

FREQUENTY ASKED QUESTIONS

Q: *Can I use my member/account number for my username?*

A: **No.** All Home Banking users will have to enroll in the new Home Banking system. During enrollment, you must create a username to use when logging in to the new Home Banking system. For your privacy and security, you will no longer be able to use your member/account number. Usernames must be between 6 and 20 characters long.

Q: *Why do I need to have an email address?*

A: For security, an email alert will be sent to you if there are changes to your account information such as username, password, email, phone number etc. You will also be notified if there are any unsuccessful login attempts to your account.

Q: *I did not receive my access code during enrollment. Why?*

A: As part of the enrollment process in the new Home Banking system, you will be sent a temporary access code that must be entered in the new Home Banking system to complete your enrollment. This is a new extra security measure to help prevent fraudulent enrollments.

You will be asked to have the access code to be sent to you either by a phone call, an email or by a text message. This code usually takes 15-30 seconds to arrive to you, and should arrive no later than 10 minutes. The email address and home/cell phone numbers are pulled automatically off of our banking system's records, so **please make sure that you have your current email address and home/cell phone numbers updated with the credit union prior to enrolling in the new Home Banking system.**

You can update your contact information with the credit union either by stopping in or calling one of our branches.

Q: *Why do I get an access code each time I log in to the new Home Banking system?*

A: Just like the enrollment process, you will be sent a temporary access code that must be entered in the new Home Banking system during the login process. This new method of user authentication meets current federal regulations on Internet Banking security.

If you register the computer you are logging in from, you WILL NOT have to have the access code sent to you during the login process. If you DO NOT register the computer, you WILL have to have the access code sent to you. *Please Note: for your security, you should **NOT** register a public computer (i.e. library, Internet café, etc.)*

Q: *Should I register my computer?*

A: Yes. If you are using a computer that you use frequently to log in to Home Banking (i.e. home or work), you should select 'Yes' from the **Remember Computer** question when prompted during the login process of the new Home Banking system. Registered computers will bypass the access code requirement on future login attempts from the computer that you registered.

For EACH computer that you DO NOT register when logging in, you WILL have the access code sent to you when you log in to the new Home Banking system. So as long as the computer you are using is not a public computer (i.e. library, Internet café, etc.), we suggest registering all computers that you will use to log in to the new Home Banking system.

Q: I did register my computer, but I still have to have an access code sent to me when I log in. Why?

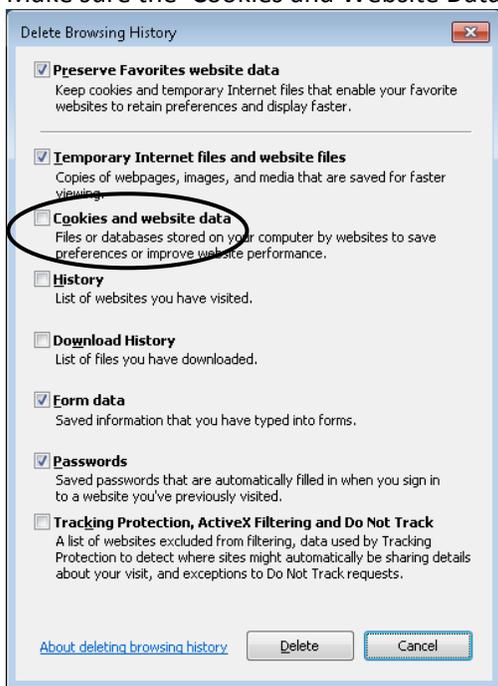
A: This may be an issue with your computer's web browser and/or settings regarding the handling of third-party cookies. Make sure that your web browser accepts third-party cookies. If you do choose to manually delete files/settings from your web browser, make sure that you do not allow cookies to be deleted. Deleting cookies **WILL** require the access code to be entered in during your next login attempt to the new Home Banking system. Listed below are steps for commonly-used web browsers to help assure that your computer stays registered.

Internet Explorer

- Follow the path: Start -> Control Panel -> Internet Options
- Click the delete button under Browsing History

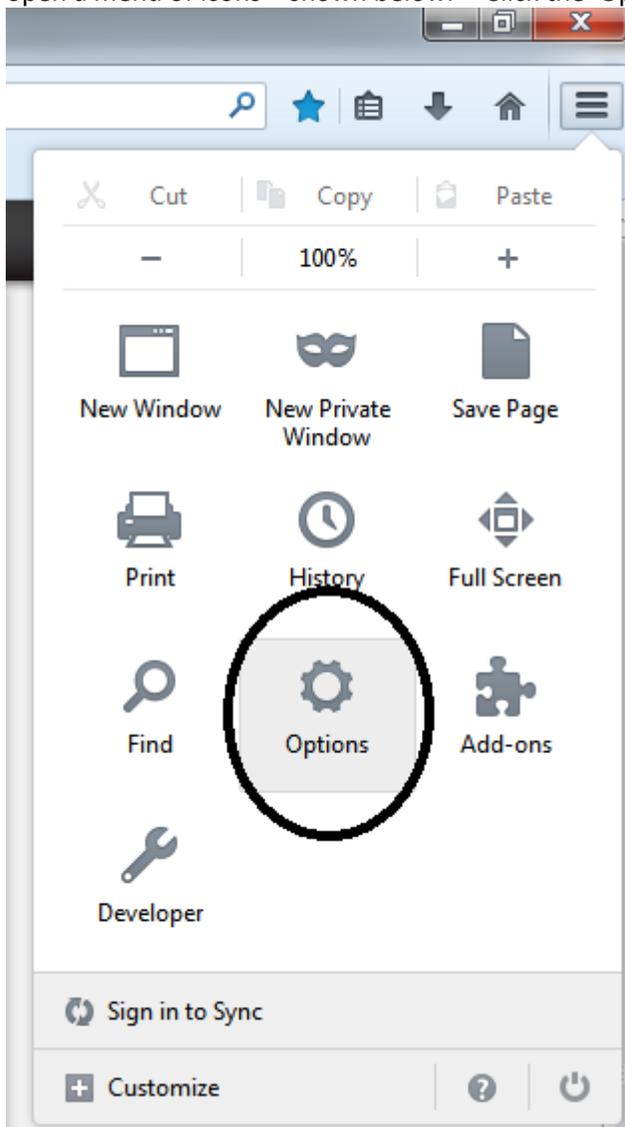


- Make sure the 'Cookies and Website Data' option is not checked

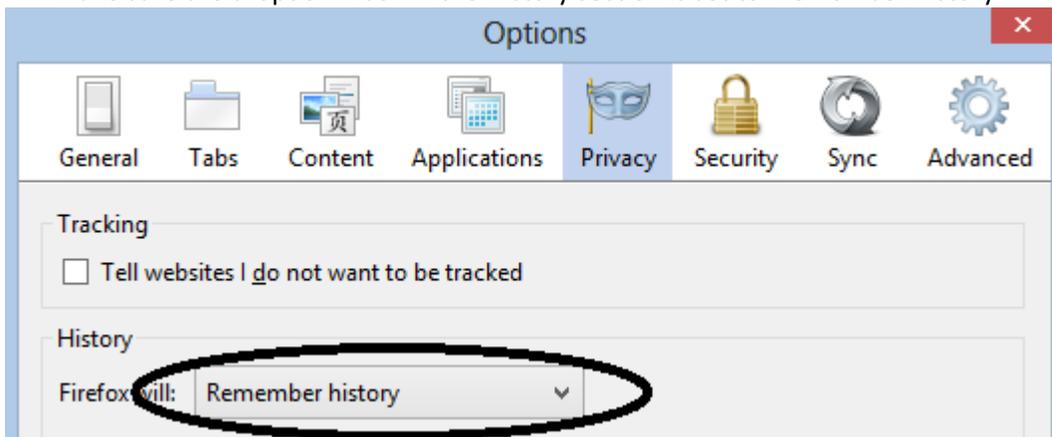


Mozilla Firefox

- Click the icon in the upper right corner of the browser window that has three lines on it, which will open a menu of icons – shown below. Click the 'Options' icon.

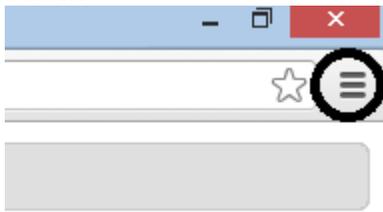


- On the Options window that appears, click the Privacy icon.
- Make sure the dropdown box in the History section is set to 'Remember history'



Google Chrome

- Click the icon in the upper right corner of the browser window that has three lines on it – shown below.



Not signed in to Chrome
(You're missing out—[sign in](#))

- Select Settings from the menu. On the page that appears, click the ‘show advanced settings’ link so that you can see all of the available settings.
- In the Privacy section, click the Content Settings button – shown below.

Privacy



- In the Cookies section, make sure the ‘Allow local data to be set’ option is selected.

Apple Safari

- Currently Safari DOES NOT have this feature available, so make sure you register any non-public Apple computer that is using the Safari web browser when logging in to the new Home Banking system.