



System Upgrade Personal Banking Checklist

Use these key dates and action steps to navigate through our system upgrade weekend, which takes place Thursday, October 24 to Sunday, October 27.

Prior To

Confirm your contact information is correct within Online Banking.

Oct. 24

Download and save online account statements and check images.

Save your bill pay and e-bill history. Bill pay vendors will transfer; e-bill vendors will not.

Money Management users should save history and external account information.

Oct. 28

Delete the current HCB Mobile Banking App and download the new HCB Mobile Banking App from your App Store.

Reset your password on Online and Mobile Banking. Use the last four digits of your social security number as the temporary password.

Re-enter e-bill vendors on Bill Pay.

Add additional owners to eStatement accounts.

Add external account information to our new HCB Money Manager program for complete financial tracking!

Telephone banking users will enroll with a new PIN the first time using the new system. Prompts will change, as well.