BankFIRST

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Personal Bill Pay User Guide

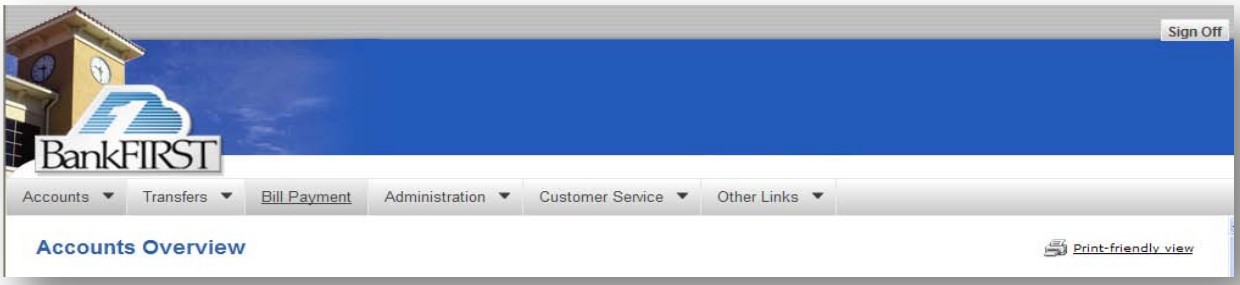
Member FDIC

REVISED 5-6-13

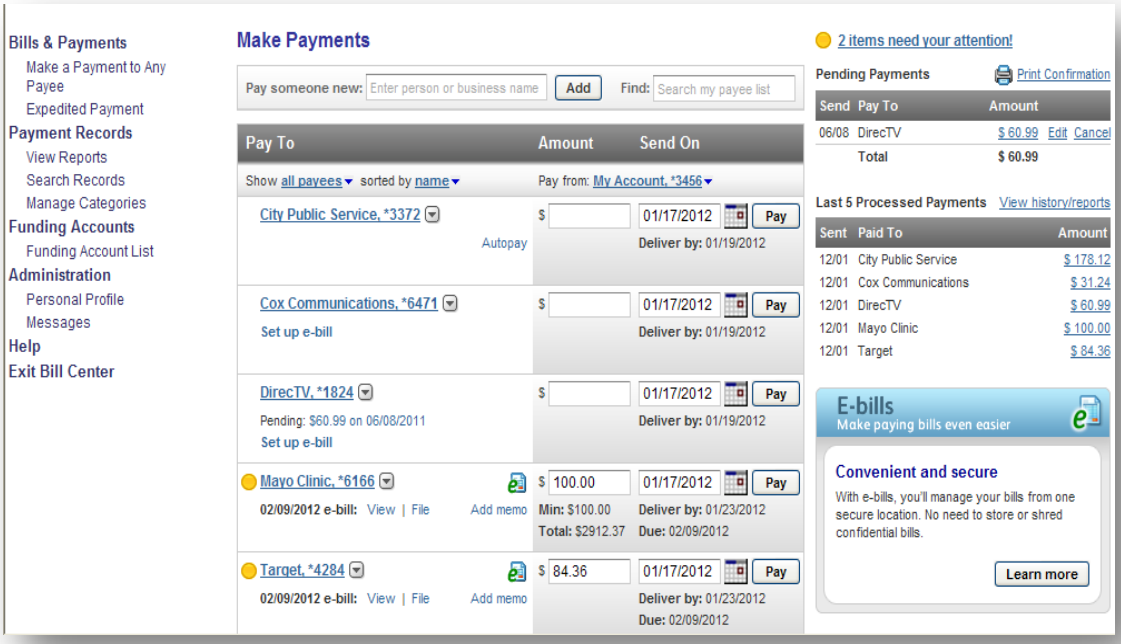
Personal Bill Pay User Guide

Getting Started

- Sign in to Online Banking.
- Click on the **Bill Payment** tab.

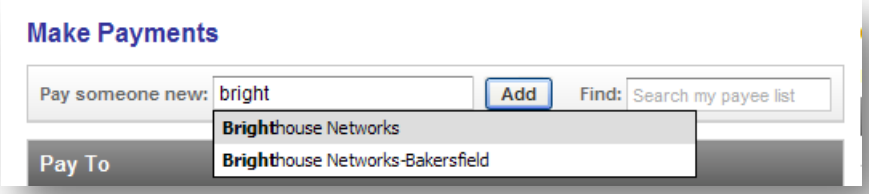


- The Navigation Menu is on the far left.
- The Payment Center is in the center of the page.
- A New Payee can be added at the top of the page.
- Existing Payees are listed below for fast payment.
- The Message Center is located at the top right where Important messages are posted.
- Paid bills history is located below the Message Center.



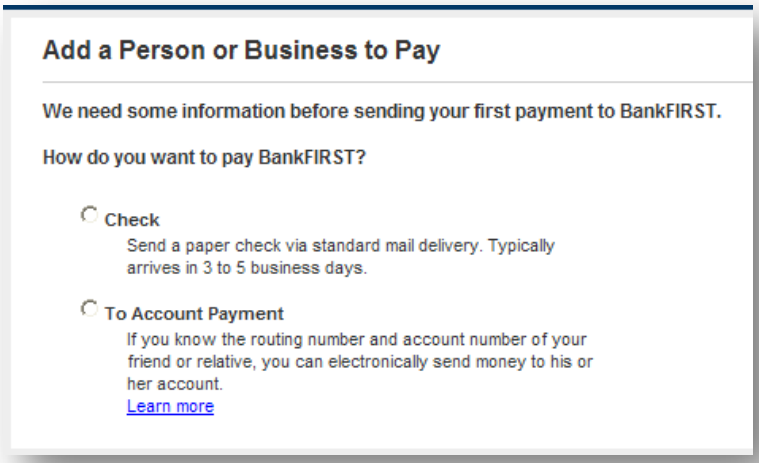
Creating a New Payee

- Enter the name of a business or person and click **Add.**

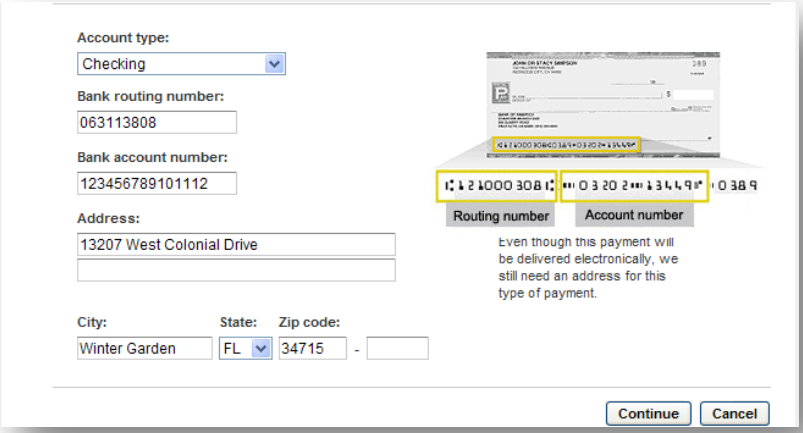


Note: Most businesses are pre-listed and their information will auto populate. When adding a business or person that does not auto-populate follow the steps below.

- Type in the name and click **Add**.
- The screen below appears.
- Select the best payment method(either by check or electronic payment).

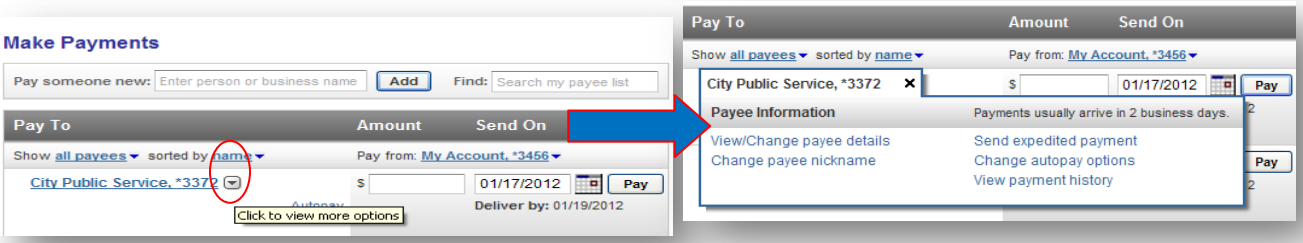


- Follow the steps entering the required information. Click **Continue.**

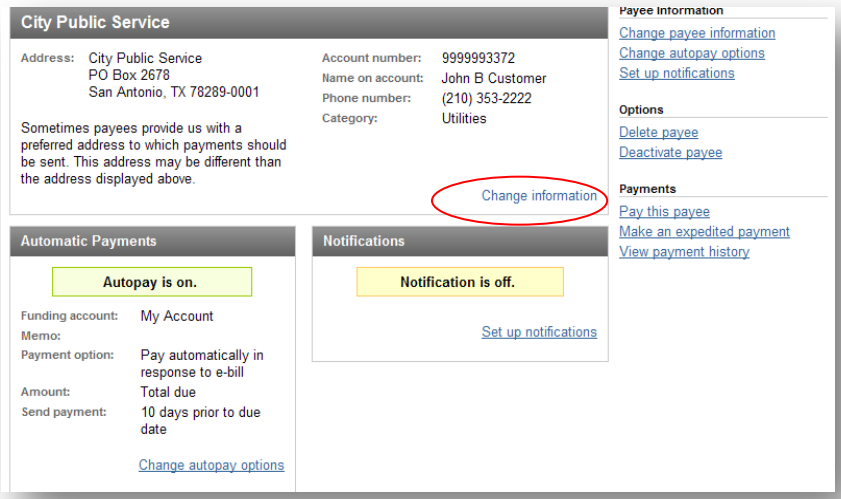


Editing a Payee

- From the home page, click on the arrow to view more options located to the right of the Payee's name.

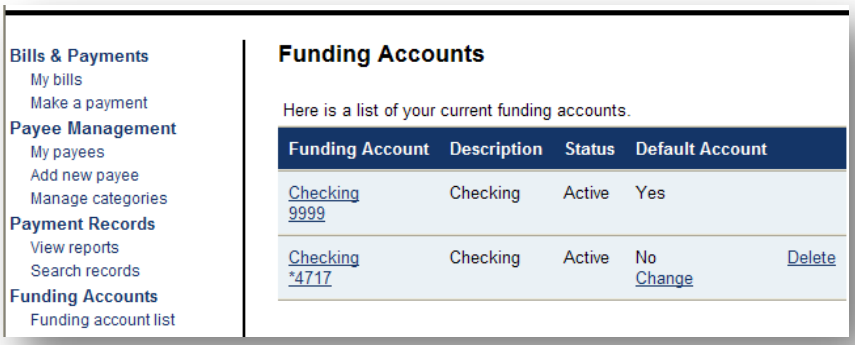


- Click **View/Change Payee Details.**
- Then click **Change Information.**
- Make the changes and click **Save Changes** when complete.



Funding Accounts

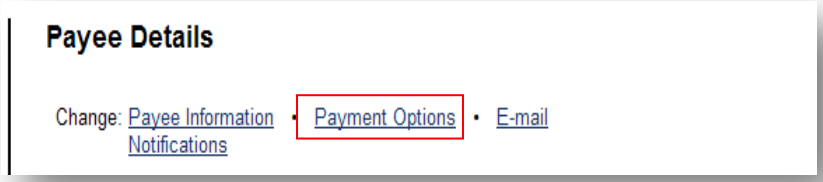
- The “Funding Account List” option in the left menu will display all active accounts available for online bill payments.
- One account will be assigned as the “Default Account”, which is the account that bills will automatically debit from unless otherwise changed.
- Please note: Payments sent electronically cannot be stopped or reversed once in process.
- To change the Funding Account, simply click **Change** located in the row next to the desired account.



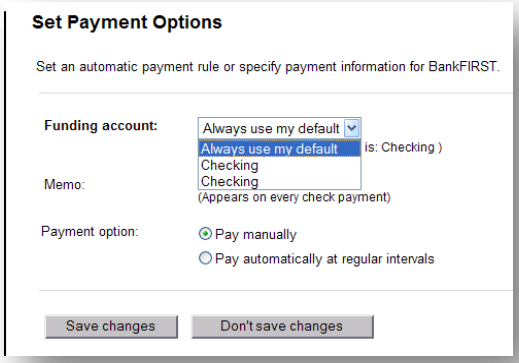
- When setting up a Payee for the first time, be sure to select the desired debit account.

Changing an Existing Payee Account Click on the Payee

- Click **Payment Options** located at the top.

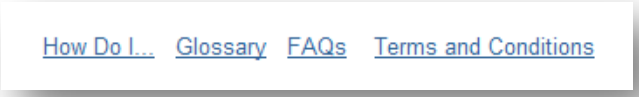


- From the drop-down box, select the payment account.
- Click **Save Changes.**



Help

- Help and step-by-step instructions are located at the bottom of each page: “How Do I, Glossary, and FAQs.”



- “Help” is also located in the left navigation menu.
- For assistance please call 888-370-5414.