

ONLINE BANKING

HOW TO LOG IN:

1. Go to croghan.com.
2. Select "First Time User" in the Online Banking box.
3. Review the Disclaimer and Login Instructions, select "Accept and Continue".
4. Enter the First Time User Authentication information, select "Submit".
 - Use the PIN supplied at account opening as your "Tele-Banc PIN Number".
5. Create an Access ID and Password.
 - Access ID must be at least 6 characters in length, do not use special characters or an account number.
 - Password must be between 8 and 17 characters in length and contain an upper case letter, lower case letter, a number and a special character.
6. Complete the additional security information.
7. You are now logged in. To begin banking, select an account number from the "List of Accounts".
8. You are also now enrolled in Tele-Banc.
 - To access call 419-355-2121 or 800-219-6124.
 - On your first call, use the same "Tele-Banc PIN Number".

eSTATEMENTS

SIGN UP ONLINE:

1. When logged into your Online Banking, either follow the eStatement prompt screen or select "Options" from the top toolbar and scroll to the "eStatement Enrollment" section.
2. Select the accounts for which you'd like to receive eStatements.
3. Review and "Accept" the eStatement Service Agreement and Disclosure.
4. You'll receive an email notification every time a new eStatement is available.

BILL PAY

SIGN UP ONLINE:

1. While logged into your Online Banking, select your Checking account from your list of accounts.
2. Select "Bill Pay" from the top toolbar.
3. Input the requested information.
4. Review and "Accept" the Bill Pay Terms & Conditions.

MOBILE BANKING

CROGHAN APP:

1. Search for "Croghan" in your App Store.
2. Install the FREE Croghan Mobile Banking app.
3. Use the same Access ID and Password that you use for your Online Banking.

MOBILE WEB OR MOBILE TEXT:

1. While logged into your Online Banking, either follow the Mobile Banking prompt screen or select "Options" from the top toolbar and scroll to the "Mobile Banking Profile" section to "Enroll Now".
2. Review and "Accept" the Mobile Banking Terms and Conditions, select "Continue".
3. Select the Mobile Banking option you prefer, select "Continue".
4. Select the accounts you would like to access and create nicknames, select "Continue".
5. Enter your mobile phone number, select "Continue".
6. An Activation Code is sent via text message to this mobile phone number (*code expires after 24 hours*).
7. Enter the Activation Code that was sent via text message, select "Activate".
8. A text message will be sent confirming your activation.

CROGHAN ALERTS

SIGN UP ONLINE:

1. While logged into your Online Banking, select "Croghan Alerts" from the top toolbar.
2. Select the product type for which you'd like to receive mobile and/or email alerts.
3. Select "Setup New Alert".
4. Select a "Category" and "Type" of alert using the drop down options, select "Next".
5. Select an account number using the drop down option (if you have multiple accounts).
6. Select a "Send To" method (email or mobile).
 - For email alerts, verify that your email address is accurate.
 - For mobile alerts, input your Mobile Phone Number and select your Mobile Phone Carrier using the drop down.
7. Select "Finish".
8. Repeat process for each alert you'd like to receive.