

Embassy Online Frequently Asked Questions (FAQ's)

What kind of equipment and software do I need to access Embassy Online?

You will need an Internet Service Provider (ISP) and a broadband connection such as DSL, Cable, Fiber, Wireless or Satellite.

*For best results we recommend **Microsoft Internet Explorer, Mozilla Firefox, Google Chrome or Microsoft Edge**. In all cases it is important that you be on the most recent version of whatever browser you are using.*

For troubleshooting tips regarding the Safari browser, please visit "Tools" and then "Important Updates"

How can I tell what version of the browser I am using?

Open up your Browser and click on the "help" option. Scroll down and click on "about". The screen will show which version of the particular browser you are on. The browser will automatically upload the most current version or prompt you to do so.

Is the Internet safe and secure for online banking?

Yes. When you arrive at the Embassy Bank Embassy Online page, you will notice that the address bar of your browser will be green. This validates the page you are viewing is in fact coming from a secure connection. Browsers also have padlock icons to indicate whether a secure connection has been established. To get more detailed information, you can also click on the icon to validate that the page you are seeing is coming from Embassy Bank. Also, all Embassy Online pages will include [https:](https://) to indicate a secure connection.

Can anyone else see my account information?

No. The information is not public. Only you can access it using your sign on ID and password. Your online account information is available through access methods that have been rigorously tested for security accessibility.

If I have a joint account, can the joint owner access Embassy Online too?

Yes, however; the joint owner must also enroll in Embassy Online. Each USER must have an individual sign on ID and password to access Embassy Online.

Why can't I see ALL my accounts in Embassy Online?

You may request to add additional accounts to your online banking profile by clicking on the Account Services Tab, Account Management, Add an Account. Once you sign out and sign back in, the account will be there. For a business account, you must wait for Embassy Bank to link the account for your after the request has been made through the Administration tab. Requests are answered the same day during regular business hours.

Why did the system lock me out after one failed attempt?

The system will lock you out after 3 consecutive failed attempts. The failed attempts do NOT have to be on the same day. Once you reach the 3rd failed attempt the system will then lock you out.

What do I do if I am locked out of Embassy Online?

When you exceed the maximum number of Embassy Online login attempts (3), click on the link "reset your on-line banking access." You will be asked to enter your sign on ID and email address; once confirmed the system will email you a one-time password (OTP). You will enter the OTP on the forgotten password retrieve step 2 page which will generate a second email with a TEMPORARY password. You will enter the temporary password on the Sign On page. Once successfully entered the system will prompt you to set a NEW password.

What if I receive an error message when I enter my email address?

If the email address you enter does not match what we have on our system, you will need to contact Embassy Bank at 610-882-8800 to be unlocked from Embassy Online. At that time, we will update the email address accordingly.

How long before my password expires?

Your password will expire after 180 days based on recommendations from the Federal Financial Institutions Examination Council (FFIEC).

Can I use the same password more than once?

No, for security purposes you should create a new password each time you are prompted. The system will not allow for the same password to be used.

What are the minimum password requirements?

Passwords must be between 8 and 15 characters long. All passwords must include the following:

- *One or more alphabetic character*
 - *One or more numeric character*
 - *One upper case character*
 - *One lower case character*
 - *and one of the special characters below:*
- ^ ! + & @ - . , : # \$ % _ ? ~ ' () []*