

# Intro to Business Online Banking

User Guide


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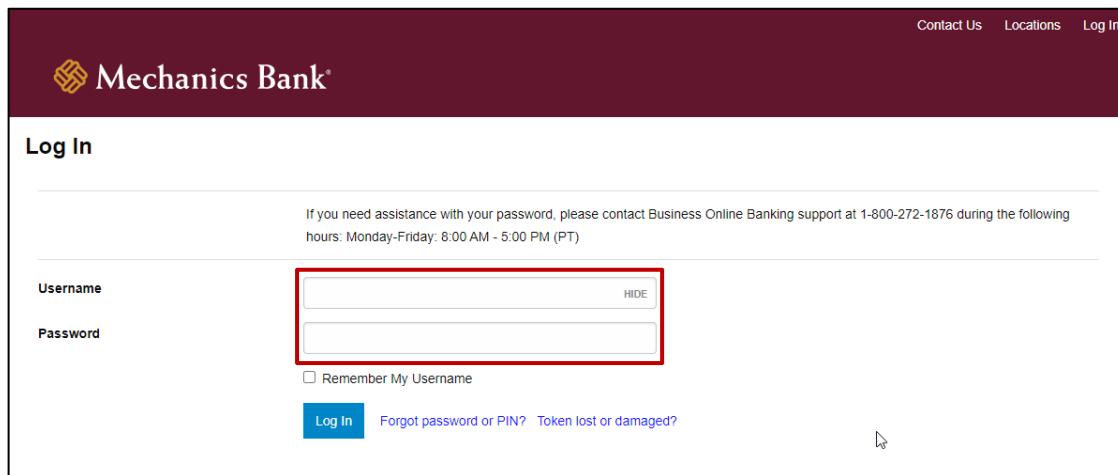
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## First Time Log In

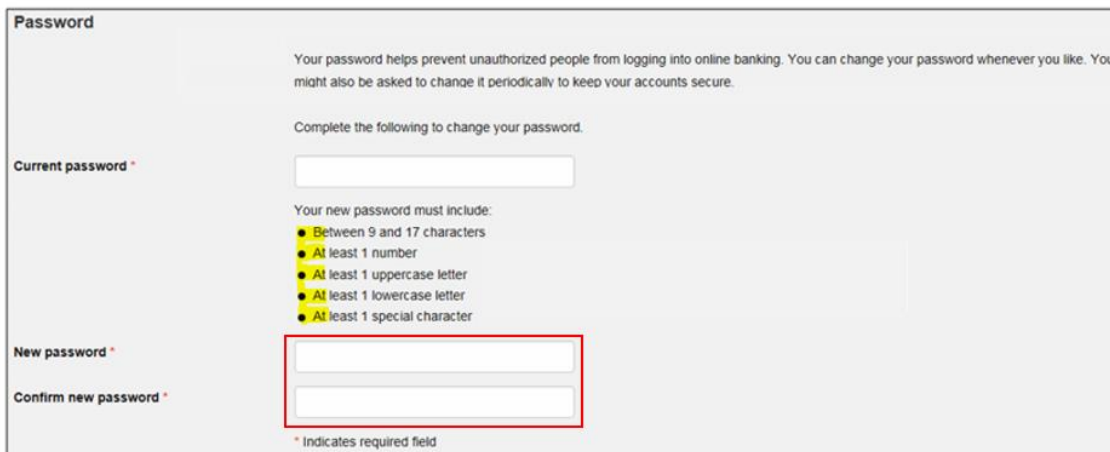
- Access our website [www.mechanicsbank.com](http://www.mechanicsbank.com) to log in to Business Online Banking
- Under the **Sign In** header, choose **Business Online Banking** from the drop down menu
- On the **Log In** page enter your **Username** and temporary **Password**
- Click **Log In**

 **Note:** Security token users will need to activate a token. See the **Business Online Banking Security Token User Guide** for details on how to activate and log in using a security token.




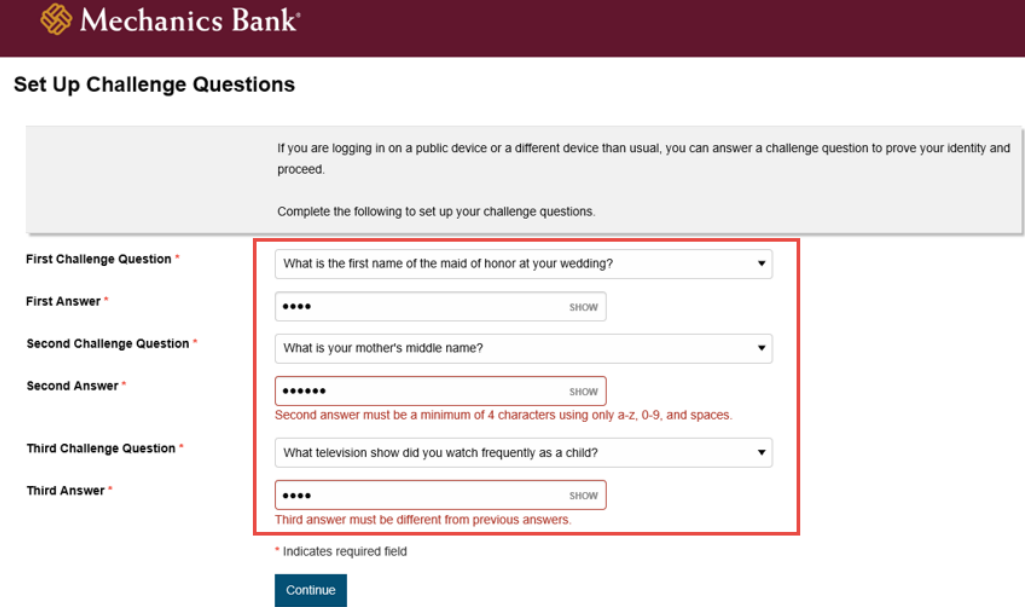
The screenshot shows the Mechanics Bank website header with the logo and navigation links: Contact Us, Locations, and Log In. Below the header is the "Log In" section. It includes a message about password assistance: "If you need assistance with your password, please contact Business Online Banking support at 1-800-272-1876 during the following hours: Monday-Friday: 8:00 AM - 5:00 PM (PT)". There are input fields for "Username" and "Password". The "Password" field has a "HIDE" link next to it. Below the fields is a checkbox for "Remember My Username". At the bottom, there is a blue "Log In" button and two links: "Forgot password or PIN?" and "Token lost or damaged?".

- You may be prompted to **Change Password**; if prompted enter a new password in the **New Password** and **Confirm New Password** boxes
- Click **Continue**

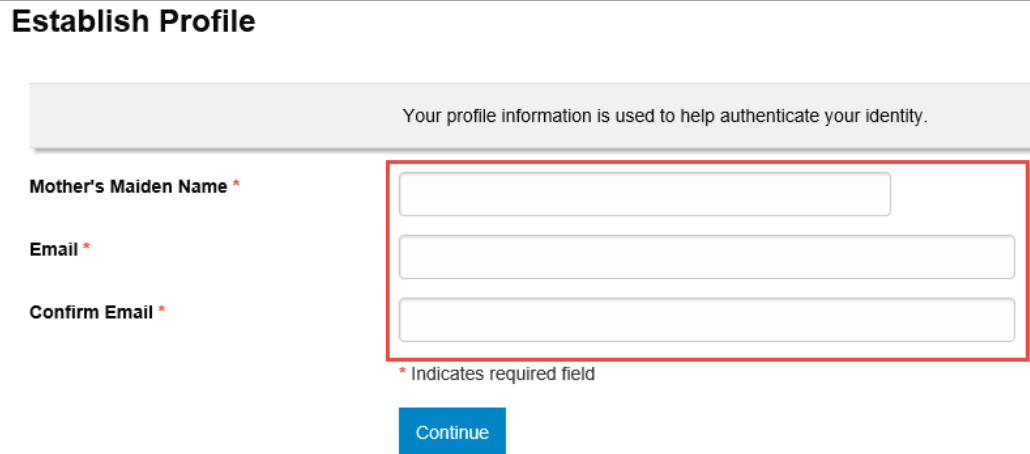


The screenshot shows the "Password" section of the Mechanics Bank website. It includes a message about password security: "Your password helps prevent unauthorized people from logging into online banking. You can change your password whenever you like. You might also be asked to change it periodically to keep your accounts secure." Below this is a heading "Complete the following to change your password." and a list of requirements for the new password: "Your new password must include:" followed by a bulleted list: "Between 9 and 17 characters", "At least 1 number", "At least 1 uppercase letter", "At least 1 lowercase letter", and "At least 1 special character". There are input fields for "Current password", "New password", and "Confirm new password". The "New password" and "Confirm new password" fields are highlighted with a red box. At the bottom, there is a note: "\* Indicates required field".


- You may be prompted to set up **Challenge Questions**; if prompted select 3 questions and input the corresponding answers
  -  **Note:** Answers cannot be the same, cannot contain special characters and must be a minimum of 4 characters and maximum of 50.
- Click **Continue**



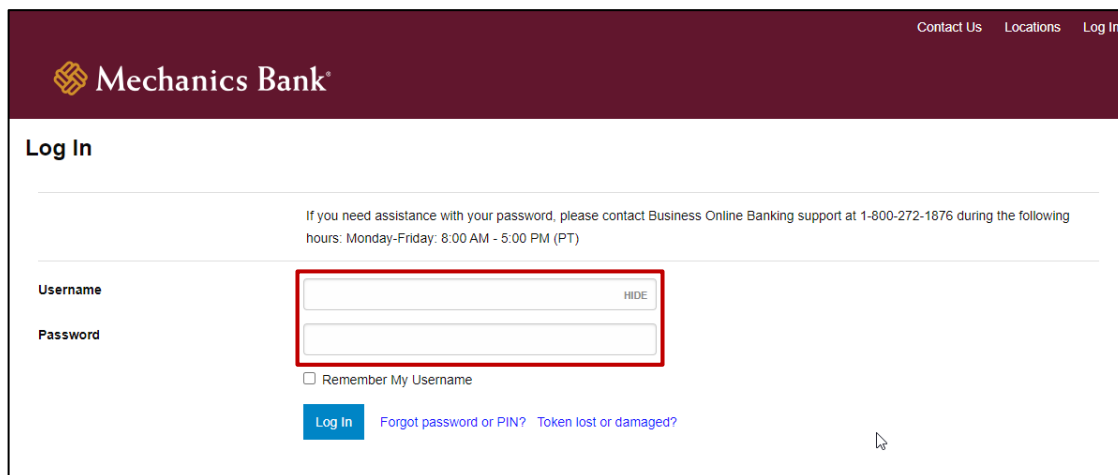
- You may also be prompted to **Establish Profile**; if prompted complete the requested information
- Click **Continue**
- Upon completion, you will be logged in to Business Online Banking



## Launching Business Online Banking

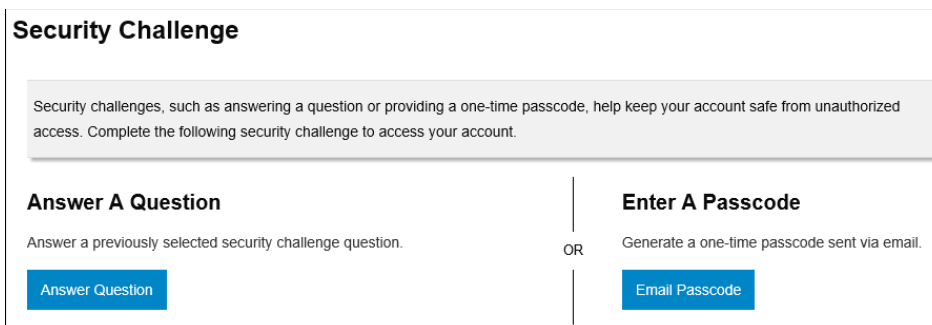
- Access our website [www.mechanicsbank.com](http://www.mechanicsbank.com) to log in to Business Online Banking
- Under the **Sign In** header, choose **Business Online Banking** from the drop down menu
- On the **Log In** page enter your **Username** and **Password**
  -  **Note:** *Security token users ONLY* - your password should be a combination of the number generated from your security token plus your 4-digit PIN number.
- Click **Log In**

-  **Note:** Security token users will see a **Site Verification** box and will need to validate the verification code in order to proceed.



The screenshot shows the Mechanics Bank Log In page. At the top right are links for "Contact Us", "Locations", and "Log In". The Mechanics Bank logo is on the left. Below the header is a "Log In" section. A message states: "If you need assistance with your password, please contact Business Online Banking support at 1-800-272-1876 during the following hours: Monday-Friday: 8:00 AM - 5:00 PM (PT)". There are input fields for "Username" and "Password". The "Password" field is highlighted with a red box and has a "HIDE" link next to it. Below the password field is a checkbox for "Remember My Username". At the bottom are a blue "Log In" button and two links: "Forgot password or PIN?" and "Token lost or damaged?".

- You may be promoted with a **Security Challenge**; complete the Security Challenge in order to continue the log in process by either answering a security challenge question or by entering a one-time passcode received via email

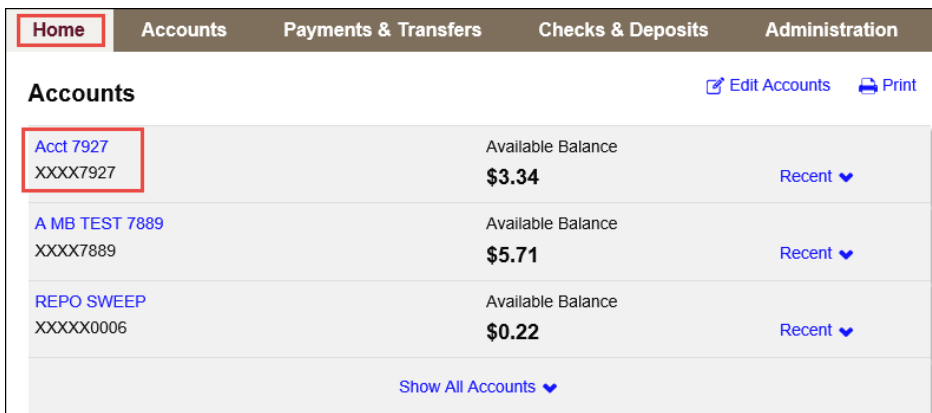


The screenshot shows the Security Challenge screen. At the top is the title "Security Challenge". Below it is a message: "Security challenges, such as answering a question or providing a one-time passcode, help keep your account safe from unauthorized access. Complete the following security challenge to access your account." There are two options: "Answer A Question" and "Enter A Passcode". Under "Answer A Question" is the text "Answer a previously selected security challenge question." and a blue "Answer Question" button. Under "Enter A Passcode" is the text "Generate a one-time passcode sent via email." and a blue "Email Passcode" button. An "OR" is placed between the two options.

## Transaction Activity

- From the **Home** page, under the **Accounts** section, select the applicable account

-  **Note:** To view the 10 most recent transactions you can click the **Recent** ▾ link



The screenshot shows the "Accounts" section of the Home page. At the top is a navigation bar with "Home", "Accounts", "Payments & Transfers", "Checks & Deposits", and "Administration". The "Accounts" section is active. Below the navigation bar are links for "Edit Accounts" and "Print". The table lists three accounts:

Account Name	Available Balance	Recent ▾
Acct 7927 XXXX7927	\$3.34	Recent ▾
A MB TEST 7889 XXXX7889	\$5.71	Recent ▾
REPO SWEEP XXXXX0006	\$0.22	Recent ▾

At the bottom of the table is a link "Show All Accounts ▾".

# Intro to Business Online Banking User Guide



- From the **Accounts** page, you can view both pending and posted transactions in the **Transactions** section and you can also search for specific transactions by entering criteria under **Search Transactions**

HomeAccountsPayments & TransfersChecks & DepositsAdministration

Acct 7927 – XXXX7927

DetailsDocumentsDownload

Account Information

Balance

Previous Day Transactions (-\$0.75 / +\$0.00)  
Current Balance  
Total Float  
Holds  
Pending Transactions (-\$0.20 / +\$0.00)  
Other Transfers  
Today's Float  
Available Balance  
Line Of Credit  
Total Funds Available

Activity

-0.75  
\$3.54  
\$0.00  
\$0.00  
-\$0.20  
\$0.00  
\$0.00  
\$3.34  
\$0.00  
\$3.34

Last Deposit (Dec 10, 2019)  
Last Check (Dec 27, 2019)  
Last Overdrawn  
Interest  
Last Interest Payment

\$0.50  
\$0.75  
Aug 19, 2010  
\$0.00

Transactions

PendingPosted

Total debits: -2.25 (3)Total credits: +3.24 (4)

Date	Description	Debit	Credit	Balance
Dec 27, 2019	117250747 Online Transfer to XXXXXX336 on 12/27/19 at 8:30	0.75		3.54
Dec 10, 2019	Jens Test Compan		0.50	4.29
Dec 09, 2019	CHECK 995000	0.50		3.79
Dec 09, 2019	117761033 Online Transfer to XXXXXX336 on 12/09/19 at 12:00	1.00		4.29
Dec 09, 2019	WIRE TRANSFER MECHANICS BANK 12224485431FT01		1.00	5.29
Dec 09, 2019	Jens Test Compan		1.00	4.29
Dec 05, 2019	111163661 Online Transfer from XXXXXX7889 on 12/05/19 at 5:40	0.74		3.29

Search Transactions

Activity

Date range

Start Date

12/1/2019

End Date

12/27/2019

Type

All

Amount

Example: 40 or 10.00-50.00

Check Number

Example: 101 or 101-120

\* Indicates required field

SearchClear Search

- To view the image of a check or deposit, click on the document description hyperlink

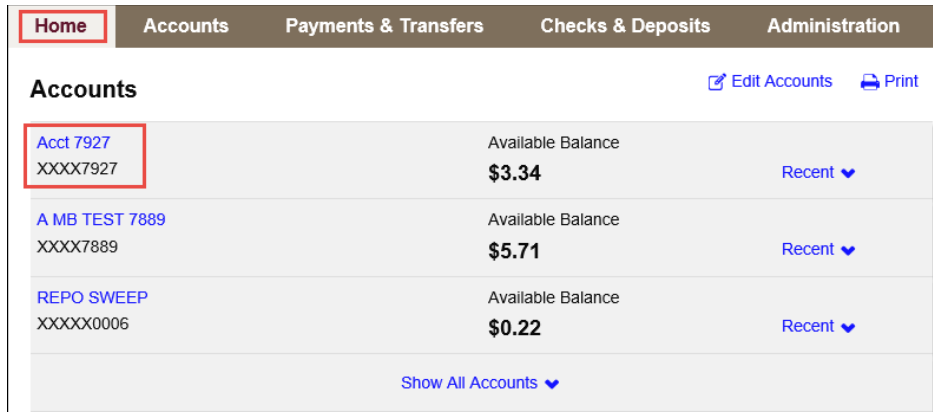
Transactions					Print
PendingPosted		Total debits: -2.25 (3)Total credits: +3.24 (4)			
Date	Description	Debit	Credit	Balance	
Dec 27, 2019	117250747 Online Transfer to XXXXXX336 on 12/27/19 at 8:30	0.75		3.54	
Dec 10, 2019	Jens Test Compan		0.50	4.29	
Dec 09, 2019	CHECK 995000	0.50		3.79	
Dec 09, 2019	117761033 Online Transfer to XXXXXX336 on 12/09/19 at 12:00	1.00		4.29	
Dec 09, 2019	WIRE TRANSFER MECHANICS BANK 12224485431FT01		1.00	5.29	
Dec 09, 2019	Jens Test Compan		1.00	4.29	
Dec 05, 2019	111163661 Online Transfer from XXXXXX7889 on 12/05/19 at 5:40	0.74		3.29	

Reference #2573 Version 4-eCH

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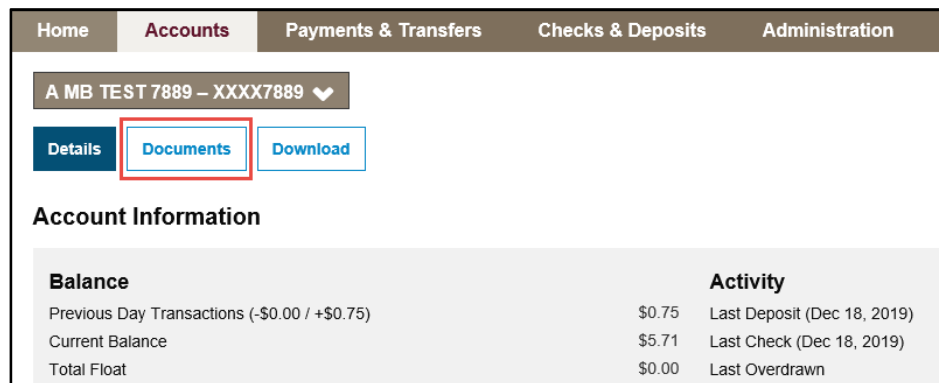
## Document and Statement Search

- From the **Home** page, under the **Accounts** section, select the applicable account



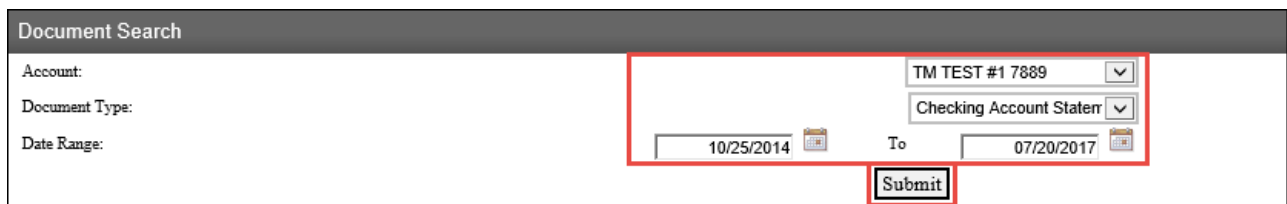
Home	Accounts	Payments & Transfers	Checks & Deposits	Administration
<b>Accounts</b> <a href="#">Edit Accounts</a> <a href="#">Print</a>				
<b>Acct 7927</b> XXXX7927		Available Balance <b>\$3.34</b>	Recent ▼	
<b>A MB TEST 7889</b> XXXX7889		Available Balance <b>\$5.71</b>	Recent ▼	
<b>REPO SWEEP</b> XXXXX0006		Available Balance <b>\$0.22</b>	Recent ▼	
<a href="#">Show All Accounts ▼</a>				

- From the **Accounts** page, click on the **Documents** option




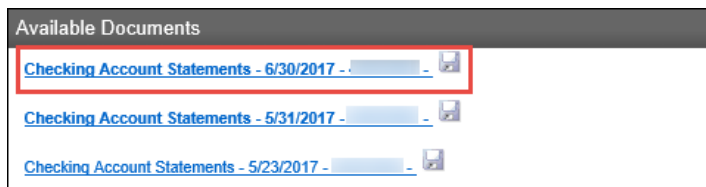
Home	Accounts	Payments & Transfers	Checks & Deposits	Administration
A MB TEST 7889 – XXXX7889 ▼				
<a href="#">Details</a> <a href="#">Documents</a> <a href="#">Download</a>				
<b>Account Information</b>				
<b>Balance</b>		<b>Activity</b>		
Previous Day Transactions (-\$0.00 / +\$0.75)		\$0.75	Last Deposit (Dec 18, 2019)	
Current Balance		\$5.71	Last Check (Dec 18, 2019)	
Total Float		\$0.00	Last Overdrawn	




- A **Document Search** menu will open; select the **Account**, **Document Type** and enter the **Date Range**; click **Submit** when finished



Document Search			
Account:	TM TEST #1 7889 ▼		
Document Type:	Checking Account Stater ▼		
Date Range:	10/25/2014	To	07/20/2017
<a href="#">Submit</a>			

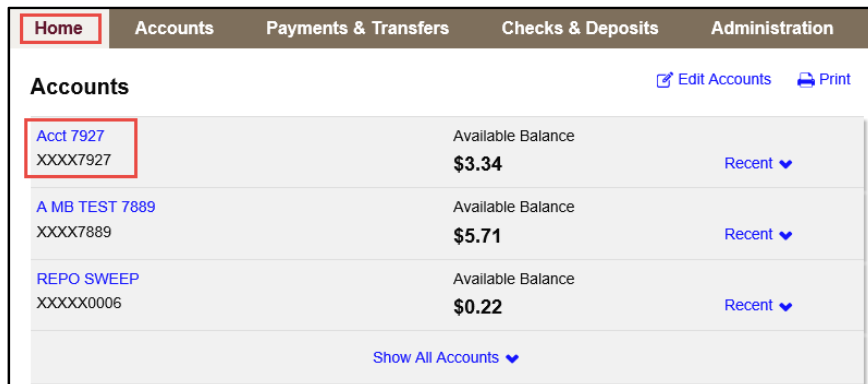
- Based on the search criteria entered, the matching documents will appear below under the **Available Documents** section; click on the document link to open the document or the **Save** icon  to save the document to your computer



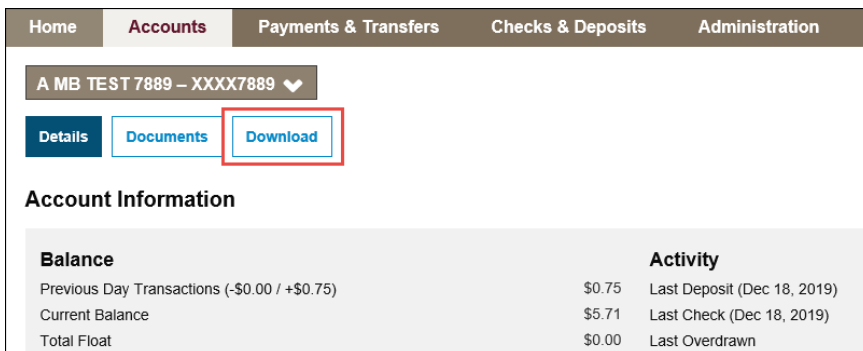
Available Documents	
<a href="#">Checking Account Statements - 6/30/2017</a>	
<a href="#">Checking Account Statements - 5/31/2017</a>	
<a href="#">Checking Account Statements - 5/23/2017</a>	

## Exporting Transactions

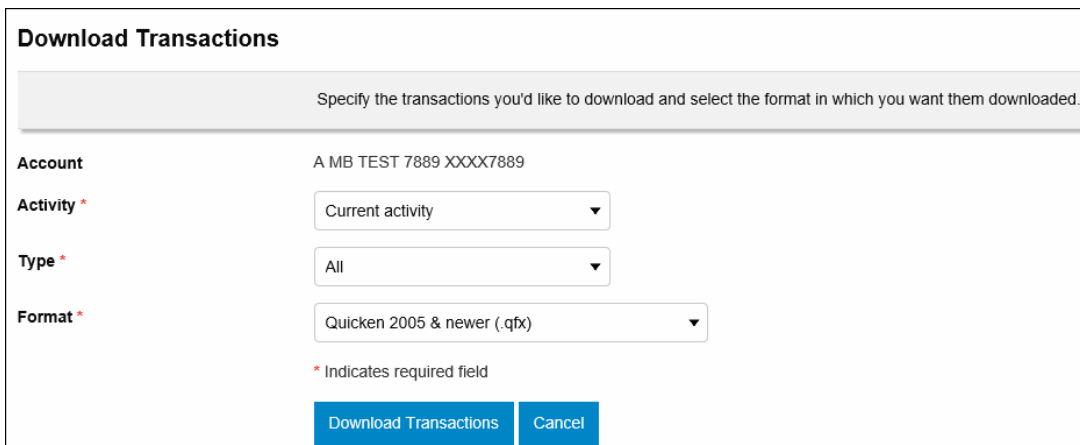
- From the **Home** page, under the **Accounts** section, select the applicable account



- From the **Accounts** page, click on the **Download** option



- Select transaction period and transaction type you want to download and then select the download file format



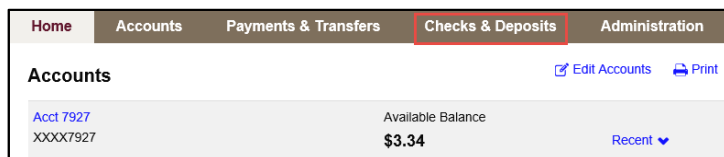
- Based on the export format you selected, you will be prompted to open, save or import the export file





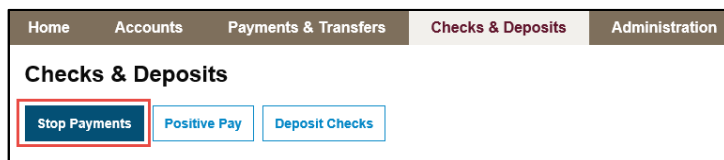
## Stop Payments

- From the **Home** page, click on **Checks & Deposits**



The screenshot shows the top navigation bar with tabs: Home, Accounts, Payments & Transfers, Checks & Deposits (highlighted with a red box), and Administration. Below the navigation bar, the 'Accounts' section is visible, showing a table with columns for Account Number, Available Balance, and a Recent dropdown. The first row shows 'Acct 7927 XXXX7927' with an available balance of '\$3.34'.


- Select the **Stop Payments** option to either create a new stop payment or view existing stop payments

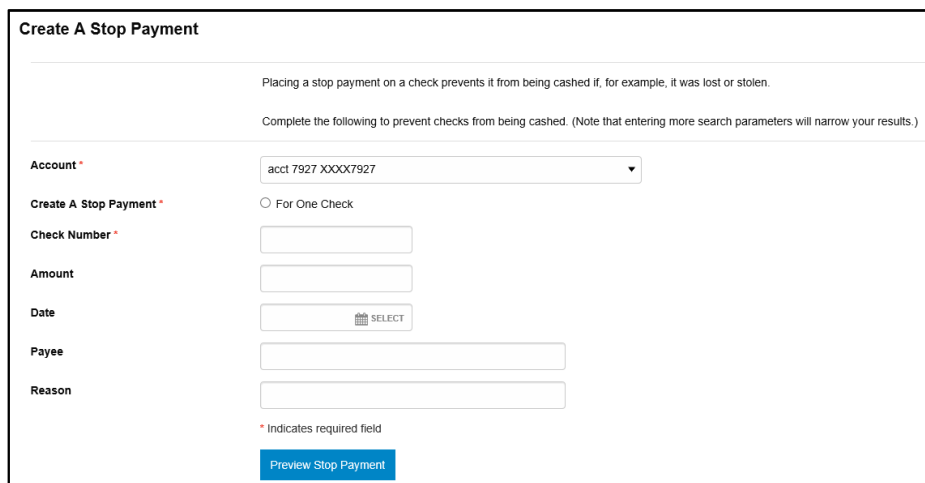


The screenshot shows the 'Checks & Deposits' section with three buttons: Stop Payments (highlighted with a red box), Positive Pay, and Deposit Checks.

## New Stop Payment

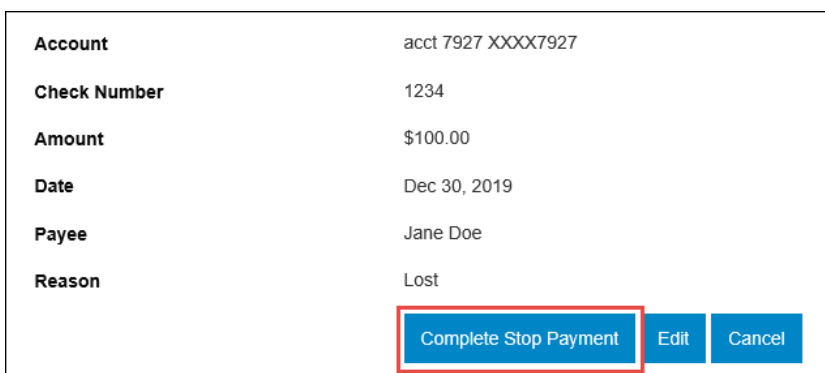
- To place a new stop payment enter the check details in the **Create A Stop Payment** section and then click **Preview Stop Payment**

 **Note:** Prior to placing a new stop payment, we recommend that you complete a search for the item to confirm if the item has already paid against your account.




The screenshot shows the 'Create A Stop Payment' form. It includes a header with instructions: 'Placing a stop payment on a check prevents it from being cashed if, for example, it was lost or stolen.' and 'Complete the following to prevent checks from being cashed. (Note that entering more search parameters will narrow your results.)'. The form fields are: Account (dropdown menu showing 'acct 7927 XXXX7927'), Create A Stop Payment (radio button for 'For One Check'), Check Number (text input), Amount (text input), Date (calendar icon and 'SELECT' button), Payee (text input), and Reason (text input). A legend indicates '\* Indicates required field'. A 'Preview Stop Payment' button is at the bottom.

- Click **Complete Stop Payment**



The screenshot shows the 'Complete Stop Payment' form. It displays the details entered in the previous form: Account (acct 7927 XXXX7927), Check Number (1234), Amount (\$100.00), Date (Dec 30, 2019), Payee (Jane Doe), and Reason (Lost). At the bottom, there are three buttons: Complete Stop Payment (highlighted with a red box), Edit, and Cancel.

- A stop payment confirmation will display

 Your stop payment has been created successfully. Your reference number is 116271931.

<b>Account</b>	acct 7927 XXXX7927
<b>Check Number</b>	1234
<b>Amount</b>	\$100.00
<b>Date</b>	Dec 30, 2019
<b>Payee</b>	Jane Doe
<b>Reason</b>	Lost

[Create Another Stop Payment](#)

## View Stop Payments

- You can view existing stop payments from the **Issued Stop Payments** section; click on **Show Details** ▼ to view additional details

Issued Stop Payments				
Account	acct 7927 XXXX7927 ▼			
	Check Number	Amount	Payee	Expires
Hide Details ▲		25.00		Nov 14, 2020
Item date:	Nov 14, 2019			
Issue date:	Nov 14, 2019			
Issued by:	Jens Test Company			
Show Details ▼	5678	2.00	Jen Tester	Dec 08, 2020
Show Details ▼	667788			Dec 27, 2020
Show Details ▼	1234	100.00	Jane Doe	Dec 30, 2020

## Internal Transfers

### Initiating an Internal Transfer

- From the **Home** page, in the **Pay Or Transfer** section, select the **Internal** tab



**Note:** You can also access the Internal Transfer function from the **Payments & Transfers** menu

Home	Accounts	Payments & Transfers	Checks & Deposits	Administration
<b>Accounts</b> <a href="#">Edit Accounts</a> <a href="#">Print</a>		<b>Pay Or Transfer</b>		
Acct 7927 XXXX7927	Available Balance <b>\$3.34</b> <a href="#">Recent ▼</a>	<div style="background-color: #0070c0; color: white; padding: 5px; text-align: right;">Internal <a href="#">Show ▼</a></div>		
A MB TEST 7889 XXXX7889	Available Balance <b>\$5.71</b> <a href="#">Recent ▼</a>	<div style="background-color: #0070c0; color: white; padding: 5px; text-align: right;">ACH <a href="#">Show ▼</a></div>		
		<div style="background-color: #0070c0; color: white; padding: 5px; text-align: right;">ACH import <a href="#">Show ▼</a></div>		


**Pay Or Transfer**

**Internal** Hide ▲

**Template**  
Open transfer ▼

**From Account \***  
acct 7927 XXXX7927 ▼  
Available balance: \$3.34

**To Account \***  
A MB TEST 7889 XXXX7889 ▼  
Available balance: \$5.71

**Date \***  
12/30/2019  SELECT  
Last available date is Jan 29, 2020

☐ Repeat...

**Amount \***

**Description**

\* Indicates required field

**Preview Transfer**

- Select **Open transfer** or the applicable Internal Transfer template from the **Template** drop down menu; select your **From Account** and **To Account**, the effective **Date** and enter the dollar **Amount** of the transfer and then click **Preview Transfer**
  - ☞ **Note:** You can enter a transfer **Description** if needed however if a description is entered, it will override the standard online transfer description.
- If you want to set up a recurring transfer, click the **Repeat** box and select the frequency and number of remaining transfers

- The details of the transfer will display; you must click **Complete Transfer** to submit the transfer

☞ **Note:** If the transfer requires dual control, another user with approval authority will need to log in and approve the transfer before it is processed.

**Pay Or Transfer**

**Internal** Hide ▲

**Template**  
Open transfer

**From Account**  
acct 7927 XXXX7927

**To Account**  
A MB TEST 7889 XXXX7889

**Date**  
Dec 30, 2019

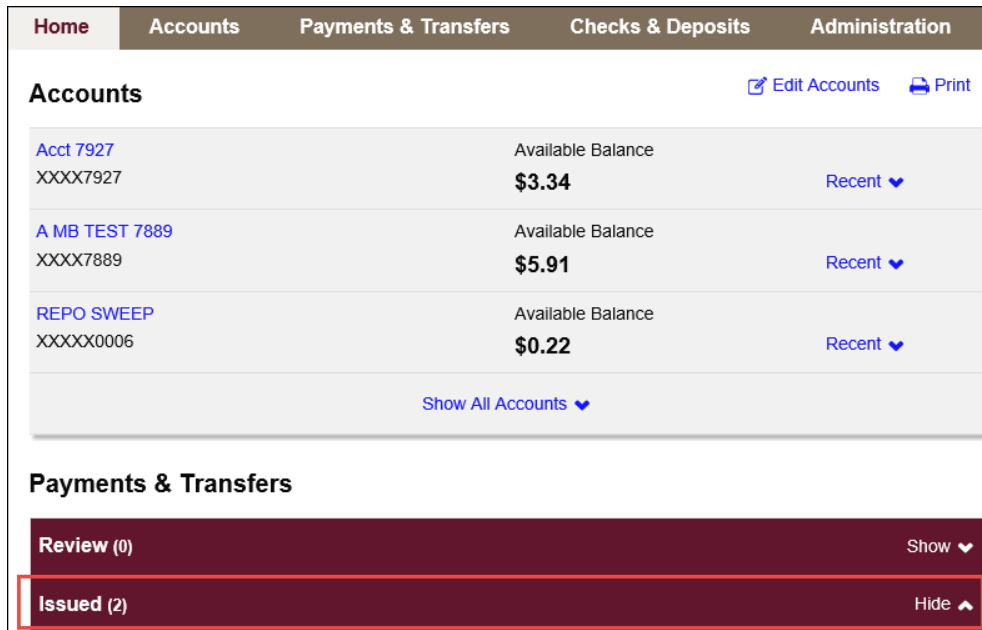
**Amount**  
\$0.20

**Description**

**Complete Transfer** **Edit** **Cancel**

## Viewing an Issued Transfer

- From the **Home** page, in the **Payments & Transfers** section, select the **Issued** tab
  - Note:** You can also view the internal transfers from the **Payments & Transfers** menu, select **Internal** and scroll to the Issued **Transfers** section.



**Home** Accounts Payments & Transfers Checks & Deposits Administration

**Accounts** [Edit Accounts](#) [Print](#)

<a href="#">Acct 7927</a> XXXX7927	Available Balance <b>\$3.34</b>	<a href="#">Recent</a> ▼
<a href="#">A MB TEST 7889</a> XXXX7889	Available Balance <b>\$5.91</b>	<a href="#">Recent</a> ▼
<a href="#">REPO SWEEP</a> XXXXX0006	Available Balance <b>\$0.22</b>	<a href="#">Recent</a> ▼

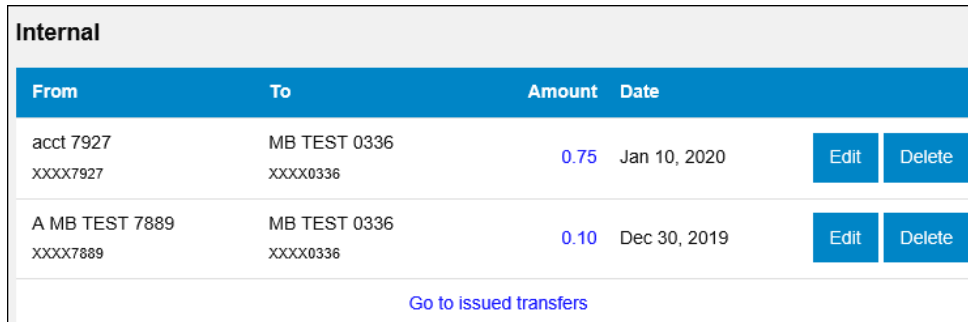
[Show All Accounts](#) ▼

**Payments & Transfers**

**Review (0)** [Show](#) ▼

**Issued (2)** [Hide](#) ▲

- Scroll down to the **Internal** section where you can view the transfer details by clicking on the transfer or you can edit or delete pending transfers, if permitted

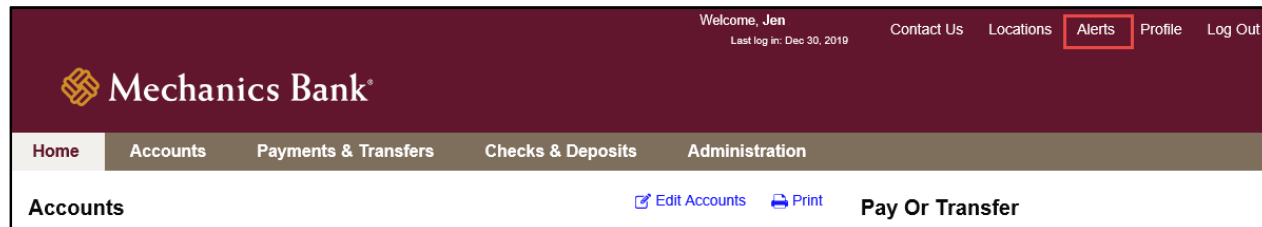


From	To	Amount	Date		
acct 7927 XXXX7927	MB TEST 0336 XXXX0336	0.75	Jan 10, 2020	<a href="#">Edit</a>	<a href="#">Delete</a>
A MB TEST 7889 XXXX7889	MB TEST 0336 XXXX0336	0.10	Dec 30, 2019	<a href="#">Edit</a>	<a href="#">Delete</a>

[Go to issued transfers](#)

## Setting Up a New Alert

- To set up Alerts online, select the **Alerts** option



Welcome, Jen  
Last log in: Dec 30, 2019

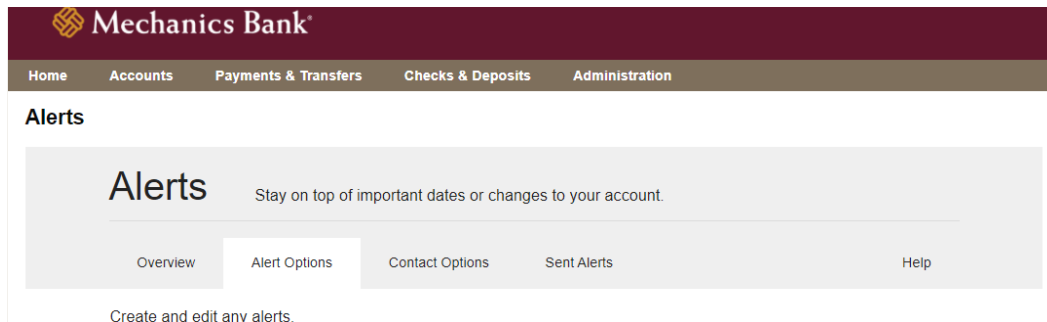
[Contact Us](#) [Locations](#) **[Alerts](#)** [Profile](#) [Log Out](#)

**Mechanics Bank®**

**Home** Accounts Payments & Transfers Checks & Deposits Administration

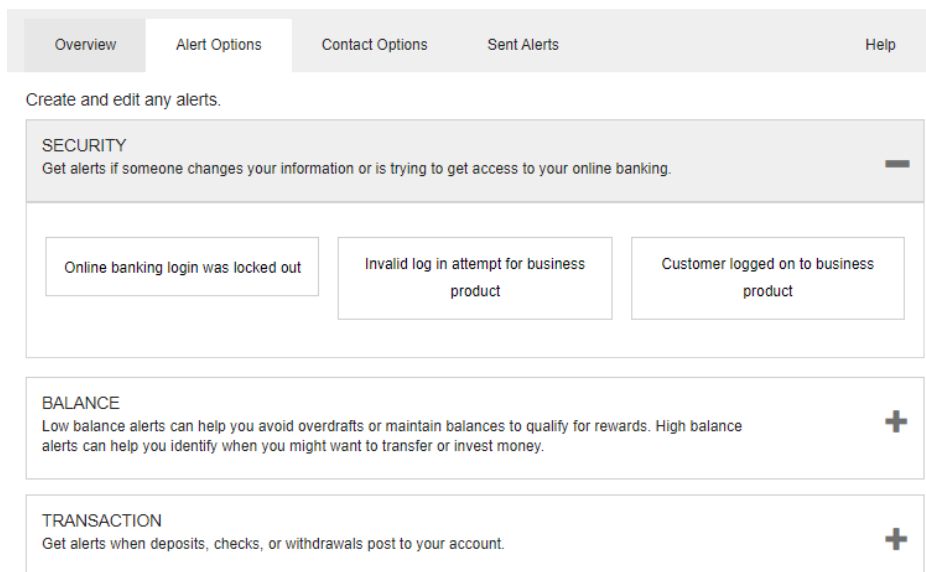
**Accounts** [Edit Accounts](#) [Print](#) **Pay Or Transfer**

- Select the **Alert Options** tab



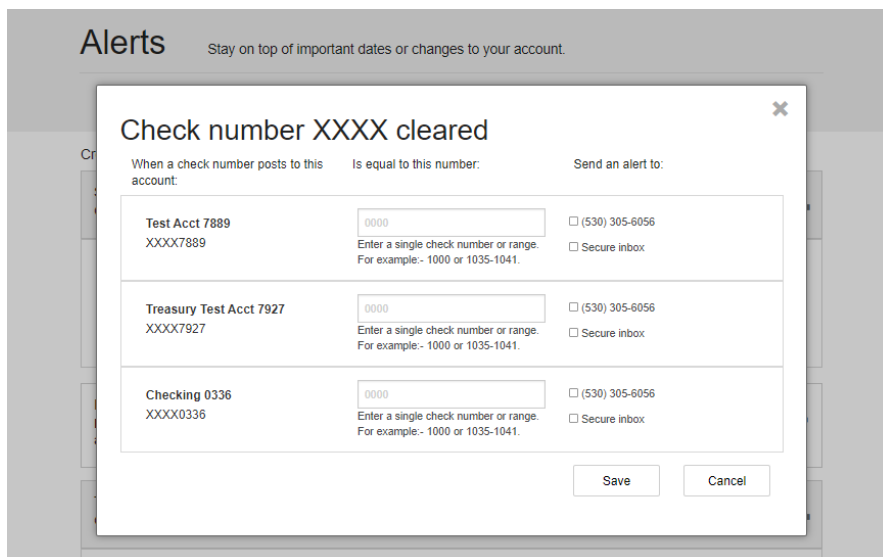
The screenshot shows the Mechanics Bank Alerts page. At the top is the Mechanics Bank logo and a navigation bar with links: Home, Accounts, Payments & Transfers, Checks & Deposits, and Administration. Below the navigation bar is the 'Alerts' section. It features a sub-header 'Alerts' with the text 'Stay on top of important dates or changes to your account.' Below this is a tabbed interface with five tabs: Overview, Alert Options (which is selected), Contact Options, Sent Alerts, and Help. Below the tabs is a button that says 'Create and edit any alerts.'

- To set up a new alert click on any category to view available alerts



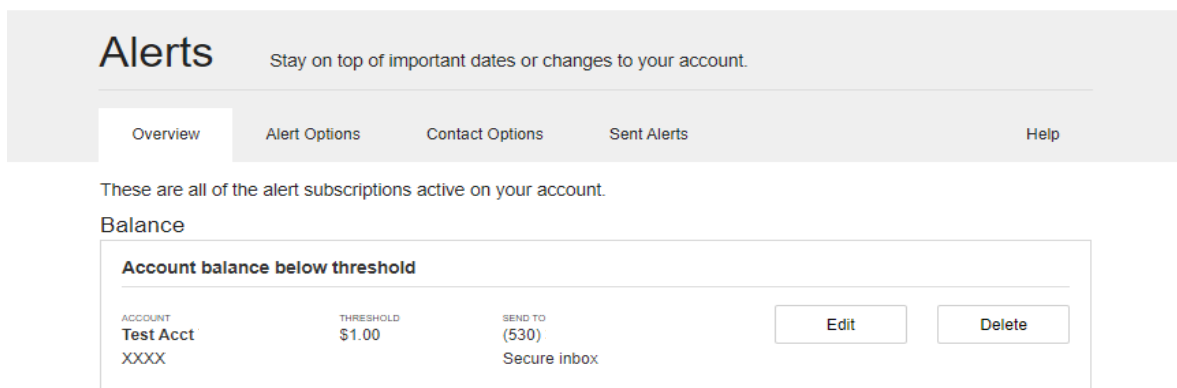
The screenshot shows the 'Alert Options' tab selected in the Alerts section. Below the tabs is a button that says 'Create and edit any alerts.' Below this are three expandable alert categories: SECURITY, BALANCE, and TRANSACTION. The SECURITY category is expanded, showing three alert options: 'Online banking login was locked out', 'Invalid log in attempt for business product', and 'Customer logged on to business product'. The BALANCE and TRANSACTION categories are collapsed, each with a plus sign to expand them. The BALANCE category description is: 'Low balance alerts can help you avoid overdrafts or maintain balances to qualify for rewards. High balance alerts can help you identify when you might want to transfer or invest money.' The TRANSACTION category description is: 'Get alerts when deposits, checks, or withdrawals post to your account.'

- Select the alert type, then select where you would like to receive alerts based on the delivery options under the **Contact Options** tab. Select **Save** when finished.



The screenshot shows a dialog box titled 'Check number XXXX cleared' with a close button (X) in the top right corner. The dialog has three columns: 'When a check number posts to this account:', 'Is equal to this number:', and 'Send an alert to:'. There are three rows of input fields for different accounts: 'Test Acct 7889 XXXX7889', 'Treasury Test Acct 7927 XXXX7927', and 'Checking 0336 XXXX0336'. Each row has a text input field for the check number, a checkbox for '(530) 305-6056', and a checkbox for 'Secure inbox'. Below the input fields are 'Save' and 'Cancel' buttons.

- You can view, edit and delete alerts you have enrolled in by selecting the **Overview** tab, then selecting the alert you want to view or edit.



**Alerts** Stay on top of important dates or changes to your account.

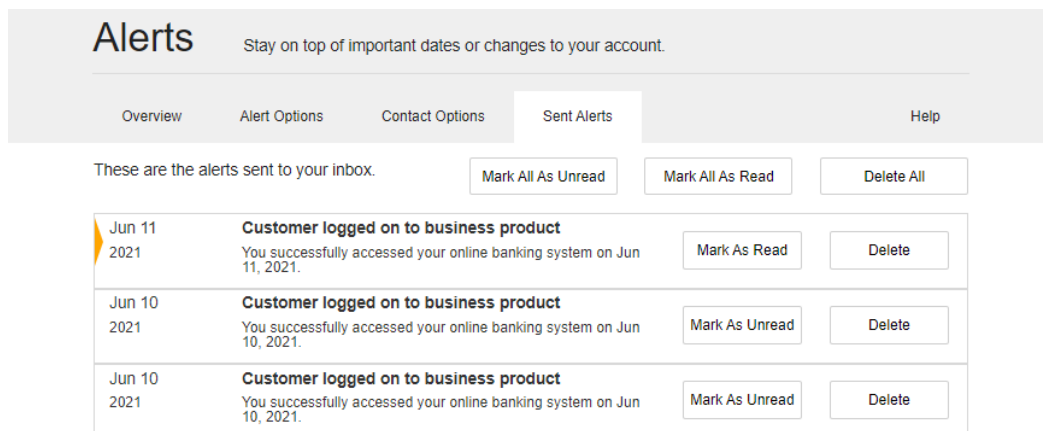
Overview Alert Options Contact Options Sent Alerts Help

These are all of the alert subscriptions active on your account.

**Balance**

Account balance below threshold			
ACCOUNT	THRESHOLD	SEND TO	
Test Acct XXXX	\$1.00	(530) Secure inbox	
			<a href="#">Edit</a> <a href="#">Delete</a>

- A list of sent alerts can be reviewed by selecting the **Sent Alerts** tab. You can take actions from here such as **Mark as Read**, **Mark All as Read**, and **Delete**.



**Alerts** Stay on top of important dates or changes to your account.

Overview Alert Options Contact Options Sent Alerts Help

These are the alerts sent to your inbox.

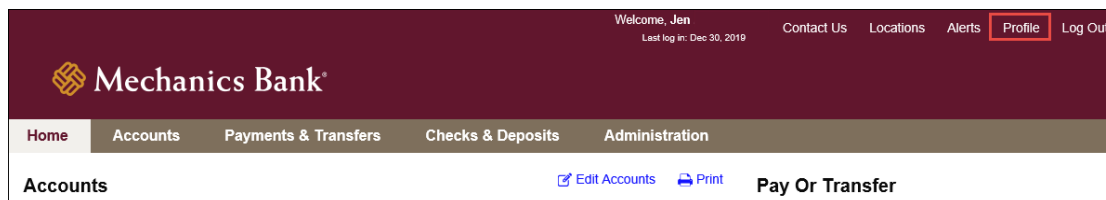
[Mark All As Unread](#) [Mark All As Read](#) [Delete All](#)

Jun 11 2021	<b>Customer logged on to business product</b> You successfully accessed your online banking system on Jun 11, 2021.	<a href="#">Mark As Read</a> <a href="#">Delete</a>
Jun 10 2021	<b>Customer logged on to business product</b> You successfully accessed your online banking system on Jun 10, 2021.	<a href="#">Mark As Unread</a> <a href="#">Delete</a>
Jun 10 2021	<b>Customer logged on to business product</b> You successfully accessed your online banking system on Jun 10, 2021.	<a href="#">Mark As Unread</a> <a href="#">Delete</a>

## Changing a Password/PIN

### Password Change

- To change your Password select the **Profile** menu



Welcome, Jen  
Last log in: Dec 30, 2019

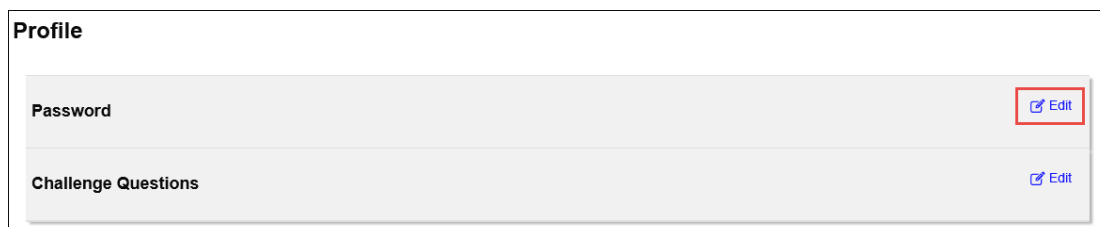
Contact Us Locations Alerts **Profile** Log Out

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Accounts [Edit Accounts](#) [Print](#) Pay Or Transfer


- Click the **Edit** icon next to **Password**

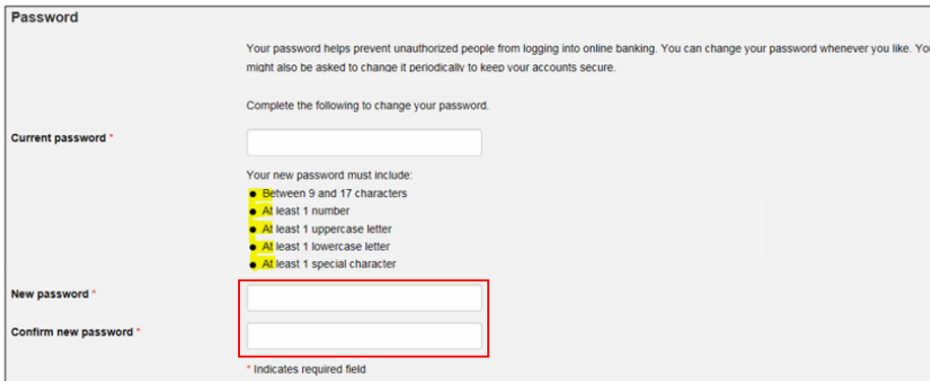


**Profile**

<b>Password</b>	<a href="#">Edit</a>
<b>Challenge Questions</b>	<a href="#">Edit</a>

- Enter your current password in the **Current Password** box, enter a new password in the **New Password** box and re-enter your new password in the **Confirm New Password** box; click **Save** when finished

 **Note:** The password must contain 9 to 17 characters and must contain at least one upper case alpha (letter), one lower case alpha (letter), one numeric (number), one special character and is case sensitive



**Password**

Your password helps prevent unauthorized people from logging into online banking. You can change your password whenever you like. You might also be asked to change it periodically to keep your accounts secure.

Complete the following to change your password.

**Current password \***

Your new password must include:

- Between 9 and 17 characters
- At least 1 number
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 special character

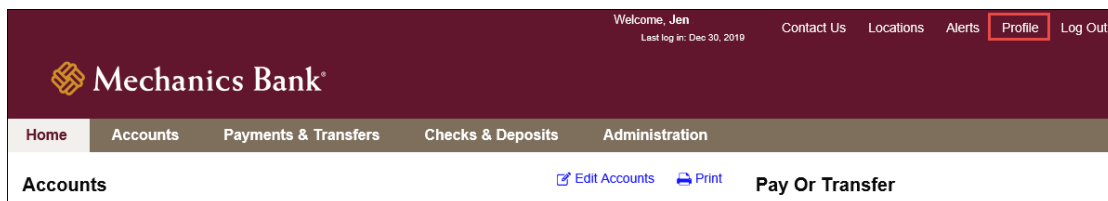
**New password \***

**Confirm new password \***

\* Indicates required field

## Security Data Change

- To change your security challenge questions select the **Profile** menu



Welcome, Jen  
Last log in: Dec 30, 2019

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- Click the **Edit** icon next to **Challenge Questions**

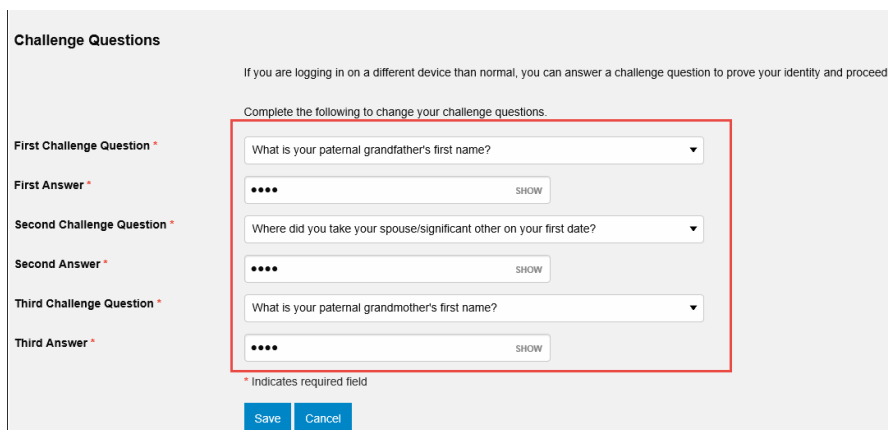


**Profile**

**Password** [Edit](#)

**Challenge Questions** [Edit](#)

- Select your **Challenge Questions** from the drop down menus and then enter your answers in the **Answer** boxes below the questions; click **Save** when finished



**Challenge Questions**

If you are logging in on a different device than normal, you can answer a challenge question to prove your identity and proceed.

Complete the following to change your challenge questions.

**First Challenge Question \*** What is your paternal grandfather's first name?

**First Answer \***  [SHOW](#)

**Second Challenge Question \*** Where did you take your spouse/significant other on your first date?

**Second Answer \***  [SHOW](#)

**Third Challenge Question \*** What is your paternal grandmother's first name?

**Third Answer \***  [SHOW](#)

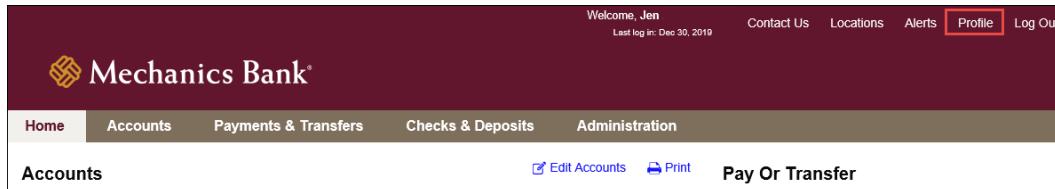
\* Indicates required field

[Save](#) [Cancel](#)

## PIN Change

(Security token users ONLY)

- To change your PIN select the **Profile** menu



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Last log in: Dec 30, 2019

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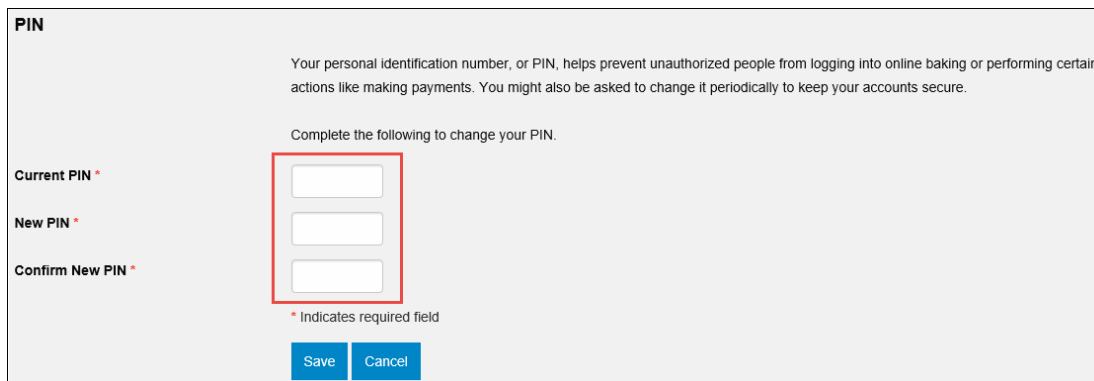
- Click the **Edit** icon next to **PIN**



**Profile**

PIN [Edit](#)

- Enter your current PIN in the **Current PIN** box, enter a new PIN in the **New PIN** box and re-enter your new PIN in the **Confirm New PIN** box; click **Save** when finished



**PIN**

Your personal identification number, or PIN, helps prevent unauthorized people from logging into online banking or performing certain actions like making payments. You might also be asked to change it periodically to keep your accounts secure.

Complete the following to change your PIN.

**Current PIN \***

**New PIN \***

**Confirm New PIN \***

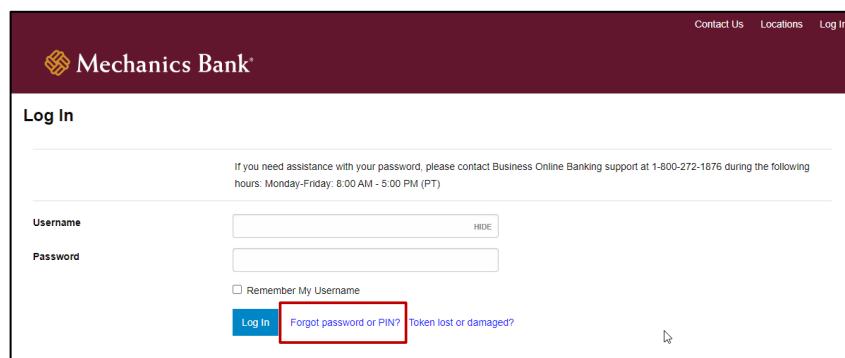
\* Indicates required field

[Save](#) [Cancel](#)

## Forgot Password/PIN

If you forget your password or PIN, you can use the **Forgot Password or PIN** option to have a reset link emailed to you at the email address on your online profile

- Access our website [www.mechanicsbank.com](http://www.mechanicsbank.com) and under the **Login to Online Banking** header, choose **Business Online Banking**
- From the **Log In** page, click on the **Forgot password or PIN?** link



Contact Us Locations Log In

**Mechanics Bank®**

**Log In**

If you need assistance with your password, please contact Business Online Banking support at 1-800-272-1876 during the following hours: Monday-Friday: 8:00 AM - 5:00 PM (PT)

Username  [HIDE](#)

Password

☐ Remember My Username

[Log In](#) [Forgot password or PIN?](#) [Token lost or damaged?](#)



- In order to authenticate you, you must enter your **Username**, **Mother's Maiden Name** and **Email** address and then click **Reset Password Or PIN**

**Forgot Password Or PIN**

Complete the following to reset your password or personal identification number (PIN).

Username \*

HIDE

Mother's Maiden Name \*


Email \*

\* Indicates required field

[Reset Password Or PIN](#)


- If successful, you will receive a confirmation message that an email with reset instructions has been sent to your email address; follow the instructions in the email to reset your password and log in

**Log In**

 An email with reset instructions to change PIN has been sent to [redacted]

- If unsuccessful, you will receive a message that we were unable to verify your identity; you will need to contact the Bank for assistance with logging in

**Forgot Password Or PIN**

 We were unable to verify your identity. Try again, or contact customer support.

## Logging Out

In order to log out of your Business Online Banking session, simply click **Log Out**

Welcome, Jen [redacted]  
Last log in: Jan 29, 2020

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