

Systems Upgrade **Online Banking, Mobile Banking and Bill Pay Information**

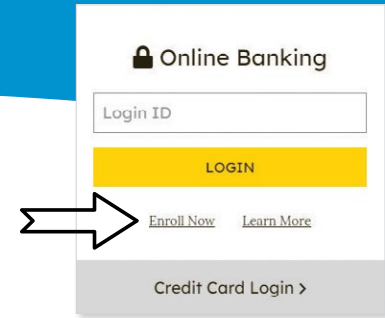
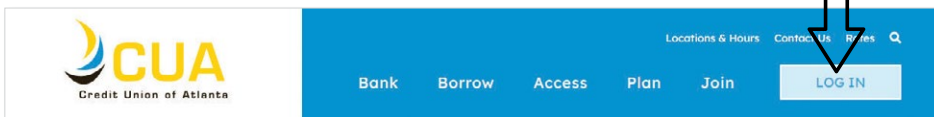
BILL PAY USERS

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

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.

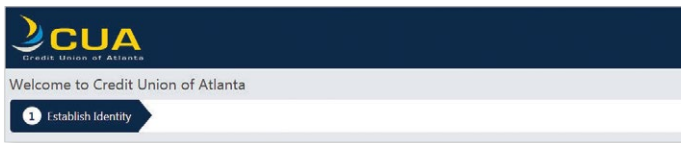
To start, click the **LOG IN** button on our Home Page, cuatlanta.org



Then click **Enroll Now**

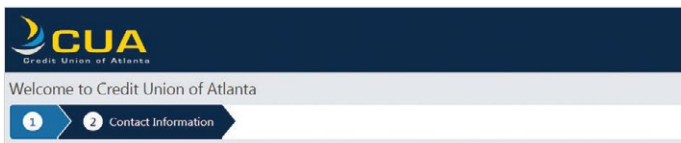
Then follow these easy steps

STEP 1 – ESTABLISH IDENTITY



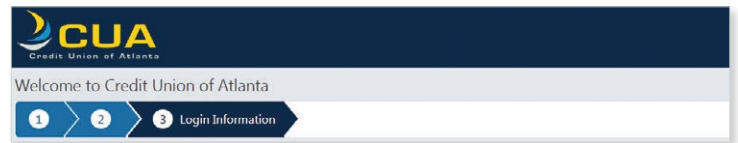
1. Enter your Social Security Number
2. Enter your account number
3. Enter your birthday
4. Enter your last name
- 5. Verify Identity: You will be asked to verify your mother's maiden name.**
6. Click **Continue**

STEP 2 – CONTACT INFORMATION



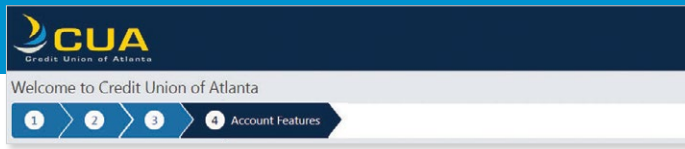
1. Enter your address
2. Confirm or change your email address
3. Confirm or change your mobile phone number
4. Click **Continue**

STEP 3 – LOGIN INFORMATION



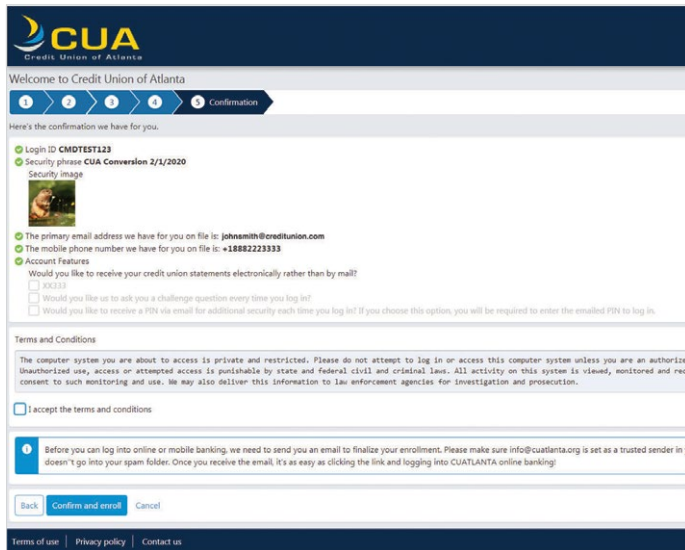
1. Set up your new Login ID/Username
Note: The Username MUST NOT contain the following values:
 - Member birthdate
 - Member number
 - Social Security NumberUsername must be unique and between 6 and 32 characters
2. Set up your new Password
Note: The password MUST NOT contain the following values:
 - Member birthdate
 - Member number
 - Social Security NumberPassword 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
6. 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

1. Choose a challenge phrase and response
2. Click [Accept & Submit](#)

STEP 2 – PAYEES TAB

1. Click the **Payees Tab** to add payees
2. Click [Continue](#)

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STEP 3 – ADD PAYEE

1. Enter payee information
2. Click [Next](#)

STEP 4 – ADD MORE PAYEE INFORMATION

1. Enter additional payee information

STEP 5 – PAYMENTS

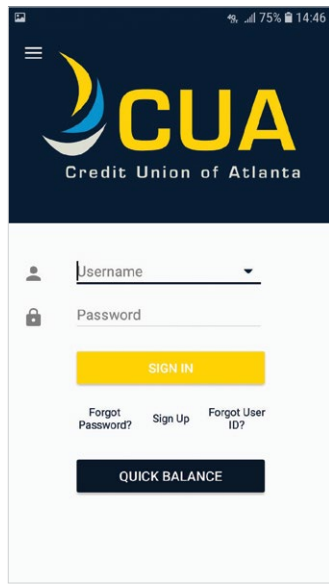
1. After setting up your payees, click the **Payments Tab** to schedule payments

Mobile Banking

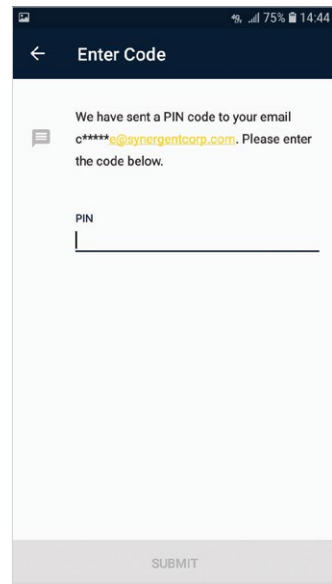
Once enrolled in the new Online Banking platform, download the Credit Union of Atlanta Mobile Banking App to your smartphone or tablet.



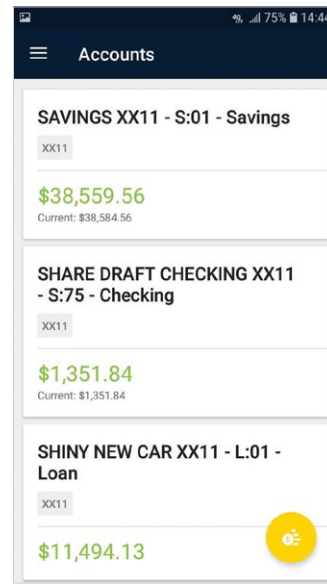
1. Open the mobile app to log-in. Enter your Online Banking username and password



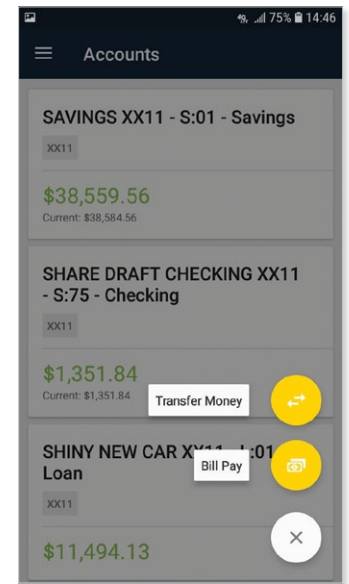
2. At first log-in, a PIN code will be sent to your email address. Retrieve emailed PIN code and enter it



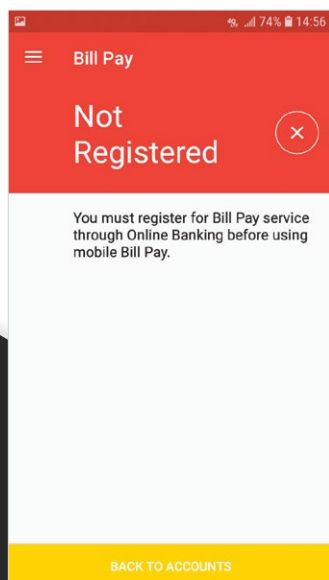
3. After login, the Accounts Screen will display. Click on any account to review transaction history



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



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](tel:404.658.6465), or visit the branch nearest you.

