If you still use your account number as your Logon ID, you will need use 6 digits to login. Your account number Logon ID may only be 4 or 5 digits, but you will need to add zeros before the number to make it six digits. The system should then let you access Virtual Branch with your current Security Code.

We do strongly suggest that you change your Logon ID to a value other than your account number. To do this once you are logged in to Virtual Branch, you can click on Settings in the upper right corner, Profile, Change Logon ID.

You should be able to access the mobile app even if you have issues with Virtual Branch.

If you are still unable to access the system, we may need to manually update your information. Our staff can do that during our normal business hours on weekdays from 8 AM to 5 PM. Please call us at 888-897-2323. Please note: We will be closed on Monday, October 14th in observance of Columbus Day.

We apologize for your frustrations while we adjust to our new online system.