Systems Upgrade Online Banking, Mobile Banking and Bill Pay Information

Online Banking

After the upgrade on Monday, February 3, both existing and new Online Banking members will need to enroll in the new Online Banking Platform.

BILL PAY USERS

The last day to make bill payments on the current system is January 31



Then follow these easy steps

STEP 1 – ESTABLISH IDENTITY



- 1. Enter your Social Security Number
- 2. Enter your account number
- 3. Enter your birthday
- 4. Enter your last name
- 5. Verify Identity: You will be asked to verify your mother's maiden name.
- 6. Click Continue

STEP 2 – CONTACT INFORMATION

Welcome to Credit Union of Atlanta

- 1. Enter your address
- 2. Confirm or change your email address
- 3. Confirm or change your mobile phone number
- 4. Click Continue

STEP 3 – LOGIN INFORMATION



1. Set up your new Login ID/Username

Note: The Username MUST NOT contain the following values:

- · Member birthdate
- · Member number
- · Social Security Number

Username must be unique and between 6 and 32 characters

2. Set up your new Password

Note: The password MUST NOT contain the following values:

- · Member birthdate
- · Member number
- · Social Security Number

Password can be up to 16 characters long and must be at least 8 characters long

- 3. Confirm your new Password
- 4. Enter a security phrase must be between 1 and 200 characters
- 5. Select a security image from the gallery
- Choose 3 security challenge questions from the drop-down menus you will be asked when logging in from a new device
- 7. Click Continue

STEP 4 – ACCOUNT FEATURES



- 1. Select the account features you would like
- 2. Click Continue

STEP 5 – CONFIRMATION



- 1. Confirm all information entered is accurate
- 2. Accept Terms and Conditions
- 3. Click Confirm and enroll

Note: Before you can log in to the new Online or Mobile Banking platform, we need to send you an email to finalize your enrollment.

Please make sure info@cuatlanta.org is set as a trusted sender in your email client; it will make everyone happier if your confirmation email doesn't go into your spam folder.

Once you receive the email, it's as easy as clicking the link and logging into CUATLANTA online banking!

PLAN AHEAD

- CU of Atlanta will close at 5:00 pm Friday, January 31, through the morning of Monday, February 3.
- The following services will not be available during the upgrade until the morning of Monday, February 3:
 - \cdot Online Banking
 - Bill Pay
 - · ACE Audio Banking
 - Shared Branching Transactions at other financial institutions
- Access to online account history prior to February 1 will NOT be available on our new platform.

Our new platform will not hold any transactional history prior to February 1. Access to your account history before February 1 will be available to you through your past paper statements and/or eStatements.

To avoid losing access to your monthly statement history, you must log in to Online Banking now and download PDFs of past statements to your own computer. After February 1, this information will no longer be available.

 Bill Pay history will not transfer to the new platform.
 We recommend you print or download any Bill Pay transaction history you may need prior to January 31.

Accessing funds during upgrade weekend:

- · Write a check
- Use your ATM or Debit Card at any ATM or merchant location
- · Use your Credit Union of Atlanta Credit Card
- Make the appropriate cash withdrawals at one of our branches prior to 5:00 pm Friday, January 31

Bill Pay – Payee and Bill Pay Set up

Once enrolled in the new Online Banking platform, open Online Banking and click on Bill Pay. Then follow the easy to use instructions to create a Bill Pay account.

STEP 1 – CREATE AN ACCOUNT

* Required field		Need help getting started?
Create an account Challenge phrase *	Choose a challenge phrase	855-845-0200
Challenge response *		Benefits
		Sign up for CUA BILL PAY and take the next step In online banking. This safe and secure service allows you to:
5	Accept	Submit Pay bills online with instant access anytime, anywhere without the expense of stamps.
Verter Protection	ected by SSI, secure historology	Schedule one-time or recurring payments and never worry about missing a bill.
		Protect against check fraud making electronic payments and avolding unsecured mail.
		Learn more View demo

- 1. Choose a challenge phrase and response
- 2. Click Accept & Submit

STEP 3 – ADD PAYEE

					Vielcome Kare	n Styles	obidest@accesssofick.com	Last login: 04:00 PM on 01	
Add paye	е								
Who are y	ou trying	to pay?							
* Required field									
Payee name			Electric Co				8		
Payee accou	nt number '		44444						
Confirm acco	unt number								
Payee phone	number *		(444)	444 . 4	144				
Payee zip co	de "		08540	•					
								Bec	Next

- 1. Enter payee information
- 2. Click Next

STEP 2 – PAYEES TAB



- 1. Click the Payees Tab to add payees
- 2. Click Continue



STEP 4 – ADD MORE PAYEE INFORMATION

Payments Payees									
				Welcome Karen	Dijes	chical@accessofes.com	Last login: 04:30 PM on 0	•	 Be Log.out Menu demo
Add payee									
Need more information	n about Electric	Co							
* Required field									
Payee name		Electric Co	÷						
Payee account number		44444							
Payee phone number		444-444-4	444						
Payee address *									
						-			
Payee city *		Princeton							
Payee state		New Jerse	у						
Payee zip code		08540							
Payee nickname *		Electric Cr	>						
Default pay from *		Primary A	ccount						

1. Enter additional payee information

STEP 5 – PAYMENTS

	ayees Pay a person	Transfers GiftPay	Galendar My account Welcome Karen	Help	ccesssoftek.com Last login: 04:00 Phil on 01/06/2	220 i Se Longo
			vielcone ruren	oryes granning	Massages (0)	
Payments						
Schedule				-	Pending	-
+ Payee					Processing in next 45 days View nor	
					Payee	
Display - Cate	egory -		Payee name or nickname	Search	Total: S	0.00
			Review all	Payal		
					History	-
Pay to	Pay from	Amount	Payment date	Actions	Processed in last 45 days View more	
	0 *4444				Payee	
B Electric C						100
ELECTRIC CO	Primary Acco	\$ 0.00		Pay	Total: St	
	Primary Acco	\$ 0.00		it recurring	Total: \$0	200
ELECTRIC CO	Primary Acco	t v \$ 0.00 Totals	Deliver by Make	it recurring	Total: S	
ELECTRIC CO			Deliver by Make	it recurring	Total: St	
ELECTRIC CO	Primary Acc	Totals	Deliver by Make	it recurring	Total: \$(

1. After setting up your payees, click the **Payments Tab** to schedule payments

Mobile Banking

Once enrolled in the new Online Banking platform, download the Credit Union of Atlanta Mobile Banking App to your smartphone or tablet.

1. Open the mobile app to log-in. Enter your Online Banking username and password



2. At first log-in, a PIN code will be sent to your email address. Retrieve emailed PIN code and enter it

3. After login, the Accounts Screen will display. Click on any account to review transaction history

Available on the **ADD Store**

4. Click the yellow circle to transfer money between accounts or pay bills

ANDROID APP ON

Google play



Note: To pay bills using Mobile Banking, you must register for the Bill Pay service through Online Banking



Please visit **CUATLANTA.ORG** for the most up-to-date information regarding these exciting changes.

If you have any questions or concerns about our upgrade, please call 404.658.6465, or visit the branch nearest you.



