

Online Banking FAQ's

[Access Online Banking by visiting SkowheganSavings.com](http://SkowheganSavings.com)

How Do I Enroll?

Complete the online enrollment form. To access the form click "Enroll Now" in the top right corner our website, visit one of our convenient branch locations or call us at 800.303.9511.

What is the cost?

This service is offered free of charge to all customers.

What kind of transfers can I make?

Transfers can be made between your accounts with Skowhegan Savings, including loan payments.

You may also separately enroll for Bank to Bank Transfers. This will allow you to transfer funds between your linked personal deposit accounts at Skowhegan Savings and certain deposit accounts at other financial institutions. Bank to Bank transfers are not permitted on Business accounts at this time. Fee may apply

What does current history include?

All credit and debit transactions posted to your account within the last 12 months from enrollment can be viewed.

Can I retrieve an image of my cleared checks?

Yes, you will be able to access a front and back copy of all physical checks that have cleared your account in the last 12 months from enrollment.

Can I stop payment on a check?

Yes, you may place immediate stop payments on checks that have not cleared your account. Fees may apply.

Can I see interest paid and earned on my accounts?

Yes, all interest transactions for the last 12 months from enrollment will be available to view.

Can I download to a personal finance program?

Yes, Online Banking offers several download formats: Microsoft Money (OFX), Personal Finance (QIF), Spread Sheet (CSV), Word Processing (TXT) and Intuit Quick Books (QBO and IIF).

What happens if I forget my password or become locked out?

Click the "Reset Password" link on the password entry screen (prior activation of this feature is required through User Options), visit one of our convenient branch locations or call us at 800.303.9511.

What is an alert?

This feature allows you to set alerts to notify you of events happening on your account (s), including specific transaction occurrences, balance limits or date specific alerts.

Are there computer requirements?

Yes, you must have access to the internet and a web browser.

Can I access Online Banking with my mobile device?

Yes, you must enroll for this feature through User Options. Refer to our Mobile Banking Quick Reference guide for more information.