

Internet Banking FAQ

How do I sign up for Internet Banking?

Sign up for Internet Banking by accessing <http://www.statebankofalcester.com>. Click on "Enroll" on the right-hand side of our homepage. Fill out the information requested and click "Submit". You will receive two separate "Enrollment Notifications" in the mail. One will have your Access ID and the other will have your password. Once you have both of these, use the information to log onto Internet Banking. The first time you log in, you will be asked to change your Access ID and password. Your Access ID must be 6 to 16 characters. Your password must be 6 to 16 characters and alphanumeric, meaning that it must include both numbers and letters. You will also be asked to set up an Authentication Image, Authentication Pass Phrase and three Challenge Questions. If you have questions, call 934-2512.

May I check out an Internet Banking demonstration before I sign up for it?

Of course, just go to our homepage <http://www.statebankofalcester.com>. Click "Demo". Then click "Submit".

What do you need to access Internet Banking?

You need a computer, modem, Internet access and an Internet browser. To experience the full functionality of our Internet Banking site, you MUST be using Microsoft Internet Explorer 5.5 or higher, Netscape Navigator 4.08 or higher or and Netscape Communicator 7.01 or higher. Older versions of these browsers may not be compatible with the online banking system. You will get a message saying that your browser does not meet our specific security protocols. You will then need to download a newer version of one of these browsers. Once you have completed the download and installation of the recommended browser, you can return to the login page and log in to Internet Banking.

Is Internet Banking secure?

Yes, the State Bank of Alcester has security features and requirements (which include your Access ID and password) to provide you with peace of mind when you access your account information. To ensure your own privacy, log off Internet Banking whenever you leave your computer. Also, choose your password carefully. Do not choose one that will be easy for someone to guess what it is. Do not tell anyone your password and change it if you suspect someone knows it. To help protect your privacy, if you're called away from your computer while you're signed in, you will be signed off after 30 minutes of inactivity.

How can you add a new account if you already have Internet Banking?

New accounts automatically appear on the Internet Banking system. If there is an account to which you would like access that you currently do not have access to on Internet Banking, contact a personal banking officer and ask to have this account added. You may be asked to complete an authorization form.

You have Internet Banking, but you are being given an error message when you enter your Access ID and password. Why?

Make sure you are using the correct password. If you are unsure of your password, contact the bank to reset your password. You may also want to check the status of your CAPS lock. Passwords and Access IDs are case sensitive.