Scrolling to See Pending Payment Amount and Pay Date Partial payee name displaying in Bill Reminders, Pending Payments and Recent Payments Windows Pending payments in the status of "processing" within Mobile Banking

Scrolling to See Pending Payment Amount and Pay Date

If the Pending Payments section displays a blue portion to the left of the window and a scrollbar to view the amount and pay date is visible, this is because the text size is set too large in the internet browser.

For Internet Explorer, the text size must be set to Medium. To change the text size, follow the steps below:

• From the menu bar at the top of your browser, go to View and then Text Size

For Firefox, the font size must be set to 16 or less. To change the font size, follow the steps below:

• From the menu bar at the top of your browser, go to Tools, Options, Content, Font & Colors



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Partial payee name displaying in Bill Reminders, Pending Payments and Recent Payments Windows

The sections for Bill Reminders, Pending Payments and Recent Payments will display only the first nine (9) letters (excluding spaces) of the payee name. However, if you put your mouse over the partial name, the full name will appear.

Pending Payments		
Elan Finan *15103	\$25.00 Chan	07/25 ge Cancel
DeKalb Cou *1889 DeKalb County Water GA	\$20.00 <u>Chan</u> \$45.00	07/29 ge <u>Cancel</u>
Recent Payments		

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Pending payments in the status of "processing" within Mobile Banking

Once payment are processing, they don't appear in Mobile Banking. Currently, only payments that can be modified appear via Mobile Banking. Once the payment has been picked up for processing, it cannot be edited and therefore isn't displayed.

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