



## Business Bill Pay Upgrade: What to Know

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**Business Bill Pay will be unavailable 8am Sept.26<sup>th</sup> - 4pm Sept.27<sup>th</sup>**

### User ID

Your **Login ID will be the same, but in ALL CAPS** after the upgrade.

*Example:*

Login ID from the old system: mike

Login ID after the upgrade: **MIKE**

### Password

The first time you access Bill Pay after the upgrade you will need to login using the new temporary password: **12bank34!**

*Example:*

Current Password: June2010

Password after the upgrade: **12bank34!**

### Password Change

You will be prompted to create security questions and answers upon login, and select a new password. In order to reset your password, you will be asked for a SSN. **Your Business Tax ID# should be used in the SSN field.**

### User Authority levels *(for businesses with multiple users)*

The user authority levels from both systems do not match up due to the differences in the product. We will convert all bill pay users within a single business with the same Auth Level (level 1-highest level).

**The Bill Pay Administrator at your business needs to change the Authority levels after the upgrade for all users** tied to the business bill pay profile.

### Verify Funding Accounts *(for businesses with multiple funding accounts)*

After conversion, **please verify or select the primary funding account** for each payment.

### Payment History

Payment History will be loaded 4 business days after the upgrade. All pending payments will be sent on schedule during conversion. The history will populate Oct. 1<sup>st</sup>.

### Support

Business Bill Payment Support: 855-280-3326

BankFIRST Business Solutions: 407-622-3630 321-473-1008

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