

## eStatements Help

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### ***What is eStatements?***

eStatements is a service provided by your financial institution to allow you to view your documents through the Internet. As an eStatements user, you have a personalized eStatements home page that you can use to access all the documents archived for you by your financial institution. In addition, your financial institution can send you an email notification each time a new document is available.

### ***How do I access my eStatements?***

You can access your eStatements home page and documents through the Internet in several ways.

- **By email notification.** As an eStatements customer, you can opt to regularly receive emails when your document is available. To access the document, simply click the link to the document in the email you receive.
- **By adding a bookmark.** You can access eStatements at any time by opening your browser to your eStatements web address. You may want to bookmark your eStatements home page in your browser to return to it in the future.
- **By a link on your financial institution's home page.** Contact your financial institution, if you don't know where the link is located.

When you access your eStatements page, you may need to provide a username and password to access your home page.

### ***What are my eStatements access requirements?***

To access eStatements, you need either Microsoft Internet Explorer version 4.04 or higher or Netscape version 4.0 or higher to serve as your browser. You can download a free browser by accessing one of the links below.

**Microsoft Internet Explorer:**

<http://www.microsoft.com/windows/ie/>

**Netscape:**

<http://home.netscape.com/browsers/index.html?cp=3Dhop07d16>

In addition, you may need Adobe Acrobat Reader version 4.0 or higher, or a TIFF viewer, to view your documents.

**NOTE:** For links to Adobe Acrobat and a TIFF viewer, see [Viewing a Document](#).

### ***How do I view my eStatements home page?***

Your eStatements home page has three main areas:

- The **Documents** area lists the document types for which eStatements documents are available.
- The **Unviewed Documents** area includes the eStatements documents that you have not yet viewed. After you view a document in your **Unviewed Documents** area, the link no longer appears under **Unviewed Documents**. However, you can access the document from your **Documents** list.
- The **Links** area includes links related to your financial institution. It also includes links that allow you to change your eStatements password, email address, and other information.

### ***How do I view a document?***

When you click the link to a document on your **Documents** list or your **Unviewed Documents** list, the document is displayed in your browser.

Depending on your financial institution, you may have several tabs for displaying your document in different ways. Click on a tab at the top of the document to display an alternate view of the document.

If you accessed the document from your **Documents** list (rather than the **Unviewed Document** list), links to previous versions of your document are displayed on the right side

**NOTE:** If you have trouble opening a document, you may see an error message indicating that you need to install a PDF viewer or a TIFF viewer.

If you need a PDF viewer, you will see a window asking whether you would like to download a file or save it to disk. Cancel the window and install Acrobat Reader to view your statement. To install a free PDF viewer, open <http://www.adobe.com/products/acrobat/readstep2.html> in your browser and follow the instructions to download and install Acrobat Reader.

If you are not able to open a TIF file, you will need to install a TIFF viewer to see your document. To install a free TIFF viewer, open <http://www.alternatiff.com/> in your browser and follow the instructions to download and install AlternatIFF

### ***How do I print my eStatements document?***

If you have a printer, you can print your eStatements document directly from your browser. Depending on your browser and the type of viewer in which your document is displayed, there are different ways to print a document.

To print your eStatement...	Do this...
if there is no printer icon below your browser's menu bar	Click in the middle of the document you want to print <i>Optional:</i> If your browser is Internet Explorer, you can preview by selecting <b>Print Preview</b> from the <b>File</b> menu. Select <b>Print</b> from your browser's <b>File</b> menu Select all pages Print only the selected frame <i>For Internet Explorer:</i> click the <b>Options</b> tab and check <b>Only the Selected</b> <i>For Netscape:</i> select <b>The selected frame</b> Click <b>Print</b>
If there is a printer icon below your browser's menu bar...	If there is a <b>Pages</b> field next to the icon, select the number of pages Click <b>Print</b>

If you have trouble printing, contact your institution's eStatements administrator.

### ***How do I reset my password?***

Depending on your financial institution, you may be able to change your password online, or you may need to contact your institution's administrator to change your password.

If you can change your password online, the link is under the **Links** section of your eStatements home page. When you access the **Change Password** page, type in your new password twice, and click **Save**.

### ***How do I reset my name, email, and email delivery option?***

Depending on your financial institution, you may be able to reset your name, email address, and eStatements notification through your browser. If you can change these eStatements details online, the link is found under the **Links** section of your eStatements home page.

For some financial institutions, you cannot change these details online, but you can contact the financial institution if you need to make changes.

To change this...	Do this....
Description	Type the new name in the <b>Description</b> field and click <b>Change</b> .
Email	Type the new email address in the <b>Email</b> field and click <b>Change</b> .
Your option to receive eStatements notifications via email	Under <b>Email Delivery Options</b> , check the box if you would like to be notified by email whenever a new document is available on your eStatements home page. Click <b>Change</b> .

	<p>Uncheck the box if you do not want to receive an email each time a new document is available.</p> <p>Whether this box is checked or unchecked, you can still access your new document</p>
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### ***How do I log out of eStatements?***

When you exit eStatements, click the **Logout** link, or close your browser. It is important to do one of these two steps to ensure that no one else can view your documents.