

## Help Resources

If you have questions about your online banking there are many different resources available to you!

### Call Center

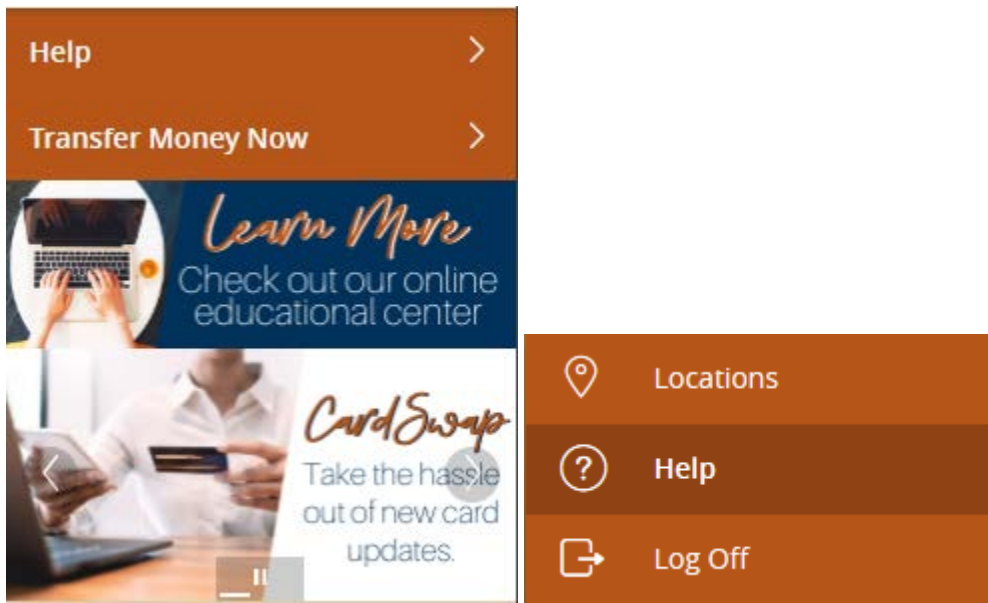
Our Customer Service team is happy to help you with any questions you may have.

Customer Service Hours	Contact Information
Monday-Friday: 7:00 a.m.- 7:00 p.m.	1-866-416-9302
Saturday: 8:00 a.m.-5:00 p.m.	
Sunday: 9:00 a.m.-1:00 p.m.	

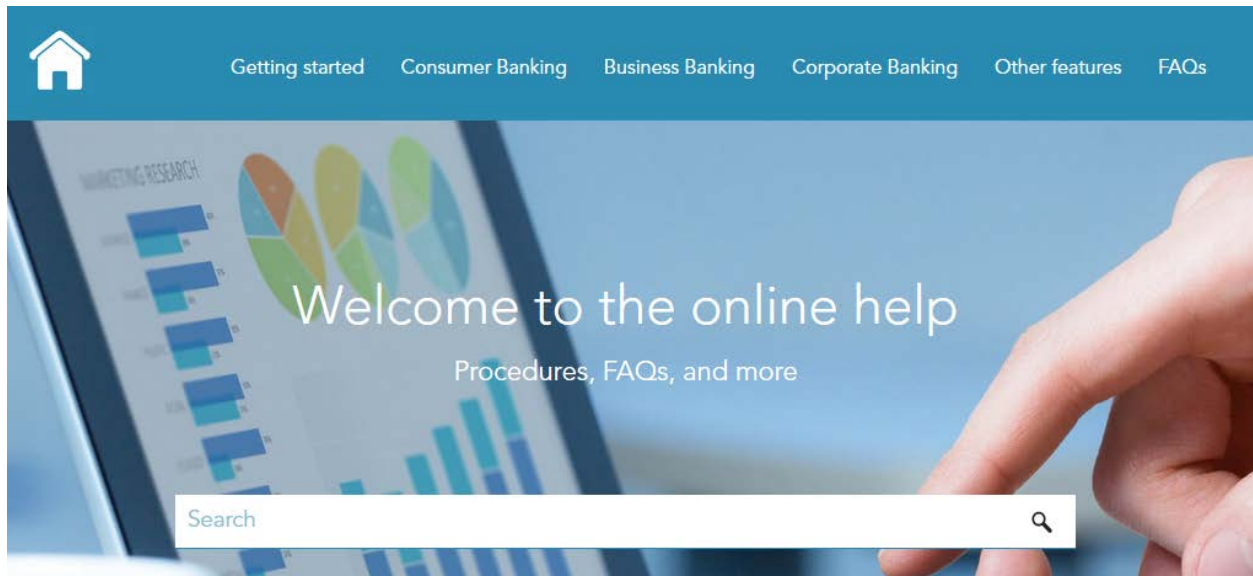
### Online Help Link

If you have questions outside of our Call Center's hours there is an online library of help documents that you can access right from your online banking home screen!

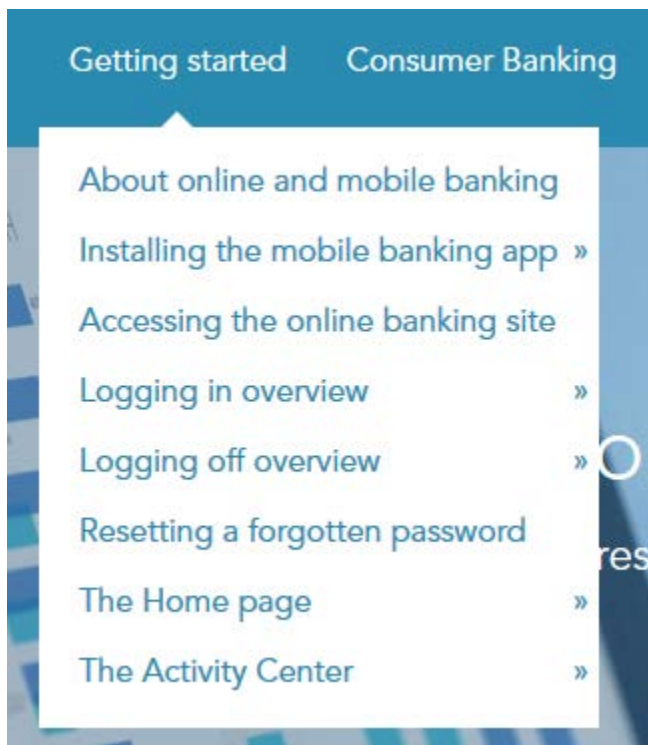
1. On both sides of your home screen there is a Help menu option.



2. This link will open a new tab in your browser.
3. There are topics listed across the top of the home screen. Select a topic that is relevant to what you have a question about.



4. A drop down will reveal different options that are more specific.



5. If you are unable to find what your question is about, use the search bar to narrow your options.

Home | Getting started | Consumer Banking | Business Banking | Corporate Banking | Other features | FAQs

Logging in

Your search for "Logging in" returned 34 result(s).

### Logging off overview

Logging off online and mobile banking is an important part of keeping your financial information secure. You can log off voluntarily when you finish using online and mobile banking. In addition, online and mobile banking can log you off involuntarily after a certain amount of time elapses. By ...  
[enduser/getstarted/loggingoffoverview.htm](#)

### Logging in overview

When you log in to online and mobile banking, enter the following when prompted: Login ID Password If you enter an incorrect password too many times, your account will be temporarily suspended, and you will not be able to log in. If your login ID is blocked, contact your FI to unblock your login ID. ...  
[enduser/getstarted/logginginoverview.htm](#)

## Secure Messages

If you have a question regarding a specific account, you can send a message to our Customer Service team through your online banking!

1. Select the account you have a question about on your home screen.
2. Select the menu options button at the top of the screen.
3. Select Ask a Question.

Ask a question

4. Type your question in the message box
5. Attach a file if applicable
6. Select Send Message

### Account Inquiry

Subject  
Inquiry regarding account: 8140143940

Message \*

What is my interest rate on this account?

Attachments

Attach Support Documents

Go back

Send message

Questions? We can help!

Phone: 1-866-416-9302

Email: [customerservice@machiassavings.com](mailto:customerservice@machiassavings.com)

Simple. Seamless. Secure

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7. Once our Customer Service team replies to your message it will appear in your messages center.

