BankFIRST

Business Bill Pay Upgrade: What to Know

Business Bill Pay will be unavailable 8am Sept.26th - 4pm Sept.27th

User ID

Your Login ID will be the same, but in ALL CAPS after the upgrade.

Example:
Login ID from the old system: mike
Login ID after the upgrade: **MIKE**

Password

The first time you access Bill Pay after the upgrade you will need to login using the new temporary password: **12bank34!**

Example:
Current Password: June2010
Password after the upgrade: **12bank34!**

Password Change

You will be prompted to create security questions and answers upon login, and select a new password. In order to reset your password, you will be asked for a SSN. Your Business **Tax ID#** should be used in the SSN field.

User Authority levels (*for businesses with multiple users*)

The user authority levels from both systems do not match up due to the differences in the product. We will convert all bill pay users within a single business with the same Auth Level (level 1-highest level).

The Bill Pay Administrator at your business needs to change the Authority levels after the upgrade for all users tied to the business bill pay profile.

Verify Funding Accounts *(for businesses with multiple funding accounts)*

After conversion, please verify or select the primary funding account for each payment.

Payment History

Payment History will be loaded 4 business days after the upgrade. All pending payments will be sent on schedule during conversion. The history will populate Oct. 1st.

Support

Business Bill Payment Support: 855-280-3326
BankFIRST Business Solutions: 407-622-3630 321-473-1008