

## eBanking

1. Log on to our website: [www.thelakebank.com](http://www.thelakebank.com)
2. On the main page enter your User ID , click Login.
3. Enter your Password , click Submit. (Do not click on reset password function.)
4. You will be prompted to change your password after your initial login. The "current" password is the initial password given to you by the bank. The "new" password must be between 8-25 characters in length, contain both alpha and numeric characters, at least 1 special character +\_@!\$\*~., at least 1 upper and lower case letter, must not match or contain your User ID and must not match one of the previous 2 passwords used.
5. When you login for the first time, you will be prompted to select a personal identification image.
6. You are required to setup security questions at your initial login.
7. You will also be required to verify your email address and phone number(s).

### Helpful eBanking Tips

To change your eBanking ID Number or Password:

Select the eOptions tab to modify personal settings or login information.

To change account "Pseudo" name:

Select the eOptions tab, select accounts, then create new name(s) and select submit.

To view new accounts within The Lake Bank app:

Select the eOptions tab, select Mobile Settings, then select the box for the accounts you wish to access within the mobile app.

Electronic transfers from Savings accounts:

Please note that electronic transfers from savings accounts are limited to 6 per month. This is the maximum number of electronic withdrawals allowed by federal regulation.

Self Reset Password:

For this to be available to you, setup your PIN Reset Question & Answer under the eOptions tab. Then you are able to reset your own password. Otherwise you can always call the bank for password assistance.



### eStatements

#### What are eStatements?

A secure, quick and convenient way to receive bank statements. Faster delivery, no need to wait for the mail. Secure delivery, avoid statements being stolen. Up to 18 months of history available for download and archiving.

#### Getting started:

Contact a CSR at any of our branches today!  
Or, log into eBanking > **eStatements** > **Sign Up/Changes tab** > select the accounts to enroll. Follow the enrollment steps.



### ePay

#### What is ePay?

ePay is an online bill payment system to pay bills in one central, secure, convenient location.

Pay a Person transfers are also available!

*(Fees may apply)*

#### Getting started:

Log into eBanking > **ePay** > Follow the enrollment steps.

A live demo is available to view on the ePay tab.



### Mobile Deposit

#### What is Mobile Deposit?

Tap! Snap! Mobile Deposit! Mobile Deposit allows you to make deposits to your personal or small business account – all from our app on your camera enabled mobile device.

*(Fees may apply)*

#### Getting started:

Contact a CSR at any of our branches today! You will complete a mobile deposit agreement and go through the deposit processing steps. Our CSRs will also answer any questions you may have.



## Mobile Text Banking

*Quick account info via a text message.*

### What is Mobile Text Banking?

Mobile Text Banking is a service which allows you to quickly request and receive account information via a text!

*(Service Provider text rates may apply)*

### What can you do with Mobile Text Banking?

- Bal** - Returns balance for all enrolled accounts
- Bal <acct name>** - Returns balance for specified account
- Hist** - Returns last 4 transactions for all enrolled accounts
- Hist <acct name>** - Returns last 4 transactions for specified account
- Help** - Returns command references
- Stop** - Disables enrollment for text mobile banking

### Getting started with Mobile Text Banking:

Log into your eBanking Account and go to - **eOptions > Mobile Settings > Mobile Text Banking**. Follow the enrollment steps.



## Mobile Web Banking

*Bank on your phones web browser.*

### What is Mobile Web Banking?

Mobile Web Banking is a browser-based solution that allows you to access your accounts, view account balances, history, and pay bills anytime, from anywhere!

*(Service Provider web rates may apply)*

### What can you do with Mobile Web Banking?

- \*View transaction history
- \*View Account Balances
- \*Transfer Funds between Lake Bank Accounts
- \*Pay Bills to existing Payees
- \*View Alerts

### Getting started with Mobile Web Banking:

Log into your eBanking Account and go to - **eOptions > Mobile Settings > Mobile Web Banking**. Follow the enrollment steps.

Or go to: [www.airteller.com/thelakebank](http://www.airteller.com/thelakebank) on your mobile phone.



## iPhone, iPad & Android App

*Quick & convenient banking for today's most popular devices.*

### What are the iPhone, iPad & Android Apps?

These Applications allow you to access your accounts, view account balances, history, and pay bills anytime, from anywhere!

*(Service Provider web rates may apply)*

### What can you do with the iPhone, iPad & Android Apps?

- \*View transaction history
- \*View Account Balances
- \*Transfer Funds between Lake Bank Accounts
- \*Pay Bills to existing Payees
- \*Pay a Person Transfers available after initial transfer setup on website.
- \*View Alerts

### Getting started with iPhone & Android Apps:

Go to the Apple App Store or the Android Market and download The Lake Bank's App by searching **The Lake Bank Mobile Banking**.