

Q. How do I enroll?

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

Q. Do I have to get a one-time passcode everything I log in?

A. No, if this is your private device select “Yes, register my private device” when entering the one-time passcode.

Q. Can I change my Login ID?

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

Q. Can I change the names of my accounts?

A. Yes! 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. Or, they can sign up for Online Banking themselves.

Q. How do I make loan payments?

A. Loan payments are super easy! If the account that you are debiting to make the loan payment is an Envista account, 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 from within your online banking account through Additional Services → Pay My Loan.

Q. How do I receive alerts for my account?

A. Email or text alerts can be setup 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.

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

Q. How do I do a cross account transfer?

A. You can transfer between accounts you are a owner of by selecting Transfer widget on My Accounts. You can transfer to an Envista account under the same Transfer widget by adding the recipient under the destination account.

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

A. You can view any scheduled transfer you’ve initiated through Online Banking by navigating to Move Money → View Scheduled Transfers. If you have automatic payments initiated through an Envista employee, you will not be able to see those.

Online Resource Center FAQs

Q. Is there a fee for Bill Pay?

A. No! Bill Pay is free.

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, and 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. 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 there a fee for Popmoney or External Transfers?

A. No! Popmoney and external transfers are free!