

## Online Banking Frequently Asked Questions

**Q: What is Online Banking?**

**A:** A service that allows an account holder to obtain account information and manage certain banking transactions through a personal computer.

**Q: What are the fees associated with Online Banking?**

**A:** The entire Online Banking service is free to anyone that is a customer with Severn.

## New Online Banking System With Bill Pay

**Q: How do I register for Online Banking?**

**A:** You can register online simply by clicking the "First Time Log In" button on the top left of the screen and following the instructions for registration.

**Q: How do I change my password?**

**A:** Log in to the system and select the Options menu at the top right of the screen. In the options menu select Edit Password.

**Q: I locked out my account, what should I do?**

**A:** On the log in screen below the Access ID box select the link that says "Did you forget your password?"

To learn more, please contact use at:  
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