



Dear Online Banking Customer:

Star Bank will be launching new online banking, bill pay and mobile app beginning on March 20<sup>th</sup>! Due to the Technology Upgrade you may be required to change your Username and/or Password for Online banking.

When you log in to the new system on Monday, March 20<sup>th</sup>, you will use your current User Name if it meets the following criteria:

1. Less than 15 Characters in length
2. Includes only the following special characters: a period, dash, underscore or the at-sign (@)
3. Has NO Spaces

If your current User Name **does not meet the above criteria** then we suggest you change your User Name to comply with the above criteria prior to March 17<sup>th</sup>. If you chose not to change your User Name by March 17<sup>th</sup> you will have to re-enroll when the new online banking system launches on March 20<sup>th</sup>.

#### **WHAT TO EXPECT ON MARCH 20<sup>TH</sup>:**

The first time you log in to the new Online Banking System you will use your current User Name, if it complies with the above criteria, and for your temporary password you will use the last 6 digits of your social security number. Once logged in you will be prompted to change your password. Your password must meet the following criteria:

- Must be 8-15 characters long
- Must have 3 of the following 4 criteria:
  - Capital Letter
  - Lower Case Letter
  - Number
  - Special Character
- Cannot contain any part of your User Name

Next, you will be prompted to set your Security Image and Phrase. This is your personalized security device. When logging in this image and phrase should be present, if not do not type in your password.

The final step is to designate your preferred contact method. You may enter an email address or a cell phone number that can receive text messages. Confirmation codes will be sent via the method selected and it must be validated within the online banking system during the initial login process.

To learn more about the new online banking system, bill pay and our mobile app Star Bank MN visit our Upgrade Central web page located at [www.StarBank.net/Bank-Technology-Upgrade](http://www.StarBank.net/Bank-Technology-Upgrade) or call your local branch.

Thank you for your patience and support during our Technology Upgrade. We appreciate your support and are excited about bringing you these advanced banking tools.

Star Bank Operations

100 State Hwy 55 East • Maple Lake, Minnesota 55358-0449 • 320.963.3161 • Fax 320.963.6163

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