

Online Banking Procedure for Banking Centre Employees

This procedure provides banking centre employee with the steps to set up Online Banking

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1. Ask the clients if they are registered for Online Banking:
 - If they are registered for Online banking, proceed with the follow-up or post-sale activities
 - If they are registered for Online banking, go to the next steps
2. Show the Online Banking demos:

NOTE: For security purposes, close all the applications on your computer before turning the screen to the clients.

 1. Access Online Banking at: www.onlinebanking.com.
 2. Click on Take a Tour to view the Online Banking demos.
3. Answer the remaining questions the clients might have about Online Banking.

4. Ask the clients if they want to register at home or at the Banking Centre:
 - If they want to register at home tell them to follow these steps:
 1. Access Online Banking at www.OnlineBanking.com.
 2. Click on Sign on.
 3. Use their debit card number, transit number and telephone banking password to complete the registration process.
 - If they want to register at the Banking Centre
 1. Ask the client if they know their telephone banking password
NOTE: If the client does not know their telephone banking password help them select a password at the ATM.
 2. Once the password is selected, close all applications and return to the banking registration screen.
 3. Click on Register Now.
 4. Enter the debit card number of the client, then click on Next.
 5. Have the clients enter their temporary password, transit number and bank account number.
 6. Click on Log off to end the Online Banking session and close the Web page.