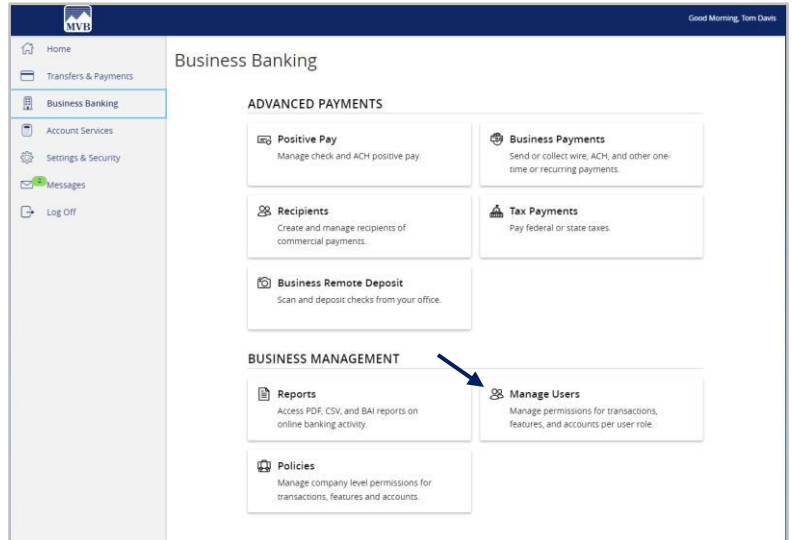




Managing Existing Online Users

1. Select 'Business Banking' menu and then select 'Manage Users'



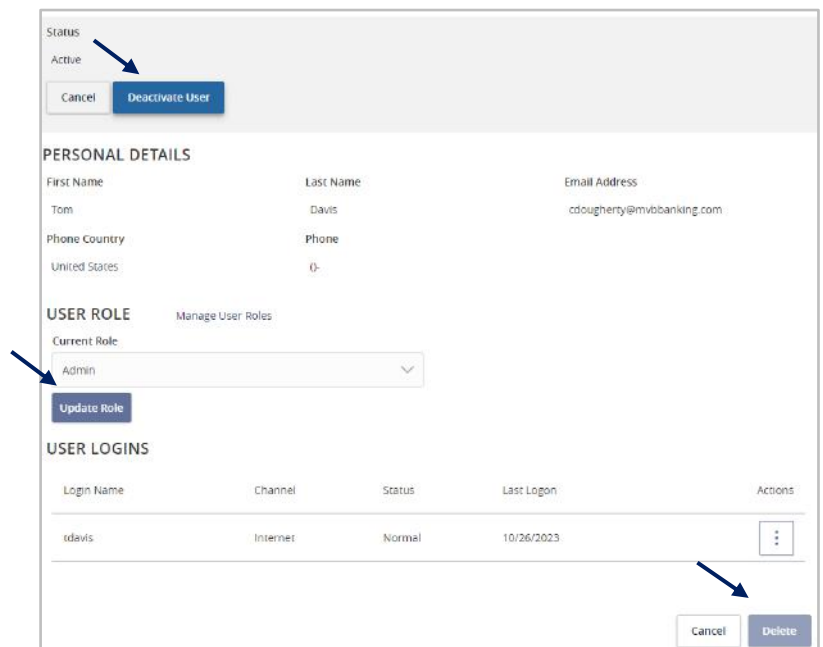
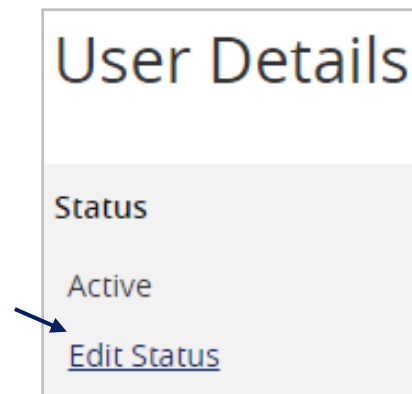
2. Click on the pencil icon next to the user you wish to edit.



Questions? Please contact Client Support at 1-844-682-2265 or ClientSupport@MVBBanking.com.



3. One of three update actions may be made to an existing user:
 - a. Select 'Edit Status' under User Details for the option to 'Deactivate User' to disallow a user from logging in without completely deleting the user.
 - b. Select the 'User Role' drop down menu to update the 'User Role' for a user. Click 'Update Role' upon completion.
 - c. Select the 'Delete' button to permanently delete the online user. This action cannot be undone.



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NOTE: The User Role update will go into effect upon the user's subsequent log on after the change has been made.

Creating New Online Users

1. Click the 'Add User' button.

The screenshot shows the 'User Management' header with a search bar labeled 'Search Users' and a blue 'Add User' button in the top right corner. A blue arrow points to the 'Add User' button.

2. Complete all fields.
3. Click the 'Save New User Detail' button when done.

The screenshot shows the 'New User Details' form. It is divided into two sections: 'PERSONAL DETAILS' and 'LOGIN DETAILS'.
PERSONAL DETAILS: Includes fields for First Name, Last Name, Email Address, Phone Country (a dropdown menu), and Phone.
LOGIN DETAILS: Includes fields for Login ID, Password, and Confirm Password.
Below these sections is a 'User Role' dropdown menu currently set to 'Unassigned'. At the bottom right, there are two buttons: 'Discard New User Details' and 'Save New User Details'. A blue arrow points to the 'Save New User Details' button.

NOTE: Reference the User Roles setup guide for assistance with setting up a 'User Role'.

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