

Frequently Asked Questions about SnoCope's new Online Banking

We hope you're as excited about our new platform as we are. We truly believe that it will become a one-stop shop for all your banking needs. To see a preview of what the new platform will look like, [click here](#):

We anticipated you might have some questions about how the new online banking and app will work and what to expect, so we put together some FAQs to help provide clarity:

Q: When is the new online banking going to be available?

A: The platform is launching the morning of February 25, 2025

Q: How will the transition work?

A: Once the new service launches, the next time you sign into your online banking or the mobile app, you'll be taken through a safe and short onboarding process. Here's a couple PDFs of the step-by-step outline of what the migration process will look like on the app ([click here](#)); and on your computer ([click here](#))

Q: Will there be any interruptions in service?

A: Yes. Due to the migration of data that will happen to the new platform, both online banking and the mobile app will be unavailable the evening of February 24 at 8pm PST until the morning of February 25th. Due to the nature of technology, there is a slight chance we may experience a small hiccup in service as we make the transition to the new platform. Rest assured that the team is working tirelessly to make this process as seamless as possible. Please watch the top of our website for alerts.

Q: How can I access the new platform?

A: You'll be able to sign in to online banking the exact same way you signed into your online banking previously. You will have to go through a short onboarding process the first time you sign on or use the mobile app. You'll even be able to use the same exact credentials (username and password) the first time, assuming they meet minimum security standards. If you use the mobile app, you will need to update the app to the newest version and you will be prompted to do that when you first sign in.

Q: Will my scheduled online transfers still work?

A: Yes. Scheduled transfers should remain the same, please check to verify your transactions.

Q: Will the account descriptions or “nicknames” I gave my account(s) still be there?

A: No. Unfortunately, you will need to rename your accounts if you want them to have a special identifying name. Please see this step-by-step guide for renaming your account(s), [click here](#).

Q: Is telephone banking changing as well?

A: No. Telephone banking will not be changing at all during this process.