Alpine Bank ALPINEREMOTE® ONLINE PAYMENT -END USER GUIDE

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HOW TO BECOME A RETURNING USER

- 1. From the business payment portal click on Create Account
- 2. On the user registration page complete the required fields (outlined in red)
- 3. Click on Register
- 4. A confirmation message will appear

Enter Password Forgot user

 You will receive an email from EPSCustomerSupport@JackHenry.com with a temporary password

Ret	turning Users:							
	Enter Password							
	Forgot username or password?							
	LOGIN ►							
	Username:							
	First Name:							
	Last Name:							
	Secret Question:							
	Secret Answer:							
	Confirm Secret Answer:							
	CANCEL REGISTER >							

6. Type in the username with the temporary password

Current or Temporary Passa

New Patront

Current Password:

7. Click Login

Returning Users:

- 8. You will be prompted to change the password Password requirements:
 - o At least one uppercase & lowercase letter
 - At least one number & one special character
 - o A minimum of 12 characters in length
 - Cannot contain your username
- 9. Click Reset
- 10. You will receive another confirmation message stating Your password has been reset. Please login with your new password.
- 11. Click OK
- 12. Enter the username and the password you created
- 13. Click Login
- 14. Add your preferred payment information to your profile before submitting a payment.

Schedule	rd Transa	ctions			
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Transact	ion Histor	v			
ransaction	Amount	Payment Type	Status	Location	Description

ALPINEREMOTE® ONLINE PAYMENT -END USER GUIDE

CREATE A RECURRING PAYMENT – for Returning Users only

1. Once logged into your Returning User profile, click on **Make A Payment**

Alpine Bank

- Complete the required fields. Choose the Account you wish to pay from in the dropdown.
 Note: If your account is not saved under your profile, click on Add Payment Option. Fill in the required fields, then click Add Payment.
- 3. Select the Payment Date.
- 4. Click on the dropdown, **Click here if you would like to make this a recurring payment**.



- 5. Select the Frequency of the payment (i.e. Once a Month, or Once a Year)
- 6. Payment Date: Select the day of the month to submit the payment(s)
- Start Date: Select the date you wish to start the recurring payment(s)
- 8. Check Boxes:
 - Infinite Payment: choosing this option is not recommended
 - Include a Single Payment Now: selecting this check box will process a single payment, and will schedule a recurring payment. If you only want to set up recurring payments, uncheck the box for Include a Single Payment Now.
- 9. Click **Continue**.
- 10. After reviewing the Authorization Agreement, click **Agree and Submit**, or click **Cancel** to cancel the payment the payment
- 11. You will receive a Transaction Receipt and a copy of the Authorization Agreement
- 12. Save or Print the Receipt
- 13. Click Close

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		Fr	equency:	Once a	Month	•	
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EDIT RECURRING PAYMENTS

- 1. Log into the payment portal using your username and password.
- 2. Click on the pencil under the edit section next to your scheduled payment (pictured below)
- 3. On the dropdown screen you may edit the Amount, Frequency, # Of Payments, Payment Date, and Account.
- 4. Once you've made your changes, click Submit Note: You may <u>Delete</u> the recurring payment by checking the box Delete Payment, then click Submit to disable the recurring payment, uncheck the Enabled box, then click Submit

Scheduled Transactions								
Next Paymer	nt Date	Amount	Location					
In 4 Days	In 4 Days \$0.01 Location 1						Enabled	
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Amount:	\$0.01	Paym	Make nent/Donation to:	Location 1 🔻	Select Account:	Checking: XXXXXX		
Frequency:	Once a Month 🔻]	Payment Day:	Last Day 🔻	Start Date:	3/31/2018	1	
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