

HOW TO SIGN UP

Follow these quick and easy steps to enroll into Investstar's Online Banking:

- Visit www.investstarbank.com and choose either Personal or Small Business Online Banking from the Online Banking Login drop down.
- Click the "Enroll" button

Confirm Your Identity

- Provide your customer identification information including your social security number for personal enrollment and Tax ID for business enrollment, your account type and account number, and at least one of the following: street address, first name, last name, or date of birth.
 - When entering the street address the street address must match the physical address or primary address we have on file for you.
 - All business enrollments will be required to enter their street address or primary address.

Create Signon Information

- After the system has found your profile, you will need to create a username, password and provide a primary email address. For business enrollments you will be asked to enter your first and last name.
- Usernames must be a minimum of 6 characters with a maximum of 64 characters with any mix of English letters and/or digits 0-9 and/or special characters
- The password must be at least 8 characters in length, contain at least 1 number, at least 3 alpha characters, at least 1 uppercase character, at least 2 lowercase characters & at least one special character.

Review Disclosure

- You will need to confirm that you have read and agree to the terms and conditions

Review Your Information

- You will need to review the information entered
- At this point you can make any changes to your username, password and email address

Enrollment Completed

- Lastly, you will get confirmation that the enrollment is complete
- You can print this page for your records

Additional Messages

- Depending on institutional settings, additional messages or actions may need to be reviewed before entering your online banking account. Such message may be to confirm your phone numbers on record or messages pertaining to online banking upgrades or maintenance.
- Users may be prompted to participate in the out of band authentication. This step would require the user to input a onetime security code provided either through a recorded phone call to a phone number on record or through a text message to a mobile phone on record.

Please keep in mind, all online banking user accounts must be utilized at least every six months or the account will go inactive disabling the user's ability to Log In. Once an account is inactive the user is required to undergo the self-enroll process again.