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.



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:
 - · 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 challence phrase	2 855-845-0200
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.
Vourie profi	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 avoiding unsecured mail.
		 electronic payments and avoiding unsecured mail.

- 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	06/2020 (* La
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	k 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	Pay a person		GiffPay		My account						
					Vicicome Karel	i Dityes	chical@accessofes.com	Last login: 04:30 PM o Last login: 04:30 PM o	01/06/2020	Log.out	
Add payee											
Need more information	tion about Elec	tric Co									
* Required test Payee name			Electric Co								
Payee account number			44444								
Payee phone number			444-444-44	144							
Payee address *											
Payee city *			Princeton								
Payee state			New Jerse	y							
Payee zlp code			08540								
Payee nickname *			Electric Co	6							
Default pay from "			Primary A	truess							

1. Enter additional payee information

STEP 5 – PAYMENTS

 Payments Payces	Pay a person Trans	ters GittPay	Calendar My account	t Help	Decrementes com i Lestinaio 0400 Philan 0400/020 i 🖉 Lon c
Payments					■ Messayer.(2) ← ■ Mew.der
Schedule				-	Pending -
+ Payee					Processing in next 45 days View more Payee
Display • Category •			Payee name or ricks	Pay al	Total: \$0.00
Payto	Pay from	Amount	Payment date	Actions	Processed in last 45 days I View more
Electric Co *4444					Payee
Check Berw	Primary Acco. •	\$ 0.00	01/07/2020 Deliver by: 01/13/2020 Add	Pay lake it recurring nemolcomment	Total: \$0.00
	Primary Account	Totals \$0.00			
	Payment total	\$0.00	Review all	Payal	

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.



