Go Live: Elevated Business Banking
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Mascoma Bank

Digital Business Banking portal: https://mascomabank.com

ADMINISTRATOR MUST BE FIRST TO LOG IN BEFORE SUB USERS CAN LOG IN.

Please communicate these changes with your sub users and provide this guide to them.

INFORMATION REQUIRED FOR SUCCESSFUL LOGIN:

Administrator	Sub User
- Current Username and Password - Account Number - Business EIN - Email	- Current Username and Password - Business EIN - Email

Step 3 of 5

Verify Your Identity

The following information is used to verify you have an account with us and that you are the owner of the account. We match your answers against our records.

Username

EIN

Email

Answer any one of the questions below. You must answer at least one to continue.

Last Name (Optional)

Continue

Step 3 of 5

Verify Your Identity

The following information is used to verify you have an account with us and that you are the owner of the account. We match your answers against our records.

Username

EIN

Email

Answer any one of the questions below. You must answer at least one to continue.

Last Name (Optional)

Continue

After completing this step, you will be prompted to create a new password.

NEED SOME HELP?

Send an email to: **cashmanagementbanking@mascomabank.com**
Call us at: **888-MASCOMA (627-2662)**
Reach out to: **Your Local Branch**

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FREQUENTLY ASKED QUESTIONS

Will my user permissions carry over?
Some specific permissions will not carry over and will need to be updated in the new system. Information on how to do this can be found in the [user guide](#).

Will my reoccurring/future scheduled bill payments transfer?
Reoccurring and scheduled payments will carry over with the exception of P2P payments, which will need to be recreated in the new system.

Will my bill payees transfer?
Yes! Your payee information will be transferred. You do not need to recreate your payees.

Are there blocked dates for Bill Pay?
Yes, 1/26/2024 through 1/29/2024. Any payments scheduled during these blocked dates will not process until 1/30/2024.

Will Bill Pay require sub users to have an authentication to submit a payment?
No, this requirement has been removed.

Who can I contact on the day of for login assistance?
Please contact your [local Mascoma Bank branch](#).