





Personal Online Banking

Made Easy!

 **Online Banking**

Personal 

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Getting Started

1. Easily enroll in Pathfinder Bank online banking at **pathfinderbank.com**. Simply click the **"Enroll"** link on the Personal Online Banking Login Box. We can also help you enroll at any of our branch locations or by calling our Contact Center at 315-343-0057
2. First time login: Using the login information that you create or was created for you, sign in using the Online Banking Login box on pathfinderbank.com. Follow the prompts to authenticate yourself, then enter your password.

Please note: Only your password is case sensitive. Reference the tips in this guide if you are having trouble.



Enroll in Digital Banking

Welcome! Please provide the information requested below so we can verify your identity.

Confirm Your Identity

Enter ALL of the following fields:

[Continue](#) [Cancel Enrollment](#)

Authentication

Our online banking system uses one-time security codes to verify your identity when you log in to the system for the first time, or from a new device or network, or when extra security verification is required. When it's necessary, the system will guide you through the process.

1. If the One-Time Security Code screen appears, click on **'Continue with Security Code.'** A pop-up window will appear, asking how you'd like to be contacted: the system will call or send a text message to a phone number we have on file, and ask you to enter a one-time code. If your phone number is not listed, verify that your user ID is entered accurately, without any spelling errors. If your user ID is correct but your number still is not listed, call 315-343-0057 to update your information.

Automated Phone Call

1. Select the phone number you would like to use and then select **"Call the selected number"** and click **"Continue"**.
2. Answer the call you receive, press or say '1' to continue, then say or enter the code that is displayed on the website on your phone's keypad. The system will confirm your entry was successful and end the call.
3. Click 'Phone Call Completed' onscreen to proceed to enter your password.

Automated Text Message

4. Select the phone number you would like to use and then select **"Text the selected number"** and click **"Continue"**.
5. Your one-time code will be sent in a text message; enter it where prompted within Online Banking. Click **'Submit'** to proceed to enter your password.

Changing Password

- Login to Online Banking
- Select 'Self Service' Drop-down
- Select 'Self Administration'
- Select 'Update password'
- Password change is effective immediately after clicking 'Update Password'

Creating Account Alerts

- Login to Online Banking
- Click on 'Self Service drop down'
- Select 'Alerts'
- Select the 'Add' button to set up a new transactional or balance alert
- Select the 'Change' or 'Delete' buttons to edit or remove any existing alerts that you have set

Changing Login User ID

- Login to Online Banking
- Click the 'Self Service' drop down
- Select 'Self Administration'
- Select 'Change Username'
- Click 'Update Username'
- Login ID is updated and effective immediately after you click 'Update Username'

Having trouble logging in?

These tips might help:

If you're trying to use any of our Mobile Banking options, you should know that any temporary credentials will not allow you to access Mobile Banking. You must sign into Online Banking via **pathfinderbank.com** with your temporary credentials, and create a permanent password, before using Mobile Banking.

Are you entering your ID correctly?

Your user ID is not case sensitive. Doublecheck the spelling of your ID to make sure you are entering it correctly.

Are you entering your password correctly?

Passwords are case sensitive and must meet the following criteria:

- Must be 8 - 12 characters.
- Must include at least 1 letter and 1 number.
- Cannot include spaces.
- Cannot include a character that repeats more than 2 times in a row.
- Cannot include the following characters: \<>'

Check to make sure:

- You have not inadvertently turned on your caps lock function
- That any letters are entered in the correct case
- You've followed any on-screen requirements if selecting a new password
- If you are on a mobile device, check to ensure it is not adding a space at the end

Have you been locked out of the system?

If you enter your password incorrectly three times, you will be locked out of the Online Banking system. If this happens, use the **"Forgot your password?"** feature through our online banking login page or call our Contact Center at 315-343-0057 to reset your password.

Are you having trouble authenticating yourself?

For security reasons, you can only select a phone number we have on file to use for authentication.

If your phone number is not listed, verify that your user ID is entered accurately, without any spelling errors. If your user ID is correct but your number still is not listed, call 315-343-0057 to update your information.