

Customer Online Banking Questions

Why do I have to install a new browser? I can get into my other programs online without having to change?

Answer: The Bank of Alma takes the security of their online banking program very seriously because of the data it contains. Microsoft has stopped supporting Windows XP and Internet Explorer 7 and 8. That means there will no longer be updates to the programs. This leaves them vulnerable to hackers and malware. It is not a safe practice to be accessing your online banking from software that is no longer supported.

If you are running Windows XP and cannot update your browser, you can install Google Chrome or Mozilla Firefox via the links below. **IMPORTANT NOTE:** XP is no longer supported, so although you can update the browser, it will still leave your computer vulnerable to malware because it is not being updated by Microsoft.

| Operating System | Browser | Action Needed | LINKS |
|------------------|---------------------------|---|--|
| XP | INTERNET EXPLORER 8 | CANNOT UPDATE INTERNET EXPLORER; YOU WILL NEED TO CHANGE TO EITHER MOZILLA FIREFOX OR GOOGLE CHROME | LINK TO INSTALL GOOGLE CHROME: https://www.google.com/chrome/browser/ LINK TO INSTALL MOZILLA FIREFOX http://www.mozilla.org/en-US/firefox/new/ |
| VISTA | INTERNET EXPLORER 8 OR 9 | IF YOU ARE RUNNING INTERNET EXPLORER 8 YOU WILL NEED TO UPGRADE TO 9 OR USER CHROME OR FIREFOX; IF YOU ARE RUNNING 9 MAKE SURE THAT COMPATIBILITY MODE IS NOT ENABLED | LINK TO INSTALL GOOGLE CHROME: https://www.google.com/chrome/browser/ LINK TO INSTALL MOZILLA FIREFOX http://www.mozilla.org/en-US/firefox/new/ LINK TO UPGRADE TO IE9 http://windows.microsoft.com/en-us/internet-explorer/ie-9-worldwide-languages |
| 7 AND 8 | INTERNET EXPLORER10 OR 11 | ENSURE THAT COMPATIBILITY MODE IS NOT ENABLED; | |

I can't see my transactions anymore when I go to my daily activity?

Answer: A couple of things could be causing this. First, make sure that you are using a supported browser. Internet Explorer 9 or above, Mozilla Firefox, Apple Safari or Google Chrome are all supported browsers. If you are using an outdated browser (like Internet Explorer 8) please see the section about installing a new browser.

If you are running a supported browser and are not getting your daily activity window, check to make sure that the browser isn't running in compatibility mode. Open your browser window. (If you are running windows 8, please do this from the desktop Internet Explorer and NOT the TILE on your home screen) Near the top of the screen, you should see a TOOLS button. Click on tools and then select

compatibility view settings. Make sure that ibtapps.com is not listed in the bottom box. If it is, remove it and then restart your browser.

I want to print my daily activity but it is only printing a small number of items. How can I change that?

Answer: When viewing daily activity, the default setting is 10 items to view or print. To change this feature, you need to go into the tab near the top of the online banking page where you can select PROFILE. If you click on the PROFILE tab, and then select UPDATE PROFILE/PREFERENCES it will let you select how many items to view and it can go as high as 100. Whatever number is designated, determines the items for viewing and printing.

I would like to import my statements or activities into Quick books (or Quicken or Peachtree, etc). Will Online Banking let me do that?

Answer: There are many types of financial software to balance your accounts. If you don't see your program listed in the FORMAT box on the DOWNLOAD tab in Online banking, we don't have that particular format available. However, most financial software accepts a CSV file, which is a comma delimited file, into their program. By selecting that to download your items, you should be able to import it into the financial software you are using.

When I log on to OLB, even though I checked the box to remember this machine, it never remembers my answers. What do I need to do for that screen to stop popping up?

Answer: There could be a couple of different things that are causing this issue.

The first is that your browser may be set to delete all history on exit. That means every time you close out of your internet explorer, it deletes the settings that tell it to remember those answers. You can check this by going into your internet explorer options, and on the general tab, there is an option that says to delete browsing history on exit. Make sure that is NOT checked.

Another reason for this behavior could be because you are accessing your OLB account using a "hot spot" or a cellular modem. Because of the way that technology works, the OLB program thinks you are accessing your account from a different PC or device and it prompts for those answers as added security. You can check this log by going into your profile settings on Online Banking and looking at the **VIEW HISTORY OF ONLINE ACTIVITY**. If it is showing a different IP address each time you logon, that is what is causing this behavior.

There could be yet another software program that is causing this behavior also. Some security software or antivirus software has settings that will automatically clear your OLB login when you exit the browser as an added security mechanism. If that is the case, it is better to answer the questions than to turn that feature off.

I signed up for e-statements but I'm not receiving any notification that they are available?

Answer: Because the notification that your e-statement is available is auto generated, many email programs will flag them as SPAM or JUNK MAIL. Make sure that you are checking those folders to see if they are being delivered there instead of your inbox.

Another thing that may be causing this is a change in your email address. Contact the bookkeeping department at the bank to make sure that the email address they have on file is correct.