

Why are you changing to the new Digital Banking for online and mobile banking?

- As technology evolves it is important for Atlantic to provide our members with a modern digital experience. The new Digital Banking is far superior to our current system. The new Digital Banking will provide you with more ease, more convenience, and more control.

Will the current online and mobile banking continue to operate?

- No. The new Digital Banking will be replacing our current online and mobile banking platform. After July 12th it will no longer be active.

Will I have to re-enroll for Digital Banking?

- Yes, view our [How Do I Login](#) video for details. Enrollment can happen on a computer OR through the new app!

When can I log in?

- The new Digital Banking will not be live until July 13th. The login button will be located in the same location as the current "Online Banking" button at the top of our website.

Do I need to download a new Atlantic Mobile App?

- Yes, the new Atlantic Mobile app will be available through our website or the App Store on July 13th.

What do I need to do to access the new Digital Banking for online and mobile?

- It is critical that your contact information be up to date for your first time login. Update your info [here](#). Starting July 13, when you log in for the first time you will use your current username and password, but you will then be required to choose a new password.

Can I keep my current username?

- Yes, you can keep your current username.

Can I keep my current password?

- When you enroll for the first time with the New Digital Banking, you will use your current password but you will then be required to choose another password. If your current meets the new password requirements, then you can keep it. Watch this [short video for first time login details](#).

What are the new password requirements?

- Your password must be at least eight characters in length, contain at least one lowercase letter, at least one uppercase letter, at least one special character, and at least one number.

What if I do not know my current password when logging in for the first time?

- Click the Forgot Password Button.

What if I do not know my current username, how can I find that information?

- Click the Forgot Username button.

Why am I seeing an error that says, “You are already registered”?

- Because you are already registered and must log in using your existing username and password.

Will my Member (Account) number change?

- No, your Member number will not change. You will need your Member Number for the initial enrollment.

Will I have to re-enroll for eStatements?

- You will **not** have to re-enroll for eStatements.

How can I view my eStatements?

- eStatements can be viewed by clicking eDocuments in the navigation bar on the left.

Will my alerts be preserved?

- No, the alerts you currently have set up will not carry over to the New Digital Banking.

Will my Bill Pay information carry over?

- Your primary Bill Pay account information will carry over. If you have more than one Bill Pay account, you will receive a separate email from us in the coming weeks as your Bill Pay accounts will be consolidated into a single username.

What features of the current mobile and online banking platforms will I lose?

- There is only one feature from that current mobile/online banking platforms that will not be available in the New Digital Banking and that is the ability to request a mailed check payable to yourself.

What features will I gain with the new Digital Banking service?

- Numerous new features will be added providing you more ease, more convenience, and more control. Your approximate Credit Report and Score, the ability to track Kasasa Rewards, and to monitor your accounts at other financial institutions are three examples.

If my online account is currently linked with another Atlantic account, will I need to reset that up?

- No, one of the new features of Digital Banking is all your accounts are automatically linked under one log in.

Will I still have to share my new log in credentials with the joint owner of my account?

- No, every account owner now has their own login to Digital Banking.

Can I make my Atlantic Credit Card payment through the Digital Banking site?

- Yes, you will now have the option to make your credit card payment through your digital banking login.

Will services like quicken integrate well with the new system?

- Yes, quicken and QuickBooks DIRECT integration will be available.