

# ONLINE BANKING

## Personal Banking



### Log In

- Go to MetaBank.com – click “Log Into Online Banking” on the upper left side of the screen
- Click “Ready to Register Your Account?” under the “Personal” heading
  - **NOTE:** Business or non-personal customers should contact their local branch for information on registering

### Enroll

- Fill out the customer information, including social security number (nine digits, no dashes), account number (10 digits, no dashes), first name, last name, email address (must match bank system records), zip code (must match bank system records), security challenge question to verify your identity (example: dog’s name), security challenge answer (example: Snoopy)
- Enter a new access ID and password, and click “Submit”
  - **NOTE:** Access ID can be letters, numbers or a combination of both and must be at least six characters and not include symbols; password must include a combination of letters and numbers, a minimum of six characters and a maximum of 16 characters; choose a strong, unique password, avoiding common words
- Re-enter and confirm the new password in the “Confirm New Password” box
- Choose three different challenge questions from the dropdown menus, and answer the questions (case-sensitive)
  - **NOTE:** Select challenge questions whose answers do not change but are not easily found online
- Select whether or not to register the computer and to enroll in mobile banking
  - **NOTE:** Do not register a public computer – you will be prompted to answer a challenge question when you log in
- Review the “Electronic Fund Transfer Agreement and Disclosure” and click “Accept”

### View Your Account (Option 1)

- Click the account number from the list of accounts under “Accounts – Deposits”
  - **NOTE:** This screen shows your “Account Summary,” including “Account Information,” “Express Transfers” and “Transactions”
- Click the dropdown menu next to “Transaction Activity” to select a view option among “Recent Transactions,” “Previous Statement,” “Current Statement,” “Since Last Login” or “Current Business Day”
  - **NOTE:** You can sort by column under “Transaction Activity” by clicking the column header

### View Your Account (Option 2)

- Click the account number under “Accounts” on the top toolbar
- Select from the following options:
  - “Account Balances”
  - “Transactions” (Previous Statement, Current Statement, Recent Transactions, Current Business Day, Transactions Menu, Export Transactions, Since Last Login, All Transactions)
    - **NOTE:** You can sort by column under “Transaction Activity” by clicking the column header
  - “Online Bill Pay”
  - “Transfers” (New Scheduled Transfer, Express Transfer, Transfer List)
    - **NOTE:** “Express Transfer” can also be selected from the navigation pane
  - “Stop Payment”



### Questions?

View our Online Banking walkthrough at MetaBank.com. Or feel free to contact MetaBank Customer Service by phone at **1.866.559.5037** or by email at **ibank@metabank.com**.