



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 and mobile 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

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

Recurring scheduled internal
transfers that have an effective date of
May 16 will process; however
transactions with an effective date
after this date will not process.

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 and mobile banking will not be
available during conversion weekend.

Zelle® payments can be received but
not sent.

May 19 at 8 a.m.

Online and mobile banking will be
available once again.

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

What to expect for Monday, May 19 launch



Your User ID will change

Your new User ID will be your old User ID + your Company ID.

Example: User ID: johnsmith Company ID: 1234567.
New User ID: johnsmith1234567

You will no longer be required to enter a Company ID at each login.
Also, after your initial login, you can change your User ID and it does
not have to include your old Company ID.



Log in to Business Banking

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



Download the new version of the Byline Bank Mobile app

Available in the Apple and Google Play app stores on May 19.

Note: It will be orange instead of black.



Verify and reestablish online and mobile banking alerts

More details are online

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



[Stay informed](#)



Questions? Call (312) 660-5811 | Find a local branch



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