



### 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.**

<b>May 15</b>	<b>May 17 - May 18</b>
<b>Bill pay will be unavailable for use until May 19 at 8 a.m.</b>	<b>Online and mobile banking</b> will not be available during conversion weekend.
<b>May 16</b>	<b>Zelle® payments</b> can be received but not sent.
<b>Make sure your contact information is up-to-date</b> 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.	<b>May 19 at 8 a.m.</b>
<b>Online and mobile banking</b> will not be available as of 6 p.m.	<b>Online and mobile banking</b> will be available once again.
<b>Recurring scheduled internal transfers</b> that have an effective date of May 16 will process; however transactions with an effective date after this date will not process.	<b>Instructions</b> for how to log in and get started will be emailed.
<b>Quicken/Quickbook/Intuit users:</b> complete a data file backup and a final transaction download by this date as transaction history might not be available after the upgrade.	


### What to expect for Monday, May 19 launch

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**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.*
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**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.
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**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.*
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**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](#)