

## eStatements Help

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### ***What are eStatements?***

eStatements is a service provided by your financial institution to allow you to view your documents through the Internet. As an eStatements user, you have a personalized eStatements home page that you can use to access all the documents archived for you by your financial institution. In addition, your financial institution can send you an email notification each time a new document is available.

### ***How do I access my eStatements?***

You can access your eStatements home page and documents through the Internet in several ways.

**By Internet Banking.** Access to your document may be available through a link from your internet banking provider.

**By email notification.** As an eStatements customer, you can opt to regularly receive emails when your document is available. To access the document, simply click the link to the document in the email you receive, and log in to view your statement in a secure environment.

**By adding a bookmark.** You can access eStatements at any time by opening your browser to your eStatements web address. You may want to bookmark your eStatements web address in your browser to return to it in the future.

**By a link on your financial institution's home page.** Contact your financial institution, if you don't know where the link is located.

**NOTE:** If you access your documents by the eStatements web address, you will need to provide a username and password to log in and access your home page.

## ***What are my eStatements access requirements?***

To access eStatements, you need either Microsoft Internet Explorer version 5.0 or higher or Mozilla to serve as your browser. You can download a free browser by accessing one of the links below.

### **Microsoft Internet Explorer:**

<http://www.microsoft.com/windows/ie>

### **Mozilla Firefox:**

<http://www.mozilla.com/en-US/firefox/ie.html>

In addition, you may need Adobe Acrobat Reader version 4.0 or higher, or a TIFF viewer, to view your documents.

**NOTE:** For links to Adobe Acrobat and a TIFF viewer, see How do I view a document.

## ***How do I view my eStatements home page?***

Your eStatements home page has three main areas:

The **Documents** area lists the document types for which eStatements documents are available.

The **Unviewed Documents** area includes the eStatements documents that you have not yet viewed.

After you view a document in your **Unviewed Documents** area, the link no longer appears under **Unviewed Documents**. However, you can access the document from your **Documents** list.

The **Links** area includes links related to your financial institution. It may also include links that allow you to change your eStatements password, email address, and other information.

## ***How do I view a document?***

When you click the link to a document on your **Documents** list or your **Unviewed Documents** list, the document is displayed in your browser.

Depending on your financial institution, you may have several tabs for displaying your document in different ways. Click on a tab at the top of the document to display an alternate view of the document.

If you accessed the document from your **Documents** list (rather than the **Unviewed Document** list), links to previous versions of your document are displayed on the right side.

**NOTE:** If you have trouble opening a document, you may see an error message indicating that you

need to install a PDF viewer or a TIFF viewer.

If you need a PDF viewer, you will see a window asking whether you would like to download a file or save it to disk. Cancel the window and install Acrobat Reader to view your statement. To install a free PDF viewer, open <http://www.adobe.com/products/acrobat/readstep2.html> in your browser and follow the instructions to download and install Acrobat Reader.

If you are not able to open a TIF file, you will need to install a TIFF viewer to see your document. To install a free TIFF viewer, open <http://www.alternatiff.com/> in your browser and follow the instructions to download and install AlternatIFF.

### ***How do I print my eStatements document?***

If you have a printer, you can print your eStatements document directly from your browser. Depending on your browser and the type of viewer in which your document is displayed, there are different ways to print a document.

<b>To print your eStatement...</b>	<b>Do this...</b>
If there is no printer icon below your browser's menu bar	<b>For HTML:</b> Click the <b>Printable Version</b> link near the top right of your statement.  Click <b>Print</b> .  <b>For PDF:</b> Select <b>Print</b> from your browser's <b>File</b> menu.  Click <b>Print</b> .
If there is a Printer icon below your browser's menu bar	Click on the <b>Printer icon</b> .  Click <b>OK</b> .

You will need to print the images of your checks separately, see How do I print my eStatements Check Images.

If you have trouble printing, contact your institution's eStatements administrator.

## How do I save my eStatements document?

You can save your eStatements document directly from your browser. Depending on your browser and the type of viewer in which your document is displayed, there are different ways to save a document.

To save your eStatement...	Do this...
If there is no disk icon below your browser's menu bar ...	<p><b>For HTML:</b></p> <p>Click on the <b>Printable Version</b> link near the top of the statement.</p> <p>Choose <b>File</b>, then select <b>Save As</b>.</p> <p>A <b>Save As</b> screen will appear. Enter a <b>filename</b> and <b>location</b> for the file, in the <b>Save As Type</b> field choose <b>Web Archive Single File (*.htm)</b> to save the statement as it appears on the screen. If you choose <b>Text File (*.txt)</b> in the <b>Save As Type</b> field it will save the statement as a plain document only statement.</p> <p>Click <b>Save</b>.</p> <p><b>For PDF:</b></p> <p>Select <b>Save As</b> from your browser's <b>File</b> menu.</p> <p>Select folder location &amp; enter file name to save the statement.</p> <p>Click <b>Save</b>.</p>
If there is a disk icon (Save a Copy) below your browser's menu bar...	<p>Click on the <b>disk icon</b>. Enter a filename and location for the file.</p> <p>Click <b>Save</b>.</p>

**NOTE:** You will need to save the images of your checks separately, see How do I save my eStatements Check Images.

If you have trouble saving, contact your institution's eStatements administrator.

## How do I print my eStatements Check Images?

Depending on your browser and the type of viewer in which your document is displayed, there are different ways to print the check images.

To print your Check Images...	Do this...
<p>If there is no Check Images tab on your statement viewer.</p>	<p><b>A single check image –</b> Click on the Check number hyperlink. Right Click in the middle of the check image page. Click on <b>Print Picture</b>.</p> <p><b>One page of check images -</b> Click the <b>View Images</b> link near the top left of your statement. Click the <b>Print</b> icon.</p> <p><b>All check images –</b> Click the <b>View Images</b> link near the top left of your statement. Click the <b>PDF</b> icon. Click on the <b>Printer</b> icon. <b>OR</b> Select <b>Print</b> from the check page's <b>File</b> menu, select ALL.</p>
<p>If there is a Check Images tab on your statement viewer.</p>	<p>Click on the <b>Check Images</b> tab.</p> <p>Click on the <b>Paged Check Images</b> link</p> <p>Click the PDF icon.</p> <p>Click on one of the <b>Printer</b> icons. <b>OR</b> Select <b>Print</b> from the check page's <b>File</b> menu, select ALL.</p>

If you have trouble printing, contact your institution's eStatements administrator.

## ***How do I save my eStatements Check Images?***

You can save your eStatements check images directly from your browser. Depending on your browser and the type of viewer in which your document is displayed, there are different ways to save a document.

<b>To save your Check Images...</b>	<b>Do this...</b>
If there is <b>no Check Images</b> tab on your statement viewer.	Click the <b>View Images</b> link near the top left of your statement. Click the <b>PDF</b> icon. Click on the <b>Save a Copy</b> Icon. Select folder location to save the check images page. Enter a File name. Click <b>Save</b> .
If there is a <b>Check Images</b> tab on your statement viewer.	Click on the <b>Check Images</b> tab. Click on the <b>Paged Check Images</b> link. Click the <b>PDF</b> icon. Click on the <b>Save a Copy</b> icon. Select folder location to save the check images page. Enter a file name. Click <b>Save</b> .

If you have trouble saving, contact your institution's eStatements administrator.

## ***How do I download my statement details to a spreadsheet?***

Depending on the type of viewer in which your document is displayed and the type of account being viewed, there will be a **Download to Spreadsheet: CSV** hyperlink located on the top right of your statement. Statement details (deposits, checks, withdrawals) can be viewed via a spreadsheet by clicking on the **Download to Spreadsheet: CSV** hyperlink. When you click on the **CSV** hyperlink, a **File Download** window will appear, displaying a message “Do you want to open or save this file?”

<b>To download your statement details....</b>	
If you choose Open.	The data will be displayed in a spreadsheet. It may be necessary to adjust the column widths to view all of the data fully. You can use the spreadsheets functions to save the file.
If you choose Save.	A <b>Save As</b> screen will appear. Enter a <b>filename</b> and <b>location</b> for the file, leaving the <b>Save As Type</b> as “Microsoft Excel Comma Separated Value File” Click Save. A <b>Download Complete</b> window will appear. You can choose to open or close the file. Choosing <b>open</b> will display the data in an Excel spreadsheet. Choosing <b>close</b> will allow you to access the saved file at a later date.

## ***How do I reconcile my statement?***

Depending on the type of viewer in which your document is displayed and the type of account being viewed, there will be a **Reconcile** hyperlink located on the top right of your statement. When you click on the **Reconciliation** hyperlink, a statement reconciliation form is opened in a new browser. This form will allow you to enter data into the necessary fields. Totals are calculated as they are entered.

**NOTE:** Data entered into the form is not saved, and will be lost when the form is closed or the screen refreshed. You can save or print the completed form.

<b>When data has been entered in the Reconciliation Form ....</b>	
To Save the Form.	Choose <b>File/Save As</b> on the browser's menu bar. A <b>Save Webpage</b> screen will appear. Enter a <b>filename</b> and <b>location</b> for the file, leave the <b>Save As Type</b> field as "Webpage, complete (*.htm,*.html) " and <b>Encoding</b> field as "Unicode (UTR-8)". Click Save.
To Print.	Choose <b>File /Print</b> from the browsers' menu bar. It may be necessary to adjust margins prior to printing.

## ***How do I reset my password?***

Depending on your financial institution, you may be able to change your password on the eStatements home page, or you may need to contact your institution's administrator to change your password.

If you can change your password on the eStatements home page, the link is under the **Links** section. When you access the **Change Password** page, type in your new password twice, and click **Save**.

### ***How do I reset my name, email, and email delivery option?***

Depending on your financial institution, you may be able to reset your name, email address, and eStatements notification on your eStatements home page. If you can change these eStatements details on the eStatements home page, the link is found under the **Links** section of your eStatements home page. You may need to contact your institution's administrator to change your email address.

For some financial institutions, you cannot change these details on the eStatements home page, your email address is provided by your Internet Banking vendor. To change your email address, log in to your Internet Banking account, change your emails address, click the View Statements link. This updates your eStatement email address to enable email notifications to be sent to you when your new statement is available to view. You can contact your financial institution if you need to make changes.

### ***How do I log out of eStatements?***

When you exit eStatements, click the **Logout** link, or close your browser. It is important to do one of these two steps to ensure that no one else can view your document.