northwestbank

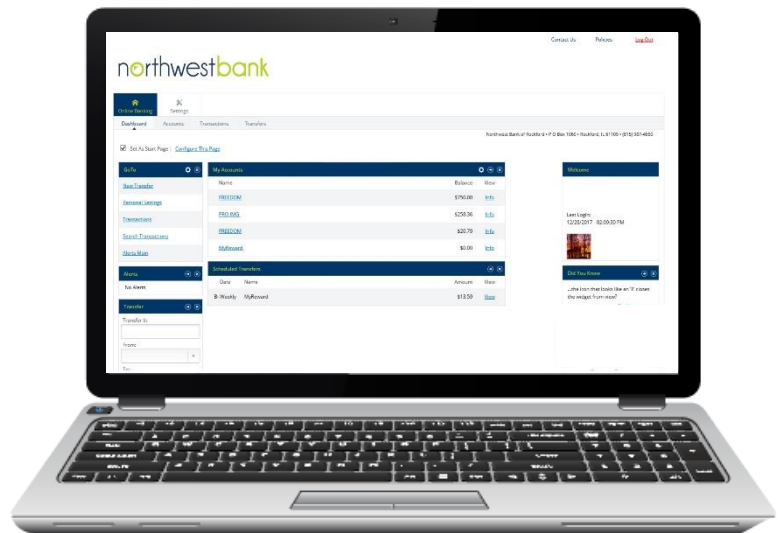## online banking: user guide

ONLINE BANKING LIVE 3/12/2018

March 9, 2018

At approximately 3:00 pm on 3/9/18 your online banking access will be turned off for any changes or transfers. You can continue to use online banking to view your accounts; however, you will not be able to transfer funds online.

March 12, 2018

The new online banking system is live.

You can access your accounts through *www.nwbrockford.com*. Access to online banking is available via computer and a mobile device (visit our resource page to view a list of supported browsers). You will receive multiple prompts the first time you sign in to online banking, including acceptance of the new terms and conditions of Northwest Bank's online banking feature. Scheduled recurring transfers between your Northwest Bank accounts will continue as scheduled after the upgrade is completed.
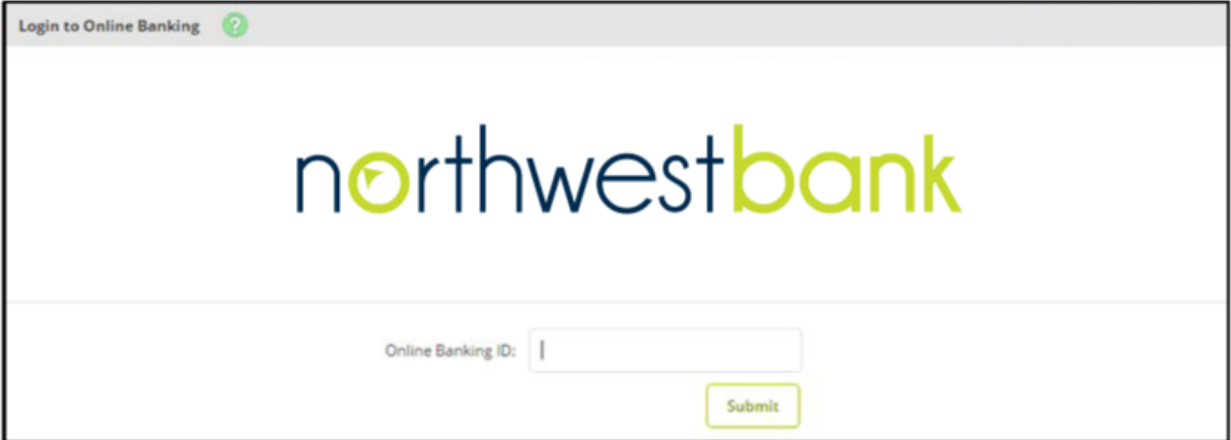
IMPORTANT!

External Transfer information will not convert to the new upgraded system. We suggest making a note of your current external transfers before the upgrade, to make re-establishing them easier after 3/12/18.

First Time Login to Online Banking

Online Banking ID: Your Online Banking ID is the same as it was before the system upgrade. If a first time user, your Online Banking ID will be a twelve digit number.

Online Banking Password: Your password for a first time log in is a 4 digit number provided by Northwest Bank. You will create a new password after your first log in.

Online Agreement

At first log in, you will be asked to review and agree to Northwest Bank's Online Agreement. Check **I Agree** and click **Accept** to proceed. We recommend you keep a copy for your records.

Changing Your Password

After your first log in, you must create a new password.

NOTE: Password must be between 4 and 25 characters. We recommend you use upper and lower case letters, numbers, and special characters to create a strong password.

On this screen, you can also change your Online Banking ID (optional). Your User ID must contain at least one letter and may contain numbers and special characters.

Select a Watermark

Select a personal identification image. This will appear at all future logins and all pages within Online Banking. This image indicates you are logging into Northwest Bank's official Online Banking website, not a fraudulent one.
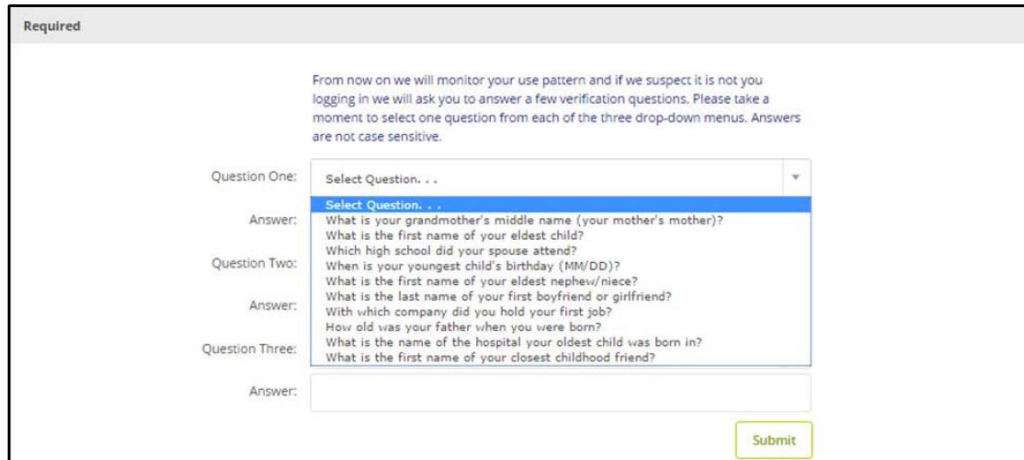
Security Questions

Select and answer three security questions to verify your identity in the future, if needed. **NOTE**: Answers to the security questions are not case sensitive. Edit questions and answers before clicking Confirm. Once Confirm is selected, questions and answers cannot be modified.
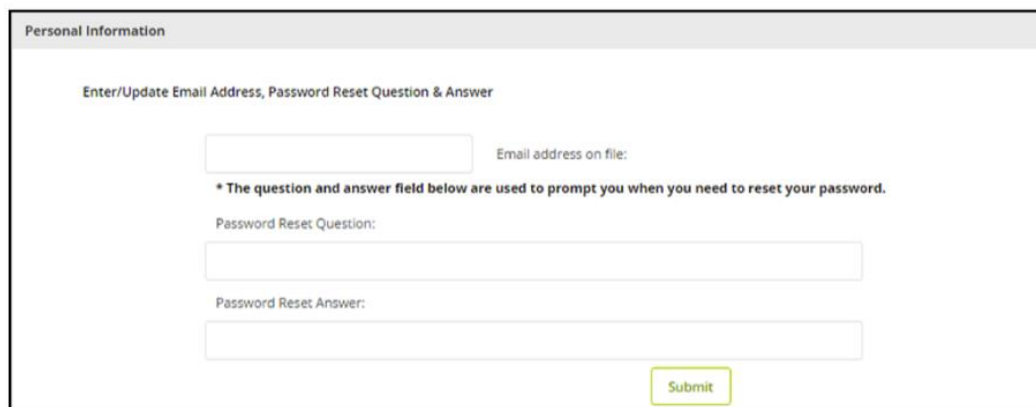

Verification Phone Number

Enter a phone number where you may be contacted if needed for security purposes. **NOTE**: Once confirm is selected, phone numbers cannot be modified.

Password Reset Question and Answer

Enter or update your email address and establish a password reset question and answer.

You should now be logged into Online Banking.

Online Banking Dashboard

After logging into Online Banking, the initial page that appears will be your Dashboard. You have the option to choose which page you'd like to appear when you first log in—the customizable Dashboard or the Accounts page.

Set Accounts Page as Homepage

Do not select **Set As Start Page** on the Dashboard page. Going forward, the Accounts page will be the landing screen upon login.

> ☐ Set As Start Page | <u>Configure This Page</u>

Set Dashboard as Homepage

Click **Set As Start Page** on the Dashboard page. You now have the option to customize your Dashboard with widgets you wish to appear on the page (i.e. My Accounts, Recent Transfers, etc.)

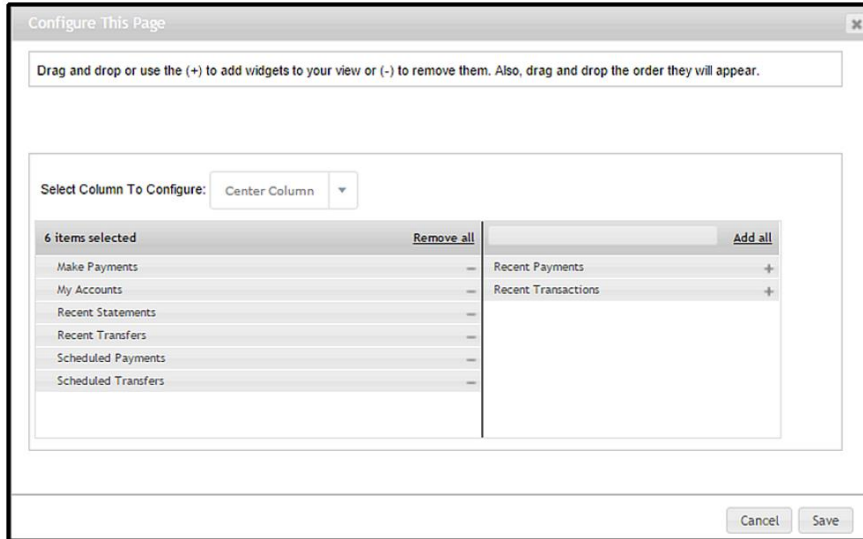> ☑ Set As Start Page | <u>Configure This Page</u>

Customizing My Dashboard

Click the link **Configure This Page** which will open a window allowing you to modify which Online Banking widgets you wish to appear or not appear on your Dashboard after logging in.

1. After clicking **Configure This Page**, a window will open. Choose a column to configure from the **Select Column to Configure** drop down field. You may select Left, Center, and Right column. The column you select will be the column you will be modifying.
2. Add widgets by clicking the (+) icon adjacent to each widget. These widgets will appear on your Dashboard page.
3. Remove widgets by clicking the (-) icon adjacent to each widget. These widgets will not appear on your Dashboard page.

4. Return to Step 1 above and select a different column to configure until the Left, Center, and Right column is modified to your desire. Click **Save** to apply these changes. Your Dashboard will reload to reflect your selections.

Navigating Online Banking

After login, you may navigate Online Banking by selecting a tab or sub tab. If you have questions about navigating Online Banking, please contact us at 815-987-4550 and we'll happily assist you.

NOTE: You may make changes to login information, email address, account names, account display options, and password reset settings under the **Settings tab** in Online Banking. You may also set up account alerts under the **Settings tab**.

QUESTIONS?

Should you have any questions concerning the information in this guide, we encourage you to speak with a one of our knowledgeable bank representatives.

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815.987.4550

East State
815.229.4212

Machesney Park
815.986.1111

Loves Park
815.877.0110

Mortgage Office
815.229.9456

www.nwbrockford.com/online-upgrades