Online Banking Frequently Asked Questions

How do I log in to online banking?

The login link on the hompage of Altabank website (www.altabank.com) will automatically direct you to the updated online banking site. You will need to update any shortcuts you created, however.

Will my username and password remain the same?

Yes. Your username and password will remain the same.

What if I can't remember by current username and password?

For security reasons the "forgot password" function will not work for your first log in to the upgraded online banking site. You will need to call Altabank customer care at 1-800-815-2265 to have your credentials reset.

What is two-factor authentication (2FA)?

Two-factor authentication is a security feature that helps safeguard your account by asking you to provide an additional proof of identity when logging in. You will have the option of receiving a text or phone call or using an authentication application. Each time you log in you'll receive a verification code via the method you select.

Is 2FA required each time I log in?

If you are logging in via a secure computer, you have the option to select "Don't use codes again while using this browser" after entering the verification code. This option should never be used on a shared or public computer.

What browsers are supported in online banking?

Online banking can be accessed using Google Chrome, Microsoft Edge, Firefox, or Apple Safari (Mac only). For security reasons you should make sure you are running the most recent version of the browser and keep up with future updates as older versions may stop working. Older browsers such as Internet Explorer are not supported.

Will I need to reset my alerts?

Yes. We recommend taking a screen shot of your current alerts so you can easily replicate them.

Will I have access to my transaction history?

Yes, you will have access to your transaction history. The application adds past transactions daily until there are 18 months of history available. Please note that you need to log in to online banking at least once every 90 days to keep transaction history current.

Will my current automatic bill payments be processed without interruption?

Yes, your currently scheduled payments will be processed as normal. Existing payees, future-dated payments, and recurring payments will transition to the new system automatically.

Will scheduled or recurring transfers be processed without interruption?

Yes, all scheduled and recurring transfers between your Altabank accounts will continue. You will also be able to manage transfers directly through the mobile application by selecting "more options" from the transfer screen.

Do I need to re-enroll for eStatements?

No, your e-statement preferences will carry over so re-enrollment is not necessary.   If you have not enrolled for e-statements and would like to simply select "Documents" in any account to get started.

Where do I find a copy of my statements with images?

Click on the "Documents" area from the main dashboard. If you have not enrolled in e-statements you will be prompted to do so to see copies of statements with images.

I cannot see all my accounts in the dashboard; what do I do?

If you do not see all your accounts swipe right in the browser. If that does not work, please refresh the page. You may also need to log out and log in again. If the issue persists, please call Customer Care at 1-800-815-2265.

How do I log out of online banking?

Click on your name in the bottom left corner of the screen and select "Sign Out".

Altabank™
Division of Glacier Bank

Mobile Banking Frequently Asked Questions

How do I get the mobile application for iPhone?

iPhone users must first delete the existing mobile application. Then go to the Apple AppStore and search Altabank. Download the new app. Your current username and password will remain the same.

How do I get the mobile application for Android?

Android users must first delete the existing mobile application. Then go to the Google Play store and search Altabank. Download the new app. Your current username and password will remain the same.

Will I need to delete the mobile app each time there is an update in the future?

No, you will be prompted to update to new versions as they become available in the future.

I use biometrics (Face ID, thumbprint) to log in to the mobile app. Will I still be able to do so?

When first logging into the upgraded mobile app you will need to use your username and password. Once you have logged in you can reactivate biometrics. If you cannot remember your username or password, please call Customer Care at 1-800-815-2265.

How do I know if my mobile device is compatible with mobile banking?

Mobile banking supports iPhone and iPad devices running iOS 16 or newer, and Android devices running version 8.0 or newer. It is recommended you keep your mobile device current with the latest operating system for the best performance and security.

Do I need to re-enroll in mobile check deposit?

No. You will continue to have access to mobile check deposit through the updated mobile app.

How do I enroll in mobile check deposit?

In the mobile app select "Deposit Checks" and enroll. Once done mobile check deposit will be available.

How do I log out of the mobile banking app?

Open the main menu on the left side of the screen. Click on your name at the bottom and select "Sign Out."