



1. When I click to view my eStatement, it opens a blank window real quick, then closes and doesn't show my eStatement.

You may have a pop-up blocker installed that needs to be disabled in order to view eStatements. If you have installed Windows XP Service Pack 2, this Service Pack updates Internet Explorer with a built-in pop-up blocker that is turned on by default. To turn it off, click on Tools in the menu bar, then select Pop-up Blocker, then select Turn Off Pop-up Blocker. You should then be able to open your eStatement. After you have viewed your eStatement you can turn the pop-up blocker back on if you wish.

2. Do I need any special software to use the eStatement service?

If you have Adobe Acrobat Reader on your computer, you're all set. If you do not have Adobe Acrobat Reader, you can [click here for your free download](#).

3. Does it matter what browser I use to access the web site?

We recommend Microsoft Internet Explorer versions 9, 10 or 11. We also recommend Firefox version 27 or higher, Chrome version 33 or higher, or Safari version 5 or higher.

4. Do I have to be registered for Home Banking or Bill Payment services in order to register for eStatements?

No. It is not necessary to have Home Banking or Bill Payment to register for eStatements. You must, however, have a valid email address to register and use the service.

5. How can I register my account for eStatements?

Registering is easy. For the primary account holder, click the "Register" button on the sign on page and then simply type in your social security number, date of birth, and account number. It is extremely important that you follow the format listed for each of these fields. Also, you will be asked to provide a valid email address so that you can be notified when your eStatements are available.

6. What if I am having trouble registering?

Most registration errors are a result of formatting. First check to make sure that you have provided your information in the appropriate format specified for each field. Also make sure that you are providing the information for the primary account holder, not the secondary account holder, if you have two names on the account. If you still experience challenges registering, please contact your financial institution.

7. How will I know when my registration has been completed?

Once you've completed the registration process you will receive an email confirming your successful registration.

8. How will I know when I can view my statement?

You will receive an email notification whenever a new statement is available for viewing. If the statement is not viewed within a certain time frame, a reminder email will be sent as a follow up.

9. Can I print my statement out?

You can print your statements, and you can also save them to your hard drive, diskette, or CD.

10. How long will my statement be available for viewing?

EStatements will generally remain available for viewing for 12 months after they have been posted.

11. What happens if I forget my password?

Go to the sign on page for the eStatements and click on the link "Forgot your user name and/or password?". Once there, the system will prompt you to provide additional information and will then email the password to you at the email account you used during registration.

12. Can I change my password?

You can change your password at any time by selecting "Change Registration", and then choosing "Change Your Password" once you have logged in.

13. What if I have multiple account numbers?

You can link your account numbers together in the eStatement application, as long as the accounts have the same primary Social Security Number. Upon registering for the first account, the system will automatically prompt you to link accounts, if you have other accounts on file. Once you have linked your accounts, all of your statements will be available to you with a single log in. If you open another account with your financial institution at a later time, you can link that account by selecting "Change Registration", and then choosing "Link Accounts".

14. What do I do if my email address changes?

If you have a change to your email address, please make it through our online banking address change field by clicking [here](#). This will assure your address is changed in all of our systems.

15. I got an error message while trying to view an eStatement. It says "There was an error processing a page. A font contains a bad CMap/Encoding". What does this mean?

You are using an old version of Adobe Acrobat Reader, and need to upgrade to version 4 or higher. Adobe recommends that you first uninstall any older version of Acrobat Reader prior to installing the updated version. Once this has been done you should be able to view your eStatements with no problems. [Click here](#) to get the latest version.

16. What do I do if I'm having trouble viewing my statement?

Recent changes to your operating system software such as upgrades, downloads, and/or system enhancements can affect your PC's ability to connect with secure sites, including our eStatement site.

We recommend trying the following steps:

- Verify that you are current on all Windows Updates. From the Start menu, click on Windows Update, and download recommended updates and patches, then shut down and restart the computer.
- Un-install and re-install Adobe Acrobat Reader. <http://www.adobe.com/products/acrobat/readstep2.html>
- Ensure that you are using the most up to date version of your browser.

For Internet Explorer (recommended) -
<http://www.microsoft.com/windows/ie/default.asp>

Other browsers are not supported for this application.

- Some pop-up blocker and firewall programs may prevent access to eStatements. If you utilize these types of

applications, you may need to disable certain features of the programs in order to access your eStatements.

If you have not found an answer to your question, please [contact us](#).