Business Online Banking – Banno Business FAQs

Q: What helpful resources are available for clients?
A: Clients can easily access their step by step Client Guide from the menu to the left of the Dashboard and clicking on Support, then scrolling down below our Mission Statement.

Q: What if I still need help even after reviewing the Banno Business Client Guide?
A. You can open a chat under "Messages" or email treasurysupport@mybrb.bank.

Q: As an Administrator , how do I reset a user's password?
A. Choose My Profile>Business Mgmt.>User Mgmt. Select the user needing to be reset, choose the triple dots next to their username and choose "Send password reset link."

Q: Where can I edit my account pseudo (nickname) name?
A. Select the account within the Dashboard, Settings to the right of your account, Account details at the top of the screen , choose "Rename" to the right of your account name to edit, enter your new account pseudo name, and save.

Q: Where can I change my username?
A. Edit your username under Cash Management>Options. Users with entitlement access can edit usernames under MyProfile>Business Mgmt.>User.

Q: Are Positive Pay, Wire, and ACH cutoff times still the same?
A. Yes, nothing has changed with cutoff times and windows of operation.

Q: Where do I go to process Positive Pay, ACH, or Wires?
A. Positive Pay, ACH and Wires are found under the Payments dropdown on the Dashboard.

Q: Do I still access my Bill Pay through Cash Management?
A. No, Bill Pay is now accessed from the dashboard under Payments.

Q: Where do I go to create a new user or update existing user(s)?
A. Step by step instructions are provided beginning on page 39 of the **Client Guide**.

Q: Where do I access my reports?
A. Reporting is available under Cash Management.

Q: Where do I turn on or change alerts?
A. Alerts are available to under Cash Management>Options>Alerts>Events.