

DIGITAL BANKING UPGRADE

Business FAQs

What's considered a business account on the new platform?

A business account includes accounts held by registered or operating businesses such as DBAs, sole proprietorships, LLCs, partnerships, and corporations.

Will there be any downtime?

Digital Banking will be unavailable starting at 11 a.m. on Monday, May 4 and will be back up when the new platform launches mid-afternoon on Tuesday, May 5.

For a full schedule of service interruptions, please visit [IHMVCU.org/Upgrade](https://ihmvcu.org/Upgrade).

What if I currently have a personal and a business username?

You can log in using either your personal or business username. However, if you currently use your personal username to view your business accounts and e-statements, this will change with the new platform. Business e-statements will no longer be accessible through your personal login. To view business e-statements, you will need to log in using your business username.

Will my log-in credentials change?

Only your password will need to be changed. You will log in using your existing username and password and then prompted to set a new password. Please be sure your mobile phone and email address are correct with us to prevent authentication issues.

If you have any questions, please contact us at 309-793-6200 or businessonline@ihmvcu.org.

Will existing users transfer automatically?

No. If you set up a user profile on the old consumer platform, you will need to reset them up on the new platform with their own username and password.

Will my Business Bill Pay Payees transfer to the new platform?

No, you'll need to re-establish your Business Bill Pay payees in the new Digital Banking platform.

Will Bill Pay have any downtime?

Yes, any previously scheduled Bill Pay transactions will still be processed as planned. However, you won't be able to schedule new payments starting at 2 p.m. on Friday, May 1 until the new platform launches on Tuesday, May 5.

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Do business users need a new mobile app?

iPhone users: If automatic updates are enabled, no action is needed.

Android users: Download the updated app from Google Play on launch day.

Each business user will log-in using their own individual credentials once registered.

Will ACH templates and recipients transfer to the new platform?

Yes, they should transfer over, however, if there are some missing, you will need to re-establish those. The ACH templates and recipients are now under their own tab within the new platform.

Will there be changes to Quicken or QuickBooks?

Yes. The new Digital Banking platform won't connect directly to Quicken or QuickBooks. You'll need to export your transaction history from your current Digital Banking before May 4.

How to export your transaction history:

1. Log in to Digital Banking
2. Open the account you want to export
3. Click **Export**
4. Choose your file type:
 - Quicken (.qfx)
 - QuickBooks (.qbo)
5. Click **Export** to download your file
6. Open Quicken or QuickBooks and import the file if needed