

New Internet Banking

1. Why is Internet Banking changing?

We are always looking for ways to improve your banking experience with IMB. Upgrades to Internet Banking will give you the ability to perform new functions quickly and easily making your online banking more efficient. We've also update the design to give you a great experience across all your devices.

2. How do I reset my password?

To reset your password from the Sign On screen, simply click on the Reset Password link to the right of the Member Number box on the Sign On screen. You will be asked to enter your member number and then generate a secure authentication code by clicking on the "Send Code to Mobile number" box. This will send the authentication code to your registered mobile number. Enter this code when prompted to reset your password and log in to Internet Banking. To reset your password from within Internet Banking click on the Other Services menu and select 'Change Password'. You will then be asked to enter your current password and select a new password. Remember that your password can be 8-16 characters long and can be a combination of letters and numbers. Passwords are case sensitive. See the video [here](#).

3. How do I manage my alerts?

You can manage your IMB Alerts (Account Alerts and Internet Banking Security Alerts) in Internet Banking. Click on the My Alerts tab and select 'Register and De-register Alerts'. See the video [here](#).

4. How do I register for SMS?

You can register for SMS by calling us on 133 462 , 8am – 8pm Monday – Friday, 9am – 4pm Saturday or by calling into your local IMB.

5. How do I manage my personal details?

Now you can manage your personal details in Internet Banking. Go to the Other Services menu and select Personal Details. For your security you will be asked to complete Authentication. To begin this click View Details, then generate a secure authentication code by clicking on the "Send Code to Mobile number" box. This will send the authentication code to your registered mobile number. Enter this code when prompted. Update the details you wish to change and click Update. See the video [here](#).

6. What are my daily limits?

To keep your money safe, daily limits apply to all members. Daily limits restrict the amount of money you can transfer out of Internet Banking in one 24 hour period. IMB offers a range of daily limits. You can view and edit your daily limits in Internet Banking. Go to the Other Services menu and select My Limits.

7. How do I change my daily limits?

To change your daily limits, go to the Other Services menu and select My Limits from the drop down menu. Select which limit you wish to change and click on the orange dots under Action. Then select Edit. Once you have selected the appropriate limit amount from the drop down list click on Update. Once you have made all your limit changes click on the Save button for the changes to take effect.

8. Where can I find help on internet banking?

On each page of internet banking you will see a small orange question mark in the top right corner. If you click on this question mark you can access help relating to all the functions on that page.

9. Why is internet banking not working?

Updates to internet banking mean some older browsers are no longer supported. You may need to update your browser. If you need any assistance with updating your browser see this 'How to' guide.



Logging in to Internet Banking

1. Where do I enter my password?

After you click on the Internet Banking Log In button you will be prompted to enter your Member Number and then your password. Your password is 8-16 characters long and can be a combination of letters and numbers. Passwords are case sensitive.

2. What do I do if I forget my password?

The new release of Internet Banking allows you to reset your password as long as you are registered for IMB SMS. If you have forgotten your password, simply click on the Reset Password link to the right of the Member Number box on the Sign On screen. You will be asked to enter your member number and then generate a secure authentication code by clicking on the "Send Code to Mobile number" box. This will send the authentication code to your registered mobile number. Enter this code when prompted to reset your password and log in to Internet Banking. See the video [here](#).

3. What do I do if I don't have a teleservice password?

If you don't have a teleservice password, you can:

- visit your local IMB to arrange a password
- call us on 133 462, 8am – 8pm Monday – Friday, 9am – 4pm Saturday for more information on setting up your password

Finding your way around Internet Banking

1. What is the quick links bar?

The quick links bar is a menu of links that appears on the home page for some of Internet Banking's most popular features and functions for eg Own Accounts Transfer. Simply click on the link to shortcut to this section.

2. Where do I go to redraw?

The redraw facility is now available through the Transfers & BPAY® tab. Click on the Transfers & BPAY® tab and select Own Accounts Transfer. Use the drop down menu to select your loan account. Only loan accounts that have sufficient available funds to transfer will appear in the drop down list.

3. Where can I find my account balances?

The Home page lists all of your accounts and their balances. To access more details about each account including interest and transaction listings, you can either click on the account name or the account number. Alternatively, you can select an option from the Accounts tab.

4. Where are my Payees and Billers?

Payees and Billers can all be located under the Transfers & BPAY® tab.

5. How can I access BPAY and BPAY View®?

Both BPAY and BPAY View can be accessed under the Transfers & BPAY® tab.

6. How do I 'Pay From' my accounts?

All of your payment functions can be accessed under the Transfers & BPAY® tab. Simply go to this tab and select Own Accounts Transfer to transfer money between your accounts; select Pay Bills to pay a bill or select External Payments to transfer to an External Account. Alternatively you can select these functions from the Quick Links tab



Frequently Asked Questions

7. Where do I find Pending Payments?

When you click on the Transfers & BPAY® tab you will have the option to select Pending Payments. Doing this will show you a list of your pending payments. To make any changes to your Pending payments simply click on the Payment where your additional options will appear eg Delete, Edit.

8. Where can I see my transaction list or transaction history?

Your transaction list and transaction history details are located under the Accounts Tab, or by using the quick links bar. Then follow these steps:

- Select your account from the drop down box
- Select the date range option eg the last fortnight
- Select view
- Select advance search for additional options

9. Where can I see my current Share Holding?

Your Share Account Holding can be found by clicking on the Account name or Account number on the Home page. This will display details about the Account and clicking on the Account Information Arrow will display the Shareholding information. Please note that the Balance and Available Balance will always display as \$0.00.

Other

1. How do I change my mobile and/or email details?

You can update your personal details by clicking on the Personal Details option in the Other Services Tab. You need to be registered for SMS to use this function. If you are not registered for SMS you can call us on 133 462 8am – 8pm Monday – Friday, 9am – 4pm Saturday. See the video [here](#).

2. Where can I find my year to date interest?

Year to date interest details can be found under the Accounts tab. Select the Interest & Tax option from the Accounts drop down menu, choose the account and your additional account details will be displayed including the current year and last financial years Interest.

3. What are the daily limits?

To keep your money safe, daily authentication limits apply to all members. These limits can be managed up or down (subject to IMB's limits) by selecting My Limits from the Other Services drop down menu. Select which limit you wish to change and click on the orange dots under Action. Then select Edit. Once you have selected the appropriate limit amount from the drop down list click on Update. Once you have made all your limit changes click on the Save button for the changes to take effect.

4. How do I authenticate a biller or payee?

1. Go to the Transfers & BPAY® tab
2. Go to either your BPAY Biller or Payee tab
3. Select the biller or payee by clicking on their name
4. Select 'Authenticate'

Any new billers or payees that are added to your list will require authentication via a one-time password the first time the biller/payee is used. For your security IMB recommends authenticating all billers/payees as they are added to your list.

