

Bath State Bank “Bank by Mouse” Password Questions

You would like to change your Bank by Mouse Password?

1. Log in to your Bank by Mouse account by visiting www.BathStateBank.com and choosing “Log in” in the top right corner
2. Enter your Bank by Mouse ID and choose submit
3. Enter your Bank by Mouse Password and choose submit
4. Select the “Options” tab
5. The bottom half of the page provides you with the option to create a new password
6. While you’re on this page, please make sure that you have established a “Password Reset Question and Answer.” In the future, if you forget your password, you will be able to reset your password on your own by providing your answer to the Password Reset Question.
7. This will change your password for Bank by Mouse Online Banking and the Mobile App

You forgot your Bank by Mouse Password? You can reset it on your own! — For this to work, you must have already established a “Password Reset Question and Answer” in your Bank by Mouse account prior to attempting to reset your password.

1. Log in to your Bank by Mouse account by visiting www.BathStateBank.com and choosing “Log in” in the top right corner
2. Enter your Bank by Mouse ID and hit submit
3. Choose “Reset Password.” Enter the following info:
 - Bank by Mouse ID
 - Email address on file with Bath State Bank
 - Email subject (Subject of your choice. By entering a personal email Subject text in this field, we will add this text to the Password Self-Reset email we send you so you will know that the email from us concerning your Password is legitimate and was generated by an inquiry of yours.)
 - Select “Continue”
4. You will receive an email shortly with instructions on how to reset your Password. You must follow the instructions and complete this process within 2 hours from receiving the email. This will include answering your Password Reset Question. If you have not already established a Password Reset Question, you will need to call Bath State Bank at 765-732-3022, and we will be happy to reset it for you.
5. This will change your password for Bank by Mouse Online Banking and the Mobile App

Changing your password using the Mobile App?

1. Log in to The Bath State Bank mobile app by providing your Bank by Mouse ID and Password
2. Choose the dropdown menu next to My Accounts.
3. Select “Preferences”
4. Choose “Change your login Password”
5. Complete the fields to create a new password and select submit
6. This will change your password for Bank by Mouse Online Banking and the Mobile App

If you have any questions or require additional assistance, please feel free to call us at 765-732-3022.

Bath State Bank “Mobile App” Questions

Tips for Using the Bath State Bank Mobile App

- The app is available for Apple or Android devices
- To use the mobile app, you must be an active user of Bank By Mouse Online Banking
- Your Bank by Mouse User ID and Password is used to login to the mobile app
- Mobile Deposit is available through the mobile app
 - Checks must be endorsed with “For Mobile Deposit Only”
 - Funds will be available to you on the same business day that we receive your deposit. In most cases, this will be by 7 p.m.
- To add a new account for viewing in the mobile app or to add a bill pay recipient, simply login into your Bank by Mouse Online Banking account to make any changes

Don't have a Bank by Mouse Online Banking Account?

- You can Auto Enroll on our web site, www.BathStateBank.com by choosing “Enroll Now”
- To auto enroll, you must be using a desktop or laptop PC. If you don't have access to a desktop or laptop PC, you may visit any Bath State Bank location to complete an enrollment form or give us a call to complete your enrollment.
- An individual (choose “Retail”) or business may auto enroll
- We must have your correct email address on record in order for you to successfully auto enroll
- During the auto enroll process, providing the requested information as it appears on your Bath State Bank statement will help to ensure a successful enrollment
- If you would like to use the “Bill Payment” feature, please call Bath State Bank and request it to be turned on (765-732-3022)
- Text Banking is also available! Enroll through Bank by Mouse Online Banking. Choose “Options” and then “Mobile Settings.”
- Your Bank by Mouse password requires a change every 180 days. You will receive an email message seven days prior to the expiration of your password.

We will be happy to help you with any questions or assistance that you may need! Just give our Data Processing Department a call at 765-732-3022.

