

Q. How do I enroll?

A. You can enroll online and be approved automatically for both online banking and bill pay.

Q. Do I use my same password?

A. No. Passwords are encrypted and are thereby unable to be transferred from one vendor to another. For the initial login, you will use the last four digits of your primary account holder's social security number. They create a new password. It can be the same as your previous one if you prefer.

Q. What are the password requirements?

A. Minimum of six characters with a mix of letters, numbers and symbols.

Q. Can I save my device when I enter our one-time passcode?

A. Yes, there are two options. One is to register the device and the other is to acknowledge it is a public device and not to register it to the account.

Q. Can I change my Login ID?

A. Yes. This is done through My Settings → Login & Security → Username

Q. Can I change the names of my accounts?

A. Check out the Settings widget on My Accounts to customize your experience and set your account preferences. There, you can reorder rename and hide accounts from your dashboard.

Q. Can my joint account owner have a separate Login?

A. They can! From within Online Banking, you can navigate to Additional Services → Share Access with Others and add authorized users. From there, you can control the level of access the authorized users are granted.

Q. How do I make loan payments?

A. Loan payments are super easy! If your account that you are debiting is with Envista, you simply click on the button that says "Pay" under the loan account. If you're needing to pay your Envista loan from another financial institution, you will still be able to initiate an online payment on the home page of our website.

Q. What happens to the m*teller notifications?

A. The new online banking has an alerts and notifications section as well! These can be found by clicking on My Settings in the upper right of the window. Scroll to the bottom of the page to Other Settings and click on Alerts & Notifications to set your preferences. Current m*teller alerts will not be converted.

Q. Will MoneyDesktop convert?

A. Yes! MoneyDesktop, now referred to as Money Management, is located within Online Banking and is now available in the Mobile App as well. If you previously used MoneyDesktop, your account information will be transferred to the new Online Banking.

Q. Can I reset my own password?

A. Yes! Just use the Forgot Password link. You can even reset from within the Mobile App.

Q. What if I get locked out?

A. You will have 5 attempts with a bad login, AND 3 attempts at a password recovery option. If your device is registered, you can click the 'I can't access my account' link and get a one-time password through text.

Q. How do I do a cross account transfer?

A. If your accounts are linked, they will all show up in the accounts list and will work just like a regular transfer. To transfer to someone else's account, use Popmoney.

Q. Can I see automatic payments that are already established?

A. You can view any scheduled transfer you've initiated through Online Banking. If you have automatic payments initiated through an Envista employee, you will not be able to see those.

Q. Is there a fee for Bill Pay?

A. No. Bill Pay is free. There is no more non-usage fee!

Q. How will Bill Pay payments be processed?

A. Bill Pay payments will be processed on the day set for payment.

Q. Will Bill Pay send electronic or a physical checks?

A. Both. Bills paid to large payees such as utilities, credit cards, hospitals will typically be electronic. Checks will be mailed to small merchants/payees that don't have an agreement on file with our Bill Pay vendor.

Q. Will reoccurring Bill Pay payments still be active?

A. Yes. Recurring bill pay transactions will be migrated to the new system.

Q. Do I have to download a new App?

A. Yes. Envista has partnered with a new vendor for online banking that also has an app so that you can have the same user experience between Online Banking and the Mobile App. You will need to download the App, log in and authenticate your device. You must first log in successfully from a website browser at envistacu.com

Q. Will there be fingerprint ID and face recognition with the new App?

A. Yes!

Q. Does the App cost money?

A. No! It's FREE.

Q. Why is there a hold for Mobile Deposit checks?

A. The hold placed on your funds from Mobile Deposits can vary in length, and it is in place for your security.

Q. Is the Debit Control App included in the new App?

A. The debit control app is still available through the app store and is not impacted by this change. Unfortunately, they are unable to be linked in the same App.

Q. Is there a fee for Popmoney?

A. No! Popmoney is free!