Frequently Asked Questions & Answers

Re: Cooperative Center FCU Online Banking Update

Q: **Why is the credit union migrating Online Banking?**
A: During conversion to our new banking software, credit union members expressed concerns regarding layout. The new version is modern, clean and easy to use!

Q: What changes are included within the new version?
A: Just the look and feel of the application. There is not any new functionality in this release. Members can utilize the online banking in the same way you do today. The screen layout and design just looks different.

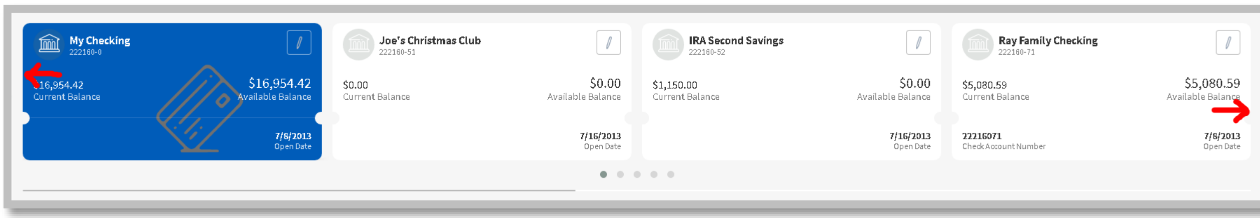
Q: Will I need to do anything to get the new version?
A: No. The look and feel will happen automatically and everything will carry over. Online banking member do not need to do anything.

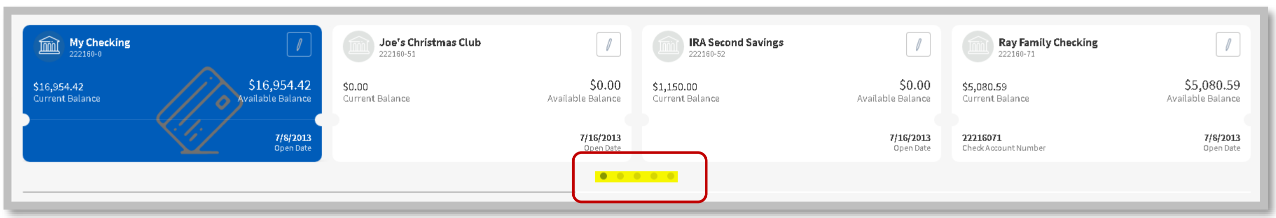
Q: Will my settings and configurations change when with this new version?
A: No. Everything will move over seamlessly. The design and layout will just look different.

Q: Is the mobile banking design changing too?
A: No. Only Online banking will have a new version. The mobile banking application will not change.

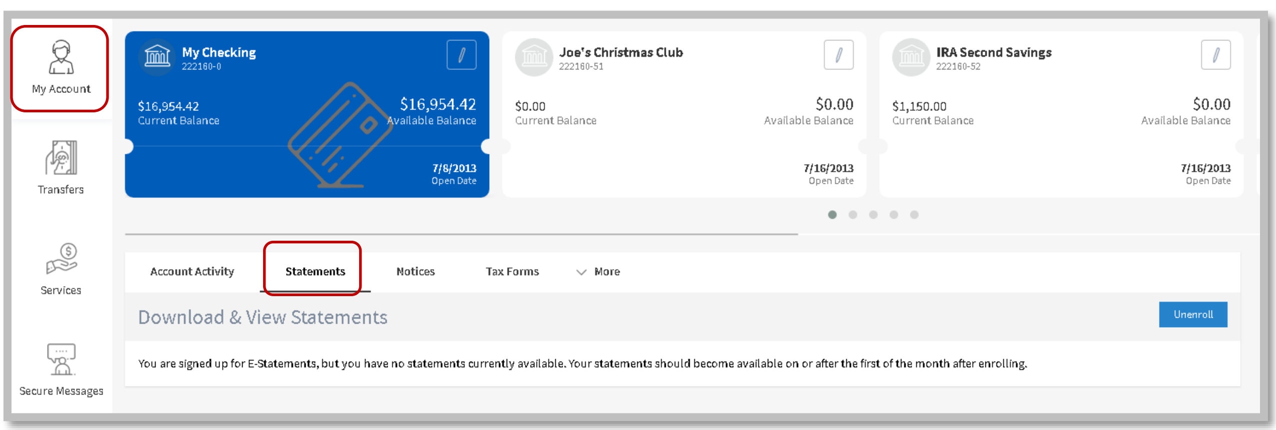
Frequently Asked Questions & Answers by Members

Q: I do not see all of my accounts?
A: If you do not see all of your suffixes, you have two options. The first option is to scroll through the Suffix Cards located on the top of the Screen on the ***My Accounts*** Section or the ***Transfers*** Sections. The second option is to select the grey circles centered below the Suffix Cards. If a member selects a circle it will take them directly to that Suffix Card.



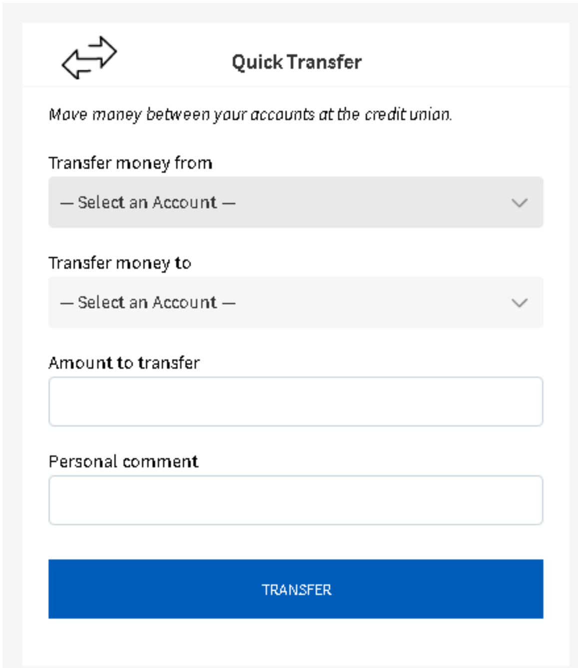


Q: Where are my Statements?
A: Statement are located under the ***My Accounts*** section



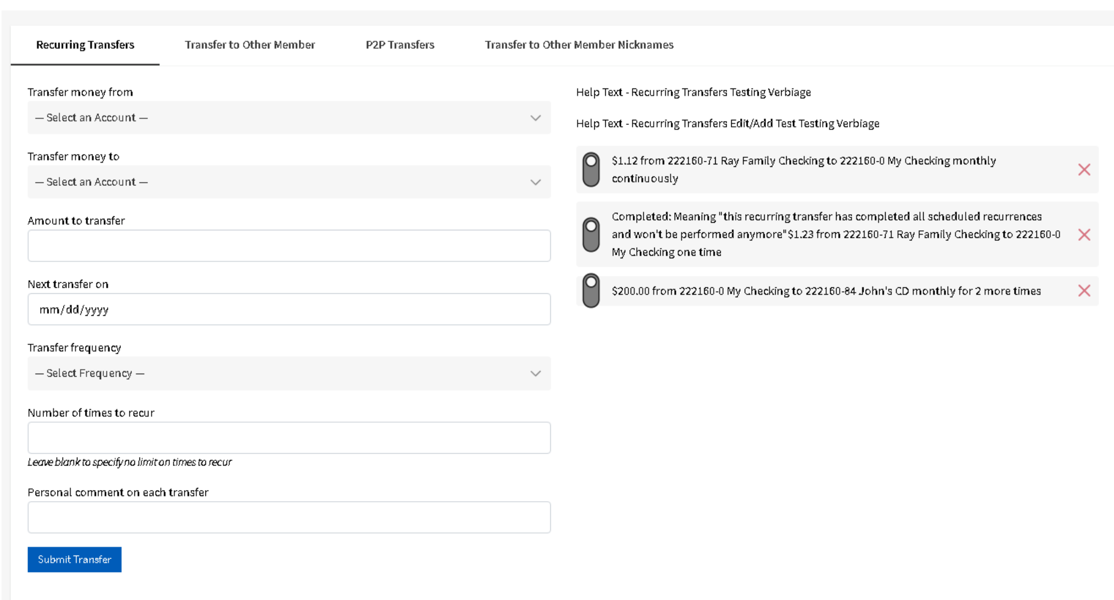
Q: Where do I do a One-Time Transfer?

A: The One-Time transfer has a new name, ***Quick Transfer***. The Quick Transfer box is located on the far right of the screen. You can view this box on the My Account landing page or within the Transfers section.



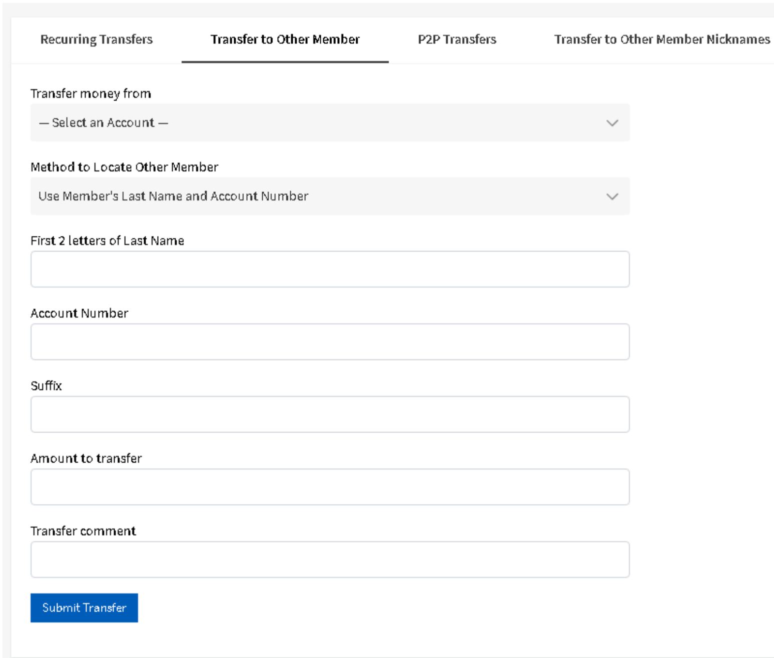
Q: Where do I find my Recurring or Scheduled Transfers?

A: To use the Recurring Transfer, you will select the Transfer button on the Main Menu then the Recurring Transfers option on the sub-menu. Here you can create a new recurring transfer or edit an existing recurring transfer.



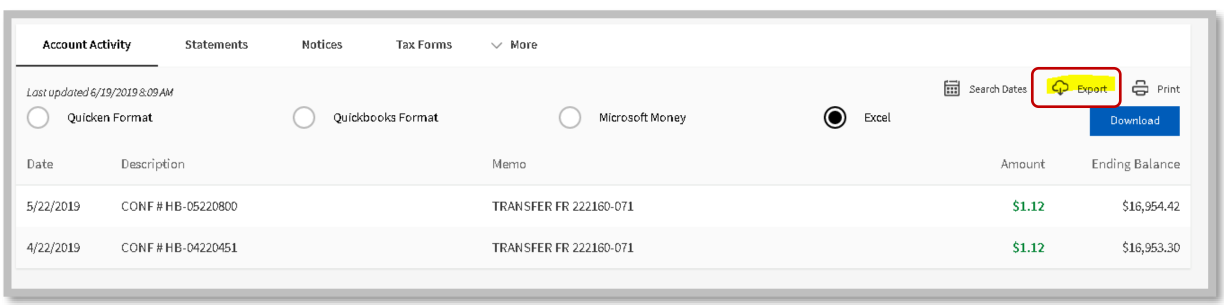
Q: Where do I find my Member to Member Transfers?

A: To use the Member to Member Transfers, you will select the Transfer button on the ***Main Menu*** then the ***Transfer to Other Member*** option on the sub-menu. Here you can transfer money to another member by using the Transfer Nickname or Account Information.



Q: Where is the Quicken export button?

A: To export Transactional data from online banking you will got to the ***My Account*** area, then Account Activity. There you will need to select the ***Export*** option and select the type of export you would like to use. Then select Download.

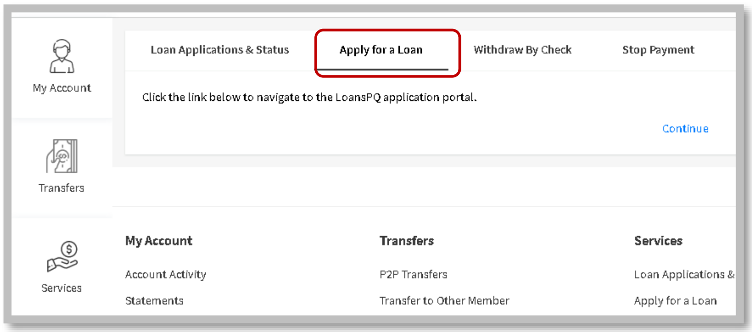


Q: Where is Bill Pay?

A: Bill Pay is now located on the Main Menu Bar

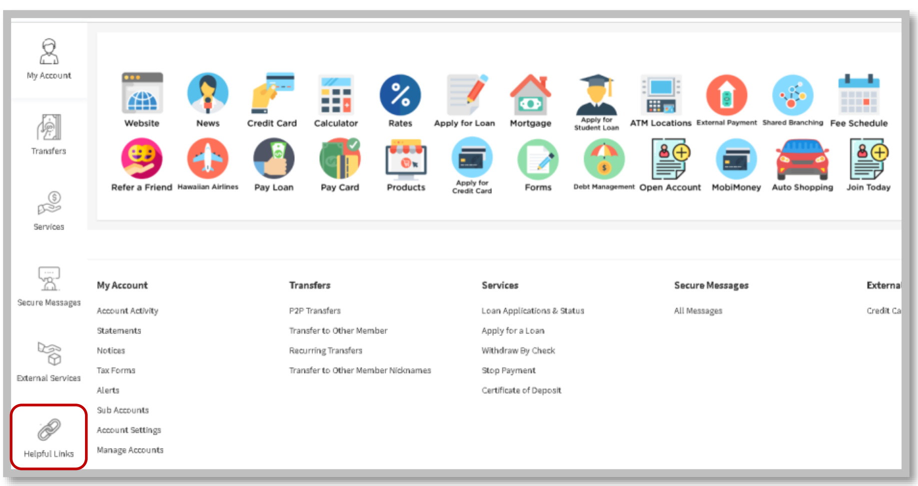
Q: Where do I go to Apply for a Loan?

A: To view or apply for a loan you will go to Services on the Main Menu, then select ***Apply for a Loan*** on the sub-menu. Once the page has loaded, click the Continue button to go to the Loan Application.



Q: Where do I get to the Links I used to use?

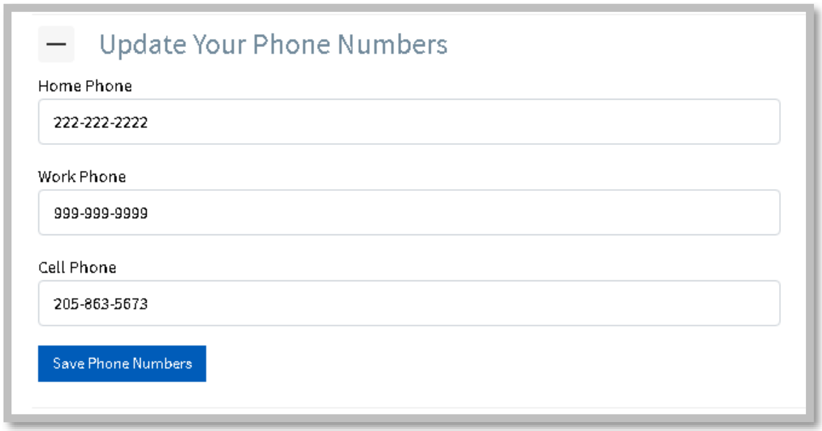
A: The external links are now located within the Helpful Links section. Click on the ***Helpful Links*** area located on the Main Menu and select the image of the URL they would like to go.



Q: Where do I change my Phone Number?

A: To update the email address within online banking, go to ***My Account*** > ***Account Settings*** > and click on the **Update Your Phone Numbers**. This will then open an area to send a notification to the credit union that you would like a change to your number.

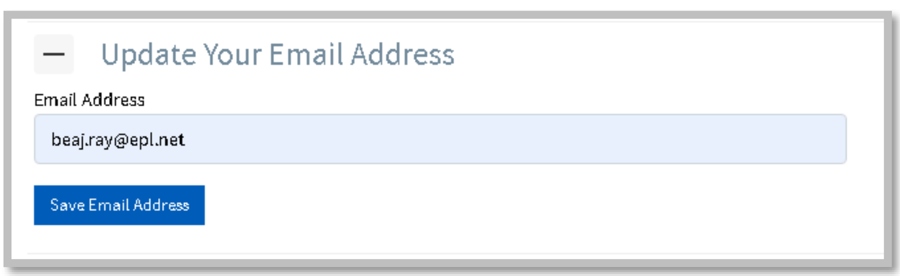
NOTE: The Account Settings will either be on the main sub-menu or be listed under the more option.



Q: where do I change my Email?

A: To update the email address within the online banking tool, go to ***My Account*** > ***Account Settings*** > and click on the ***Update Your Email Address***. This will then open an area to send a notification to the credit union you would like a change to your email.

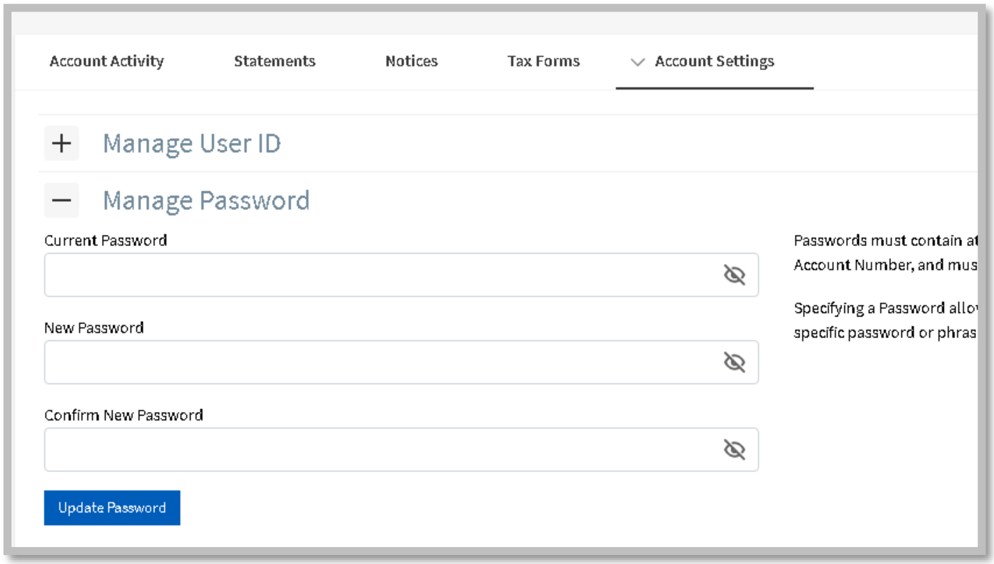
NOTE: The Account Settings will either be on the main sub-menu or be listed under the more option.



Q: Where do I change my Password?

A: To change or update the password for the account, the member will go to ***My Account*** > ***Account Settings*** > and click on the ***Manage Password***. This will then open up an area to edit the password on the account.

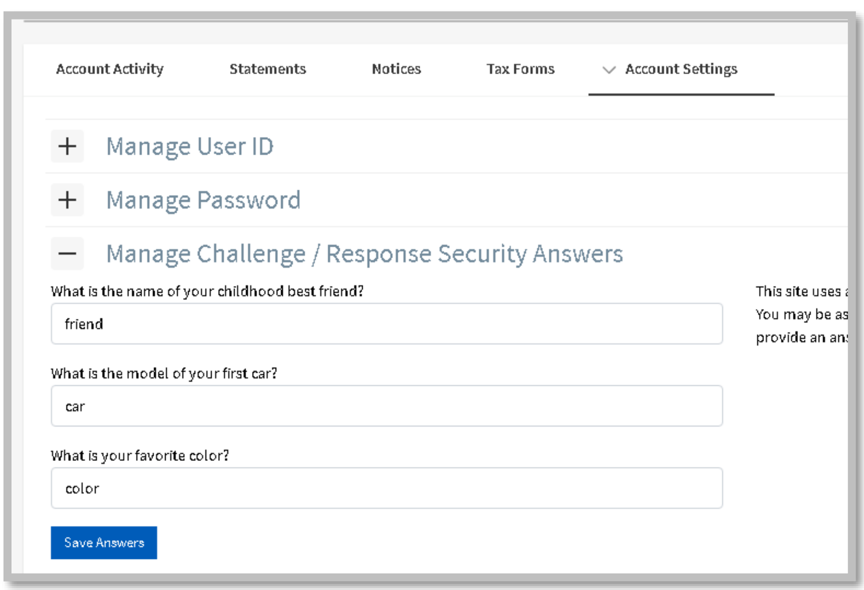
> *NOTE:* The Account Settings will either be on the main submenu or be listed under the more option.



Q: Where do I change my Security Questions?

A: To update the security questions for the account, the member will go to ***My Account*** > ***Account Settings*** > and click on the ***Manage Challenge/Response Security Answers***. This will then open up an area to edit the security questions on the account.

> *NOTE:* The Account Settings will either be on the main submenu or be listed under the more option.



Q: Where do I go to change or hide my Suffixes?

A: To manage the Suffixes, the member will go to ***My Account*** > ***Manage Accounts*** > and click on the ***Hide Suffixes*** Menu Bar. This will then open up an area to edit the suffixes on the member's account.

> *NOTE:* The Manage Accounts will either be on the main submenu or be listed under the more option.