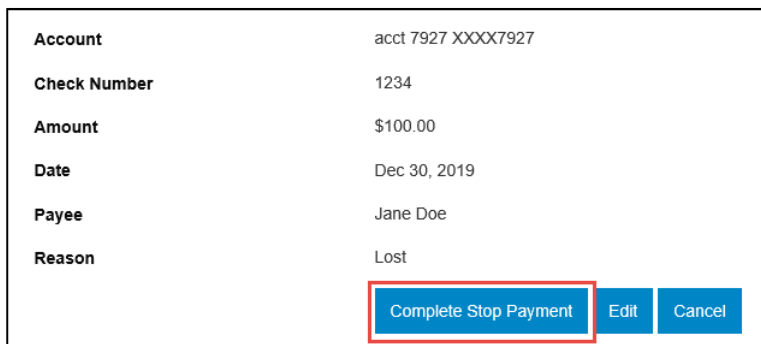
- To place a new stop payment, enter the check details in the **Create A Stop Payment** section and then click **Preview Stop Payment**

 **Note:** Prior to placing a new stop payment, we recommend that you complete a search for the item to confirm if the item has already paid against your account.



The screenshot shows the 'Create A Stop Payment' form. At the top, it says 'Complete the following to place a stop payment. If the check was blank or you are unsure of the check amount, please contact the Bank for assistance.' Below this, there are several fields: 'Account' (Mechanics Bank Test 1 XXXX7889), 'Create A Stop Payment' (radio button selected for 'For One Check'), 'Check Number', 'Amount', 'Date' (with a 'SELECT' button), 'Payee', and 'Reason'. A legend indicates that an asterisk (*) denotes a required field. A 'Preview Stop Payment' button is located at the bottom of the form.

- Click **Complete Stop Payment**



The screenshot shows the 'Complete Stop Payment' confirmation screen. It displays the following details: 'Account' (acct 7927 XXXX7927), 'Check Number' (1234), 'Amount' (\$100.00), 'Date' (Dec 30, 2019), 'Payee' (Jane Doe), and 'Reason' (Lost). At the bottom, there are three buttons: 'Complete Stop Payment', 'Edit', and 'Cancel'. The 'Complete Stop Payment' button is highlighted with a red box.

- A stop payment confirmation will display

✔ Your stop payment has been created successfully. Your reference number is 116271931.

Account	acct 7927 XXXX7927
Check Number	1234
Amount	\$100.00
Date	Dec 30, 2019
Payee	Jane Doe
Reason	Lost

[Create Another Stop Payment](#)

View Stop Payments

- You can view existing stop payments from the **Issued Stop Payments** section; click on **Show Details** v to view additional details

Issued Stop Payments

Account:

	Check Number	Amount	Payee	Expires
Hide Details ^		25.00		Nov 14, 2020
<div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> Item date: Nov 14, 2019 Issue date: Nov 14, 2019 Issued by: Jens Test Company </div>				
Show Details v	5678	2.00	Jen Tester	Dec 08, 2020
Show Details v	667788			Dec 27, 2020
Show Details v	1234	100.00	Jane Doe	Dec 30, 2020

Internal Transfers

Initiating an Internal Transfer

- From the **Home** page, in the **Pay Or Transfer** section, select the **Internal** tab
- 👉 **Note:** You can also access the Internal Transfer function from the **Payments & Transfers** menu

Home
Accounts
Payments & Transfers
Checks & Deposits
Administration

Accounts [Edit Accounts](#) [Print](#)

Acct 7927 XXXX7927	Available Balance \$3.34	Recent v
A MB TEST 7889 XXXX7889	Available Balance \$5.71	Recent v

Pay Or Transfer

- Internal** Show v
- ACH Show v
- ACH import Show v

Pay Or Transfer

Internal Hide ▲

Template
Open transfer ▼

From Account *
acct 7927 XXXX7927 ▼
Available balance: \$3.34

To Account *
A MB TEST 7889 XXXX7889 ▼
Available balance: \$5.71


Date *
12/30/2019
Last available date is Jan 29, 2020

Repeat...


Amount *

Description

* Indicates required field

- Select **Open transfer** or the applicable Internal Transfer template from the **Template** drop down menu; select your **From Account** and **To Account**, the effective **Date** and enter the dollar **Amount** of the transfer and then click **Preview Transfer**
 **Note:** You can enter a transfer **Description** if needed however if a description is entered, it will override the standard online transfer description.
- If you want to set up a recurring transfer, click the **Repeat** box and select the frequency and number of remaining transfers

- The details of the transfer will display; you must click **Complete Transfer** to submit the transfer

 **Note:** If the transfer requires dual control, another user with approval authority will need to log in and approve the transfer before it is processed.

Pay Or Transfer

Internal Hide ▲

Template
Open transfer

From Account
acct 7927 XXXX7927


To Account
A MB TEST 7889 XXXX7889

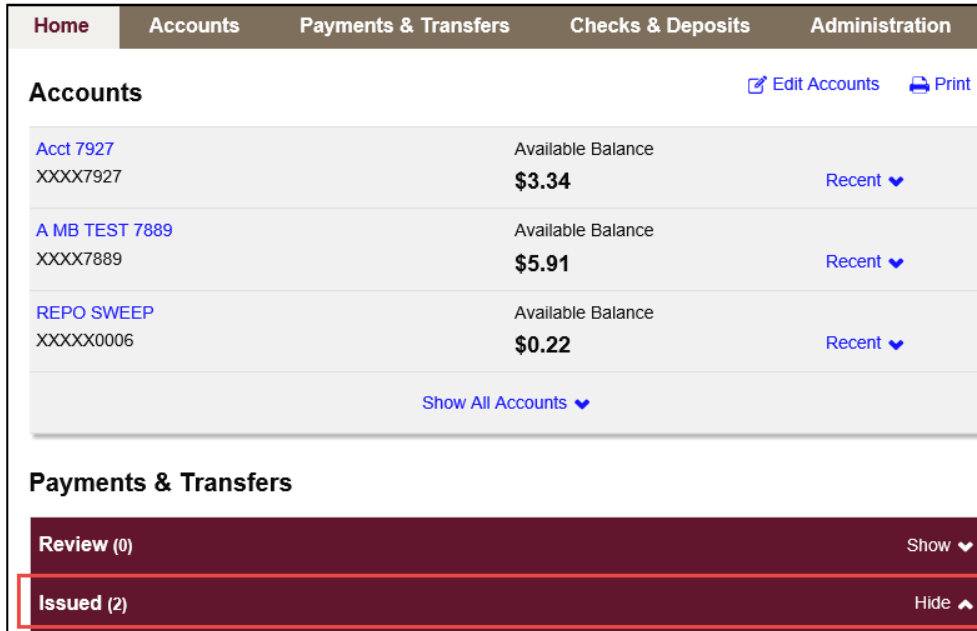
Date
Dec 30, 2019

Amount
\$0.20

Description

Viewing an Issued Transfer

- From the **Home** page, in the **Payments & Transfers** section, select the **Issued** tab
 -  **Note:** You can also view the internal transfers from the **Payments & Transfers** menu, select **Internal** and scroll to the Issued **Transfers** section.

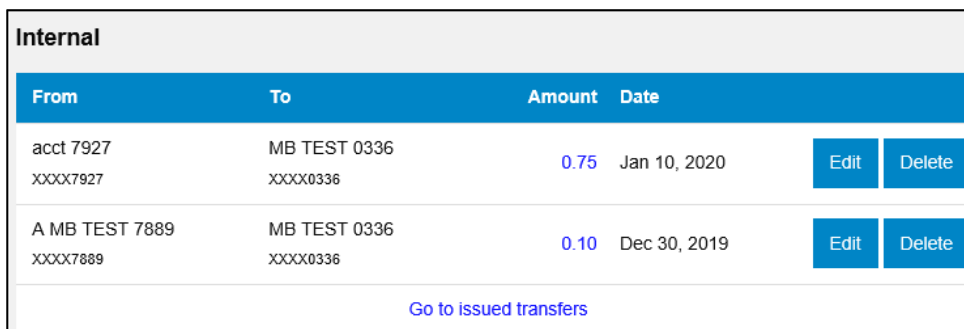


The screenshot shows the 'Accounts' section with three accounts listed:

Account Name	Available Balance	Recent
Acct 7927 XXXX7927	\$3.34	Recent ▼
A MB TEST 7889 XXXX7889	\$5.91	Recent ▼
REPO SWEEP XXXXX0006	\$0.22	Recent ▼

Below the accounts is a 'Show All Accounts' link. The 'Payments & Transfers' section is visible below, with 'Review (0)' and 'Issued (2)' tabs. The 'Issued (2)' tab is highlighted with a red box.

- Scroll down to the **Internal** section where you can view the transfer details by clicking on the transfer or you can edit or delete pending transfers, if permitted



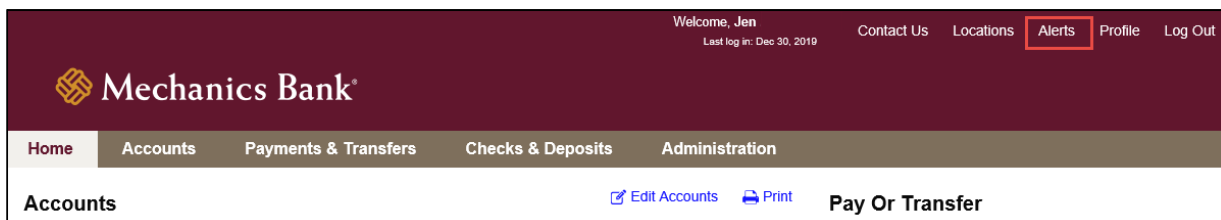
The screenshot shows the 'Internal' section with a table of transfers:

From	To	Amount	Date	
acct 7927 XXXX7927	MB TEST 0336 XXXX0336	0.75	Jan 10, 2020	Edit Delete
A MB TEST 7889 XXXX7889	MB TEST 0336 XXXX0336	0.10	Dec 30, 2019	Edit Delete

At the bottom of the section is a link: [Go to issued transfers](#)

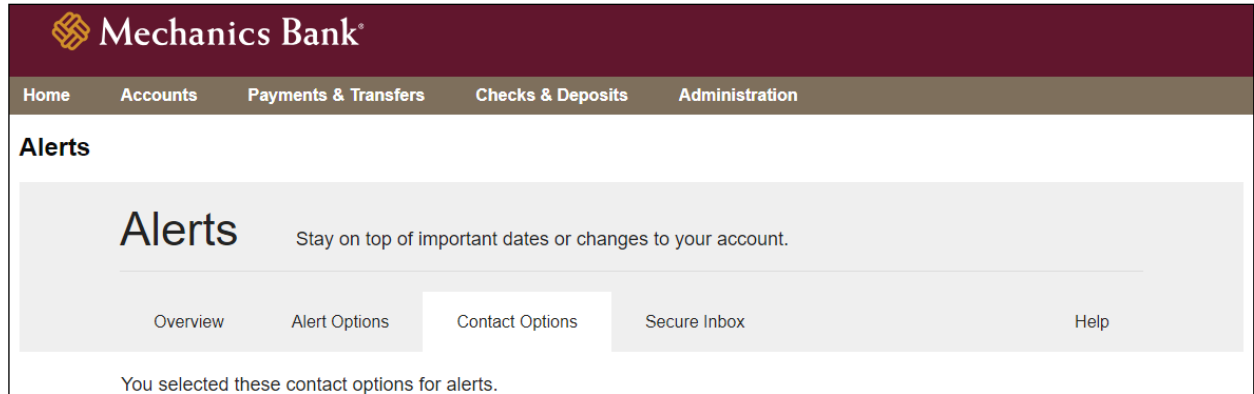
Setting Up a New Alert

- To set up Alerts online, select the **Alerts** option

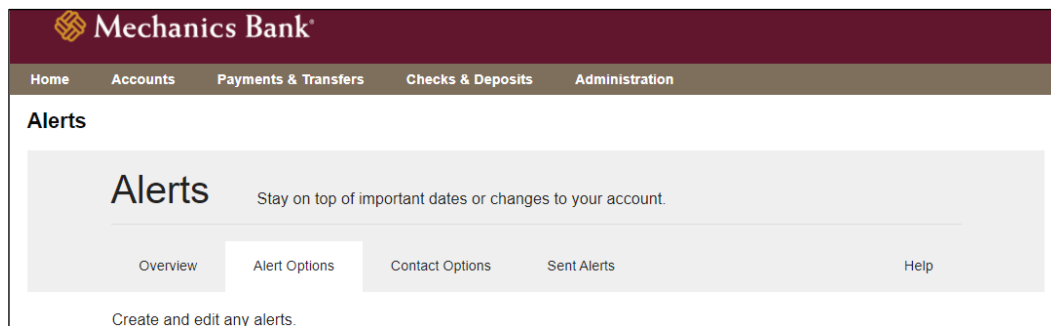


The screenshot shows the top navigation bar of the online banking interface. The 'Alerts' option is highlighted with a red box. Other options include 'Home', 'Accounts', 'Payments & Transfers', 'Checks & Deposits', and 'Administration'. The user's name 'Welcome, Jen' and 'Last log in: Dec 30, 2019' are visible in the top right corner.

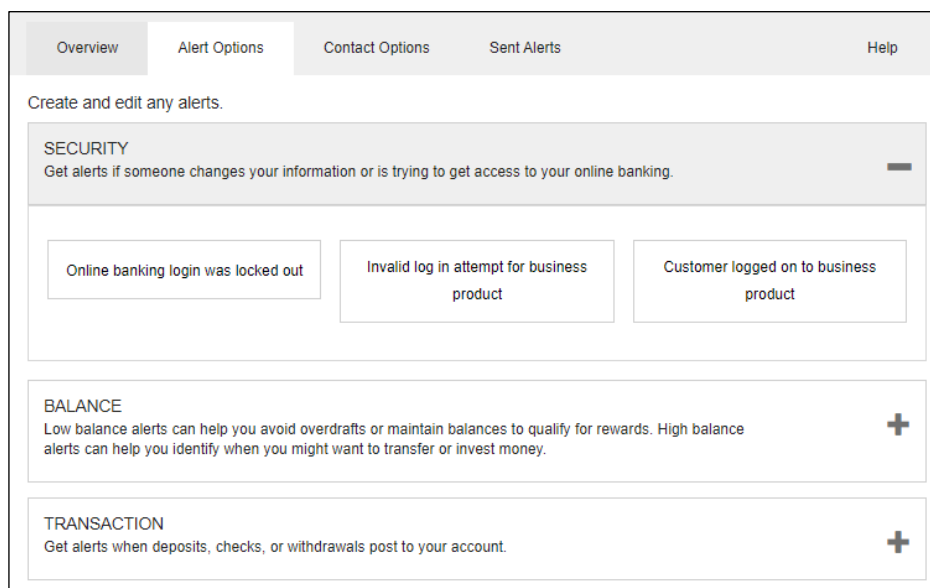
- Select Contact Options to set up your contact information, including email addresses and numbers to use when sending text messages



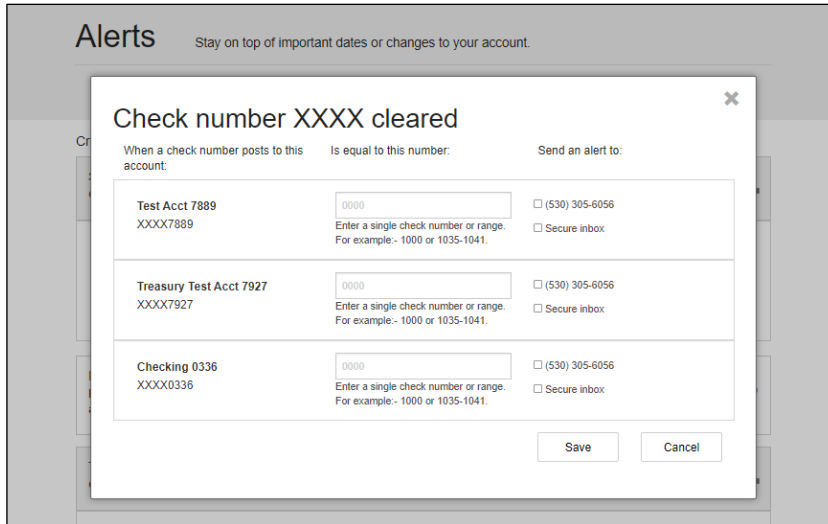
- Select the **Alert Options** tab



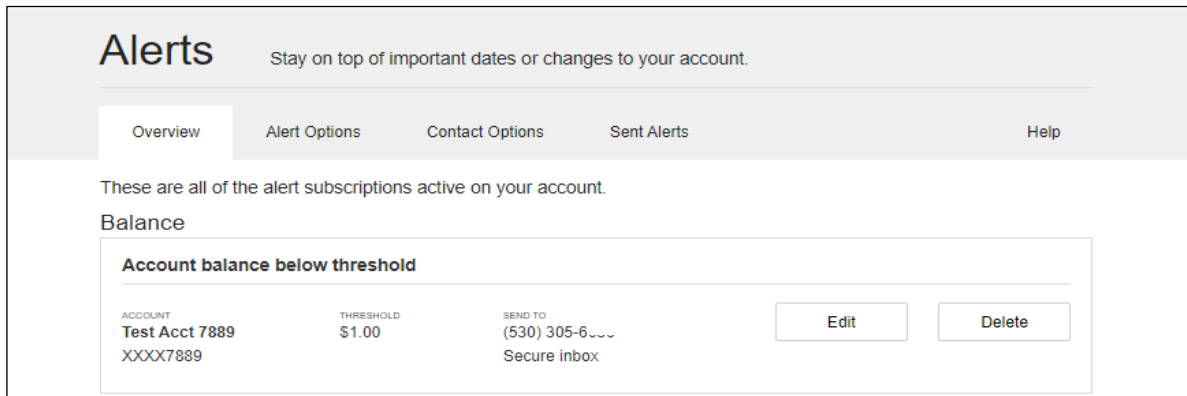
- To set up a new alert click on any category to view available alerts



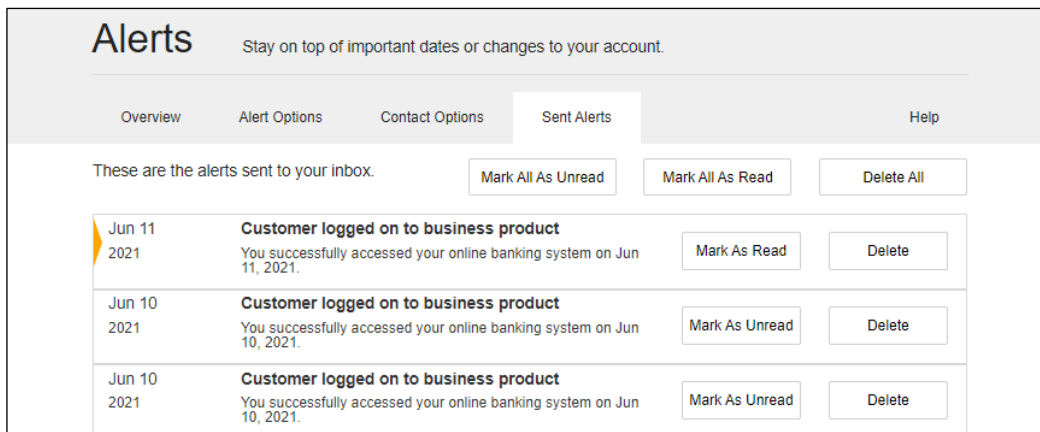
- Select the alert type, then select where you would like to receive alerts based on the delivery options under the **Contact Options** tab. Select **Save** when finished



- You can view, edit and delete alerts you have enrolled in by selecting the **Overview** tab, then selecting the alert you want to view or edit



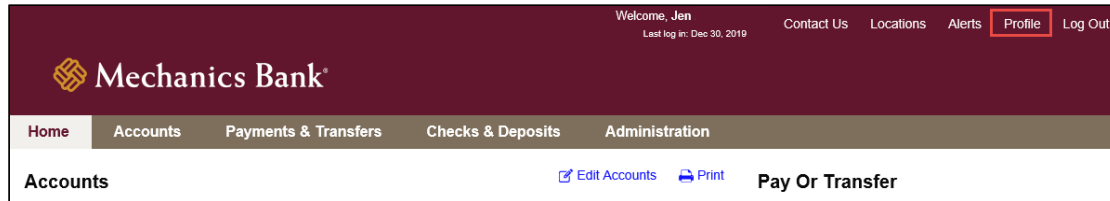
- A list of sent alerts can be reviewed by selecting the **Sent Alerts** tab. You can take actions from here such as **Mark as Read**, **Mark All as Read**, and **Delete**



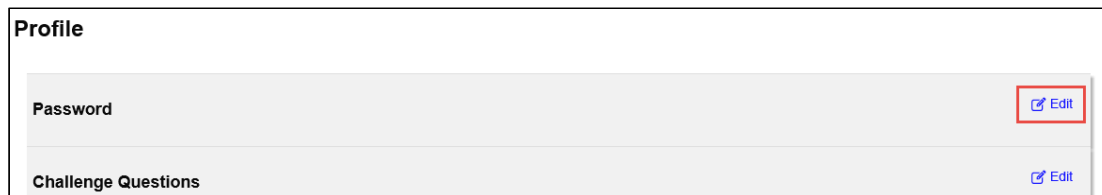
Changing a Password/PIN

Password Change


- To change your **Password**, select the **Profile** menu



- Click the **Edit** icon next to **Password**



- Enter your current password in the **Current Password** box, enter a new password in the **New Password** box and re-enter your new password in the **Confirm New Password** box; click **Save** when finished

 **Note:** The password must contain 9 to 17 characters and must contain at least one upper case alpha (letter), one lower case alpha (letter), one numeric (number), one special character and is case sensitive

Password

Your password helps prevent unauthorized people from logging into online banking. You can change your password whenever you like. For enhanced security, you might also be asked to change it periodically.

Current Password *

Your new password must include:

- Between 9 and 17 characters
- At least 1 number
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 special character

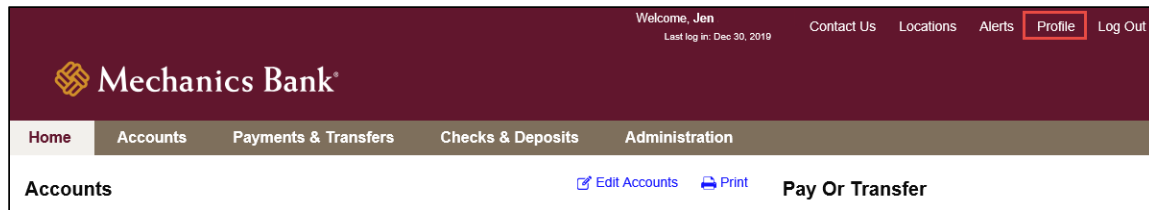
New Password *

Confirm New Password *

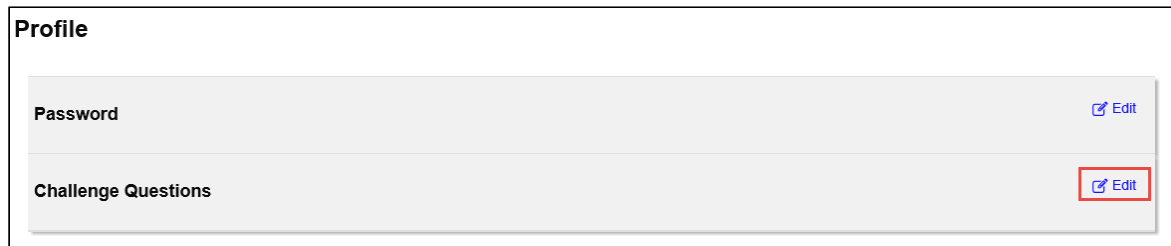
* Indicates required field

Security Data Change

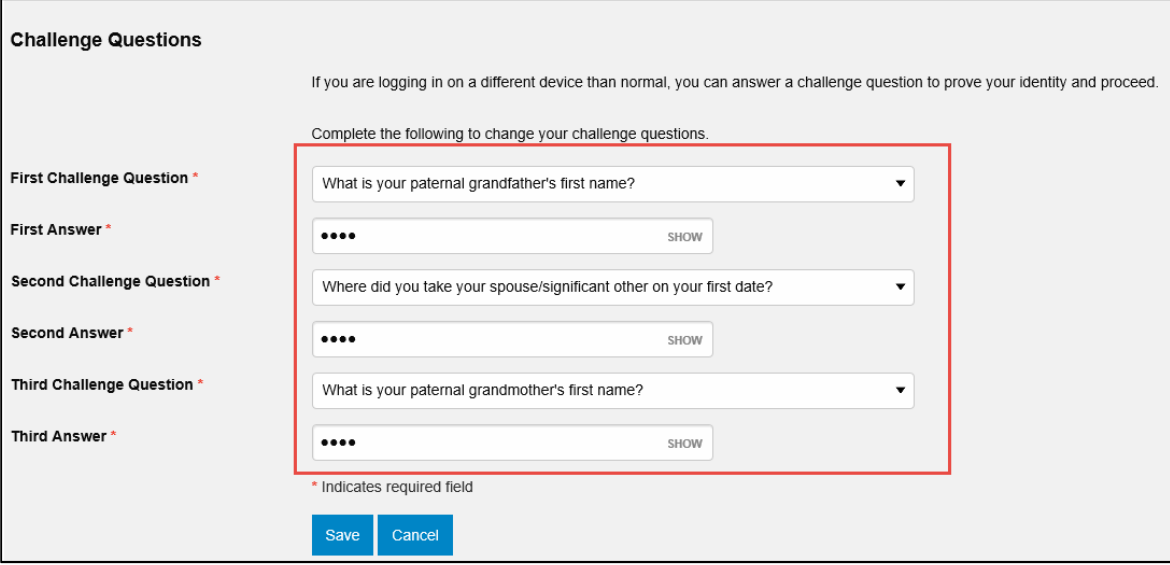
- To change your **security challenge questions**, select the **Profile** menu



- Click the **Edit** icon next to **Challenge Questions**



- Select your **Challenge Questions** from the drop down menus and then enter your answers in the **Answer** boxes below the questions; click **Save** when finished



Challenge Questions

If you are logging in on a different device than normal, you can answer a challenge question to prove your identity and proceed.

Complete the following to change your challenge questions.

First Challenge Question *

First Answer * [SHOW](#)

Second Challenge Question *

Second Answer * [SHOW](#)

Third Challenge Question *

Third Answer * [SHOW](#)

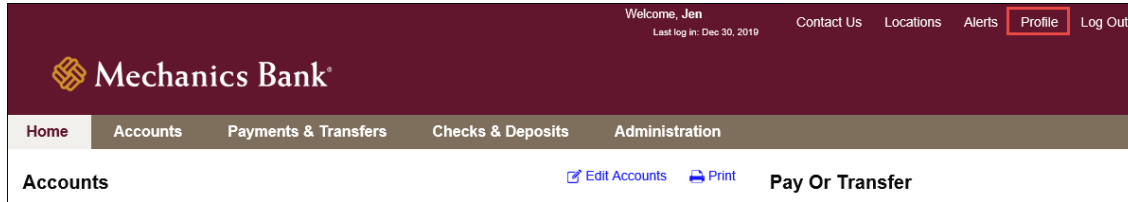
* Indicates required field

[Save](#) [Cancel](#)

PIN Change

(Security token users ONLY)

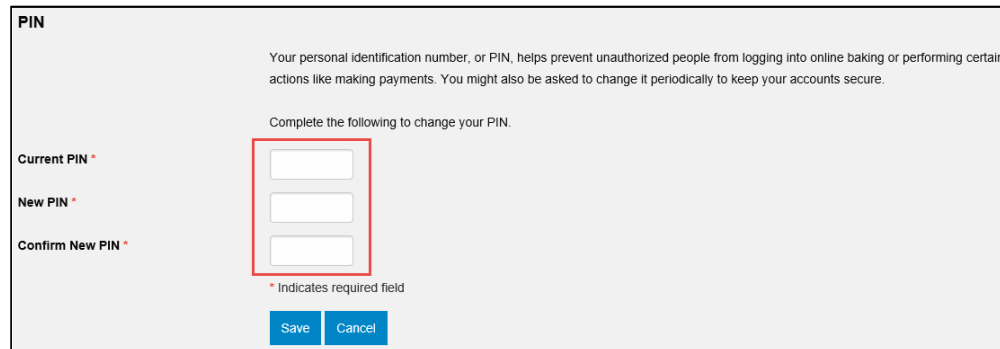
- To change your PIN, select the **Profile** menu



- Click the **Edit** icon next to **PIN**



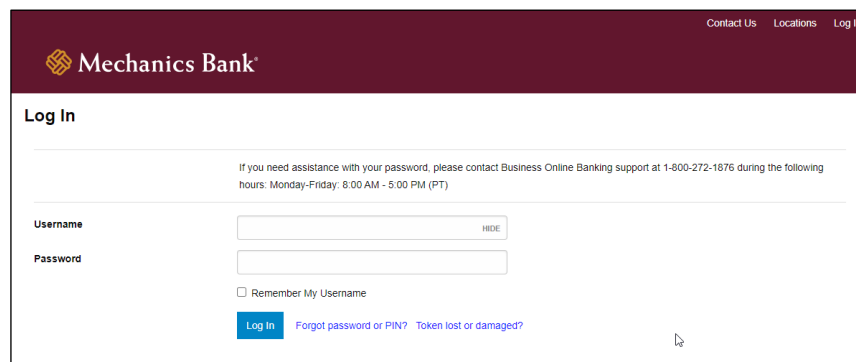
- Enter your current PIN in the **Current PIN** box, enter a new PIN in the **New PIN** box and re-enter your new PIN in the **Confirm New PIN** box; click **Save** when finished



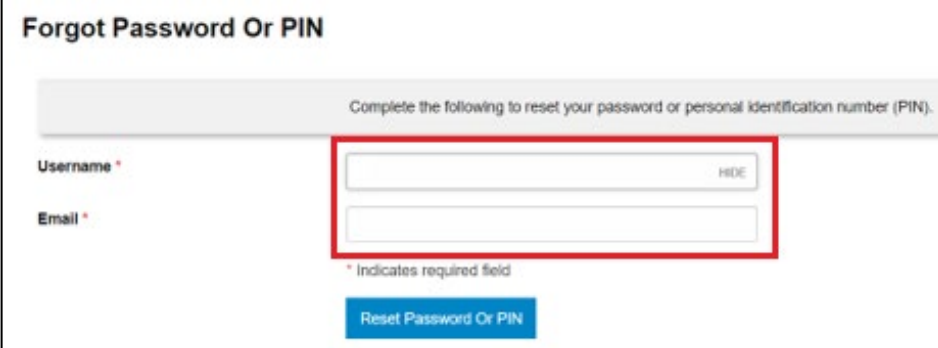
Forgot Password/PIN

If you forget your password or PIN, you can use the **Forgot Password or PIN** option to have a reset link emailed to you at the email address on your online profile

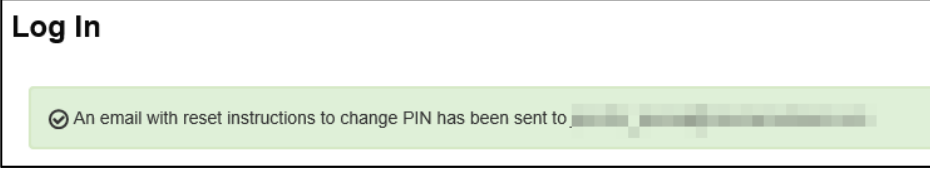
- Access our website www.mechanicsbank.com and on the right side of the page, select **Log in** then choose **Business Online Banking** from the menu options
- From the **Log In** page, click on the **Forgot password or PIN** link



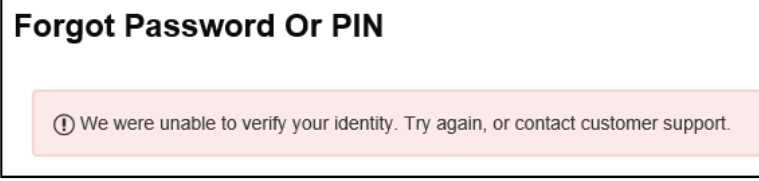
- In order to authenticate you, you must enter your **Username** and **Email** address then click **Reset Password Or PIN**



- If successful, you will receive a confirmation message that an email with reset instructions has been sent to your email address; follow the instructions in the email to reset your password and log in



- If unsuccessful, you will receive a message that we were unable to verify your identity; you will need to contact the Bank for assistance with logging in



Logging Out

In order to log out of your Business Online Banking session, simply click **Log Out**.

