



A new mobile app and online banking experience

In early 2024, you'll have access to a new mobile app and online banking experience with new features, more convenience, and enhanced security. In addition, you'll have expanded tools to optimize cash management efficiencies and the same capabilities in both your mobile app and online banking. Watch your email for more information and timelines.

Action Needed

1. Make sure your phone number and email address are up to date. It's important for you to receive instructions to prepare and continue to have access to your accounts.
2. Delete inactive users (click to learn how) and inactive ACH and wire templates.

It is easy to update or verify your contact information.

For Users to update user email and phone details:

User Step 1: Make edits and Save. From the navigation, click **Administration > Self Administration**

The screenshot shows the First Merchants Bank online banking interface. The navigation menu at the top includes: Welcome, Reports, Money Movement, Administration, and Account Services. The 'Administration' menu is expanded, showing options for Communications, Company Administration, and Self Administration. The 'Self Administration' option is highlighted with a red box. Below the navigation, the main content area displays 'Important Account Balances' with two tables. The first table shows balances for Business Money Market accounts. The second table shows balances for various Prestige and Tax accounts. To the right, there are sections for 'Alerts and Messages' (listing ACH Transaction Returned for Edit, User Telephone Number Changed, Issue File FTP Successful, and Password Change) and 'Saved Reports' (listing Operating Account ACH/WT Credits, Operating Account Checks Paid, and Scheduled Deposit Account Report). A 'Got Questions? We can help!' button is visible at the bottom right.



User Step 2: Select Preferences. Under **Self Administration**, select the **Personal Preferences** tab. In the **email** section, click the **blue edit icon** to edit the existing email address.

First Merchants Bank

Welcome Reports Money Movement Administration Account Services

Demo User Sign Out
Last Login: Nov 27, 2023 10:29 AM ET


Approvals Exceptions


Self Administration

Change Password **Personal Preferences** User Activity Report Secure Token Setup

Email


The primary email address listed below will be used for bank communications such as alerts and electronic statement notifications.
A secondary email address can be added for use as an optional or backup email.

Primary Email Address: CherylShah@yahoo.com 

 Add

Telephone

The telephone numbers listed below may be used to contact or notify you for security reasons.
Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to use for text message alerts below. Your alert subscriptions will be updated, and you will receive a welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).
If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted [Privacy Policy](#). Messages and Data Rates may apply, see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP** as a reply to an alert message or directly to 20736. Messages will come from your bank as Bank Alerts.
For additional assistance, type HELP in response to a message from 20736 or send an email to test2@test1.com. You can also contact us in Secure email using the Contact information on this site.

Got Questions? We can help! 

User Step 3: Update Email. Once you have updated the email field, click **add** to save.

First Merchants Bank

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Approvals Exceptions

Self Administration



Change Password **Personal Preferences** User Activity Report Secure Token Setup

Email

The primary email address listed below will be used for bank communications such as alerts and electronic statement notifications.
A secondary email address can be added for use as an optional or backup email.


Primary Email Address: CherylShah@yahoo.com 

Secondary Email Address

Telephone

The telephone numbers listed below may be used to contact or notify you for security reasons.
Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to use for text message alerts below. Your alert subscriptions will be updated, and you will receive a welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).
If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted [Privacy Policy](#). Messages and Data Rates may apply, see your Carrier for details. The frequency of text

Got Questions? We can help! 



User Step 4: Update Phone Number

Edit a phone number

Under the **Telephone Section**, click the **blue edit icon** to edit the existing phone number.

Remove a phone number

Under the Telephone Section, click the **red x** to the right of the phone number you want to remove.

First Merchants Bank | Welcome | Reports | Money Movement | Administration | Account Services | Demo User | Sign Out | Last login: Nov 27, 2023 10:28 AM ET





Telephone

The telephone numbers listed below may be used to contact or notify you for security reasons.

Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to use for text message alerts below. Your alert subscriptions will be updated, and you will receive a welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).

If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply, see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP as a reply to an alert message or directly to 20736**. Messages will come from your bank as Bank Alerts.

For additional assistance, type HELP in response to a message from 20736 or send an email to test2@test1.com. You can also contact us in Secure email using the Contact information on this site.

Work	(734) 222-2154	 
Mobile	(734) 222-2580	 

[+ Add](#)

Splash Page Opt Out

Select your preferences for splash page display. Splash pages are displayed after Sign On of your specific financial institution.

Show informational splash page: No

Show marketing splash page:

[Got Questions? We can help!](#) +

Need help or prefer to speak with someone? You can call our Treasury Solutions Center directly at 1.866.833.0050. The Treasury Solutions Center team is available: Monday thru Friday 8:00 AM - 6:00 PM EST.