



ONLINE AND MOBILE BANKING UPGRADE It's almost time!

Prepare for May 15-18, 2025
service interruptions.

[Learn how to get ready](#)

Reminders to help you plan ahead

Our new digital banking platform
launches May 19.

Remember, online, mobile and text
banking will not be available the
weekend of the upgrade.

[Log in to your account](#)

Make sure you're ready:

Verify your contact information is
correct.

To access online or mobile banking for
the first time on the new platform on
May 19, you'll be sent a one-time secure
access code via text message or phone
call.

Timing of the transition

There will be service interruptions the weekend we upgrade to the new platform.

Note, ATMs and telebanking will still be available 24/7 and Byline branches will
be open during regular business hours.

May 15 at 5 p.m.

Bill pay will be unavailable for use
until May 19 at 8 a.m.

May 16

Make sure your contact information is
up-to-date before 5 p.m. And, make
sure you know your login credentials
as you will need to use them to login to
the new platform on May 19.

Online, mobile and text banking will
not be available as of 6 p.m.

Card controls and alerts will be
discontinued and will need to be
reestablished on May 21.

Quicken/Quickbook/Intuit users:
complete a data file backup and a final
transaction download by this date as
transaction history might not be
available after the upgrade.

May 17 - May 18

Online, mobile and text banking will
not be available during conversion
weekend.

Zelle® payments can be received but
not sent.

May 19 at 8 a.m.

Online, mobile and text banking will
be available once again.

Instructions for how to log in and get
started will be emailed.

May 21

Card Management will be available
including card controls, alerts and new
features.

What to expect for Monday, May 19 launch



Log in to Business Banking (instead of Personal Banking).

Upon logging in for the first time, you'll be sent a one-time secure
access code via text message or phone call.



Android mobile app user will need to download the new version of our mobile app.

The app will be available on May 19 in the Google Play store.



Alerts and text banking.

Verify and reestablish online and mobile banking text alerts and text
banking (note, our April 17 email stated that voice alerts would be
available as well; however, we decided not to make them available at
this time).

More details are online

Visit our Digital Banking
Upgrade Hub for full details on
timing, features and FAQs.



[Stay informed](#)



Questions? Call (772) 244-7000 | Find a local branch

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