



Online Banking: System Enhancements FAQs

Your digital experience is important to us. That's why we've made improvements to your online banking - helping you stay connected to your money, with added convenience and confidence. Rest assured, you'll find the same advanced security you know and trust.

Please be aware of the following information to help avoid any issues with the new Online Banking system:

- **How do I correct my Online Banking screen where it will display correctly?**
 - If your Online Banking view is not formatted on the screen as it should be, please make sure you are using a compatible Operating System and Browser. Mobile Banking may be a better option for your device if it is not listed in the compatible systems.
 - See the list of Supported Online Banking Operating Systems and Browsers below.
 - If you are using a Mobile Device, please remember our Mobile Banking App which is available to all Online Banking users. See Mobile Banking on our website for more info.
- **How do I transfer from my Line of Credit or make a Loan Advance?**

Click on *Money Movement* and then click on *Loan Payment/Advance*
- **How do I search or sort transactions?**

This option is located at the top of your Posted Transactions in Account Detail.
- **How do I print a page in Online Banking?**

Click on the right mouse button on any Online Banking screen and then click Print. Follow the instructions on the screen.
- **Where do I find the option to download my transactions?**

Click on *Accounts* and then click on *Reports/Downloads*
You can now download transactions from multiple accounts at one time.
Once you select your account(s), the download options appear at the bottom of your screen.
File Format Types – Quicken, QuickBooks (QBO), Text, BAI2, Excel



Online Banking: Operating System (OS) and Browser Compatibility

OS and browsers not supported by the TB&T Online Banking Service Provider may be used; however, they may prevent users from accessing an application or cause some features to function improperly.

For maximum security and optimal usability, TB&T and the TB&T Online Banking Service Provider encourages you to use supported OS and browsers to ensure you can continue to access Online Banking.

Online Banking

Supported Operating System	Supported Browsers				
	Microsoft Internet Explorer®	Microsoft Edge®	Safari®	Google Chrome™	Mozilla Firefox®
Windows 8	11.0	N/A	N/A	74	68
Windows 10	11.0	42.0	N/A	77	68
Mac OS X® 10.3.6 High Sierra	N/A	N/A	12.1	77	68
iOS 12.4 (iPad Pro®)	N/A	N/A	12.1	N/A	N/A
iOS 12.4 (iPhone 7 and above)	N/A	N/A	12.2	77	N/A
Android 8.0 Oreo (Samsung Galaxy S9+, and Google Pixel 2)	N/A	N/A	N/A	77	N/A

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