



ONLINE BANKING SET UP

To set up your digital banking accounts for the first time, follow the instructions below. If you have any questions or issues when setting up your account, please give us a call.

CREATE AN ONLINE BANKING ACCOUNT

To create your account for the first time, visit www.perennialbank.com on your phone or desktop and click on the large, purple **Online Banking** button at the top of the page. Select the **Enroll Now** option. Fill out the required information to begin enrollment.

**Prior to signing up, ensure that Perennial Bank has your email on file.*

- If you have several different accounts with us, select one account type, and all of your accounts will show up on your profile.
 - Customers who just have a savings account with us should select the checking account option.
 - Customers who just have an IRA account with us should select the CD option.
- Follow the instructions to choose your account security challenge questions and gather the passcode that is sent to your email address.

SET UP YOUR PREFERENCES

Online Banking Preferences: To manage all preferences for your digital banking account, log into your online banking account through your secure browser.

- Select the **Profile** button at the top of the page. Under this section you can do the following:
 - Change your password and challenge questions
 - Update your email and phone number
 - Decide how you would like to receive your statements (By mail or email)
 - Manage your devices for Mobile Banking
- To set up [Online Bill Pay](#) and [TransferNow](#), give us a call and we will add those options to your account.



MOBILE BANKING SET UP

To set up your digital banking accounts for the first time, follow the instructions below. If you have any questions or issues when setting up your account, please give us a call.

DOWNLOAD THE MOBILE BANKING APP

Once you have set up your online banking account through the secure online browser, you now have the option to bank through our mobile banking app. Download our Perennial Bank Mobile Banking App by clicking the Apple or Android links. *Your username and password will be the same for your mobile banking app and your online banking account.*



[APPLE](#)

[ANDROID](#)

MOBILE BANKING TOOLS

Mobile Banking gives you the freedom to bank wherever and whenever you want. There are several convenient tools it offers:

- Internal & External Account Transfers (To set up [TransferNow](#), reach out to us.)
- Online Bill Pay (To set up your [Online Bill Pay](#), reach out to us.)
- Mobile Check Deposit
- Account Alerts

SET UP YOUR PREFERENCES

To manage your preferences on your mobile banking app, log in to the app.

- Select the **More** button at the bottom of the page. Under this section you can do the following:
 - Delete an account
 - Sign up for Instant Balance - View your account balances without logging in.
 - Change your password
 - Manage your devices for Mobile Banking
 - Choose the account alerts you would like to receive
 - Sign up for Facial Recognition Login (Apple) or Fingerprint Login (Android)