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Online Banking 'NetTeller'

Frequently Asked Questions

Q: What happens if I don't log off the system?

A: By default, NetTeller has a 10 minute time out feature, so if the system is not used for 10 minutes, then the user will be inactive and will have to log in again.

Q: What kind of browser do I need to have?

A: The supported browsers are the current and prior major releases of Internet Explorer, FireFox, and Safari.

Q: Why can I go to your web page but I can't read any information on it?

A: This is because you are visiting our site with an older browser. Contact your browser vendor and update your browser to a later version. Once your browser is updated, you will be able to see the site better, plus an updated browser provides more security.

Q: What happens if I forget my PIN?

A: You are allowed three PIN attempts, and on the 3rd attempt, if invalid, you will be locked out of the system. Your PIN will automatically be reset in 24 hours. If you are locked out during normal business hours (8:30 a.m.-4:30 p.m. Monday through Friday), you may contact NetTeller Customer Support. You can also register to do PIN self resets from the Options tab.

Q: How late in the evening can I make transfers?

A: The transfer cut off time for current day's business is 7:00 p.m. (EST).

Q: Can I change my PIN on a mobile device?

A: At this time PIN changes are only accepted from a PC or MAC.

Q: I haven't used my NetTeller for quite some time, can I still use it?

A: NetTeller accounts go dormant after 365 days of inactivity and you will need to contact us to be re-activated