



Helpful FAQs: Upcoming Online Banking and Mobile App

Will there be downtime to Online Banking and Mobile App services during the upgrade?

No, there is not any planned downtime. If this changes, you will be informed.

Will I need to re-enroll?

Yes, and it will be easy breezy. Make sure your email and cell phone number are current with us and know your member number. Contact us if you need to update or need a friendly reminder of your account number with us.

How can I verify and/or update my email address and phone number in Online Banking?

Here are the easy steps:

1. Log into Online Banking
2. Click Settings at the top right corner
3. Choose Profiles from the drop-down menu
4. Select Phone Number or Email Address
5. Edit and save!

I do not know my member number – what do I do?

No worries! If you do not know your member number, please stop by a [branch location](#) for us to assist you.

Will I need a new username and password?

Yes, you will set this up when you re-enroll. Here are the requirements so you are ready:

- **Username Requirements:** Minimum of six characters, minimum of one letter and one number, and no special characters



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- **Password Requirements:** Minimum of 12 characters, minimum one uppercase and one lowercase, minimum of one number and one special character

Will I need to re-setup my bill pay?

Yes, when the upgrade is live, we will post the simple instructions to get you started!

Will I need to re-setup my account alerts?

Yes, when the upgrade is live, we will post the simple instructions to get you started!

Will I be able to review my previous statements and account history?

Yes, 3-months of statements and account history will be available in the new online banking. For history dating back more than 3-months, contact us.

Will I continue to have a separate login for my credit card?

No! You will be able to log into online banking in one spot and manage all with single-signon!

How long will I have access to my separate credit card account management login?

As soon as the upgrade takes place, you will not have access to the old platform, but you will have immediate access to view your credit card information in the new Online Banking and Mobile App.

Will I have to download a new mobile app?

Yes, the new and improved app will need to be downloaded! We will provide you with handy, dandy download links when the time comes.