



Denmark State Bank Business Online Banking FAQs

How do I enroll in Business Online Banking?

Please contact your Denmark State Bank Banker or call us at 920-863-2161.

Has the Business Online site changed?

In Spring 2019, our Business Online Banking site will have a new look. You will now enter both your username and password credentials from the Online Banking box on our website. Once you are logged in, you'll find all your accounts and transfers in place and ready to use. If you have questions, please call us at 920-863-2161 for assistance.

Have my login credentials changed for the new site?

No, when accessing the new Business Online Banking site, you will use the same login credentials. Please note, your Access ID is now referred to as a Username.

What do I do if I forgot or want to change my Business Online Banking Username?

If you don't know your Username or want to change your Username for Business Online Banking, please contact us at 920-863-2161.

Can I change my password and/or challenge questions online?

Yes, once you are logged in, select Profile in the upper-right hand corner of the home page. In the profile page click on the 'Edit' option next to the password or challenge question options. This will then allow you to make your changes.

What do I do if I have been locked out of Business Online Banking?

If your online access has been locked, a bank representative will need to unlock your access. Please contact us at 920-863-2161.

I'm not seeing one of my account online?

This may happen if there are several accounts to be displayed. To see a hidden account, click on the 'Show all accounts' at the bottom of your account list. To set accounts to always display on your home page, select 'Edit Accounts' on the top right of your account list and check the box 'Show on home'. Please contact us at 920-863-2161 if you need further assistance.

Can I change the name displayed on my account?

To change a display name or "nickname" on an account, please contact us at 920-863-2161.

How do eStatements work?

Each month you will receive an email notification letting you know that your statement is ready to view. Log into Business Online Banking and select your Account from the home page on the Account Summary screen. You will then be able to select the 'Documents' tab to view your statement.

How do I enroll to receive eStatements?

When logged into Business Online Banking, select Enroll in eStatements located under 'Quick Launch' along the right-hand side of the Home page. The system will then walk you through the enrollment process.

What are the system requirements?

For optimal results, we recommend using:

- Operating systems supported:
 - Windows 10 and newer (64-bit)
 - Windows 7 (32- and 64-bit)
 - Mac OS 10.7 or newer
- Browsers supported:
 - Internet Explorer 11.0 and newer
 - Google Chrome (current version)
 - Mozilla Firefox (current version)
 - Apple Safari 8.0 and newer
 - Microsoft Edge
- PDF Reader: Adobe Reader/Acrobat 10 screen resolution set to 800 x 600 for 14" monitors or 1024 x 768 for a 17" monitor.