



ONLINE AND MOBILE BANKING UPGRADE

One last reminder!

Online and mobile banking will not be available this weekend as we prepare to launch our new platform on May 19, 2025.

[Learn how to get ready](#)

Be aware of service interruptions this weekend

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

Timing of the transition

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 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. Any scheduled internal transfer that falls on May 17 and 18 will not process but all future scheduled internal transfers with effective dates of May 19 and after will process and will not need to be re-established.

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.

Zelle® payments can be received but not sent.

May 19 at 8 a.m.

Online and mobile banking will be available once again.

Instructions with a reminder of how to log in and get started will be emailed.

What to expect for Monday's 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



All times are Central Time.

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