

NUFCU Digital Banking Upgrade
FREQUENTLY ASKED QUESTIONS

Why is the digital banking experience changing?

We have upgraded to a new digital banking system so we can provide a more powerful and personalized experience with innovative features and tools. Our current online banking provider will no longer be supporting the product making this switch to a new vendor necessary. This new digital banking product will be replacing both online banking and the mobile app.

When will the change take place?

The upgrade will take place the morning of March 29. We do not anticipate any interruption in online service.

How do I log in to the new system for the first time?

There are a few steps you will need to take to access your accounts for the first time.

Step 1: Go to nufcu.org and locate the box that says "Access Your Account", you will enter your account number as your username. The password will be **Welcome[last 6 digits of your social security number]! Example – Welcome123456!**

Step 2: Review and agree to the new terms and conditions.

Step 3: Digital banking will ask you to create a username and password. You may use the same username and password as you used on the e-teller system **IF** it meets the requirements below. (See requirements below.)

Username requirements

- Must be at least six characters long
- Must contain one letter
- Can contain letters, numbers and any of the following special characters: @\$*_-=.~
- Cannot contain any spaces

Password requirements

- Must be between 8 and 32 characters
- Must contain at least two of the three following categories:
 - Letters
 - Numbers
 - Any special characters
- Cannot contain any spaces
- Cannot contain the username
- Passwords are case sensitive
- Passwords do not expire
- There is no policy about password reuse

Step 4: Enter your phone number or email to receive a one-time verification passcode.

Step 5: Enter your one-time verification passcode you received either by phone or through email. You will then have the option to register your device, allowing you to skip the one-time verification process on that device in the future.

How do I log in to the new system for the first time using the mobile app?

There are a few steps you will need to take to access your accounts for the first time. Visit the nufcu.org website and follow the link to the Google Play Store or the App Store to download the new app to get started.

Step 1: Enter your account number as your username. The password will be **Welcome[last 6 digits of your social security number]! Example – Welcome123456!**

Step 2: Review and agree to the new terms and conditions.

Step 3: Digital banking will ask you to create a username and password. You may use the same username and password as you used on the e-teller system **IF** it meets the requirements below. (See requirements below.)

Username requirements

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Step 4: Enter your phone number or email to receive a one-time verification passcode.

Step 5: Enter your one-time verification passcode you received either by phone or through email. You will then have the option to register your mobile device, allowing you to skip the one-time verification process on that device in the future.

Will there be changes to my Bill Pay?

No, we will continue to use the same bill pay vendor. All of your payees and recurring payments will continue as you have them set today. Access to bill pay service will be unavailable from March 25-March 28 until the conversion is complete on March 29, but any payments set up prior to that date will happen as scheduled.

What is different about the new digital banking product?

The new digital banking product will include several enhancements and new features, including:

- A seamless, personalized banking experience
- Quicker access to key features, making it easier to find the information and tools you need
- A robust mobile app allowing you to deposit checks, and check your account activity
- Ability to set up loan payments and transfer funds in from accounts outside the credit union
- Download into Quicken and Quickbooks.

Will I be able to view recent transactions?

Yes. Recent transactions are easy to access both online and through the mobile app. With just one click on the main navigation screen you'll be able to view 30 days of transactions at a glance, but you have access to transaction further back if you click on "older". Transactions are visible for 90 days on the mobile app.

Will I be able to set reminders with the new system?

The new digital banking product has alerts and notifications that include high balance, low balance, large deposit, and balance update. These alerts will arrive by email or text depending on your preference. If you would like a balance alert each day, you will need to set up the alert for each day in the system. You can find alerts in online banking under "My Settings">Other Settings>Alerts &

Notifications. The daily balance alert can only be set up in online banking. You can also set up push notifications in mobile banking under settings.

Will I have to update my mobile app?

Yes. Once the upgrade is complete on March 29, you will need to download the new app. Links will be available on nufcu.org to the Google Play Store and the App Store.

Why am I not receiving important information, such as scheduled upgrade dates?

We may have outdated contact information for you on file. Please contact us at 402-472-2087 to confirm and/or update your contact information with us. See also, [How can I update my information in e-Teller prior to live conversion?](#)

How can I update my information in e-Teller prior to the conversion?

You can update your phone number and email address through e-Teller by selecting "member options."

How do I view my e-statements?

You can easily access past and current statements from the navigation menu under "Additional Service". Please note: online statements are not available through the mobile app. E-statements will arrive between the 5th to the 8th of each month. You will receive an email notice when they are available.

How do I view check copies?

We are working to provide immediate access to your check copies, but currently if you need to see a copy of your check, please complete the "Request Check Copy Form" found under the forms menu in online banking or under "More" on the mobile app.

Can I pay my loan electronically for free?

The new digital banking system allow you to make a loan payment from another financial institution electronically. You can set up the payment either through online banking or through the mobile app. With online banking select from the menu "Move Money" then click on "Make A Payment". On the mobile app select "More" from the menu and then click on "Make A Payment". In both cases you'll need to set up your other financial institution by typing in the routing number and your account number with the other financial institution.

You can also make your loan payment with a debit card by entering the debit card number at the time you are making the payment.

Please note the payment could take 2 to 3 business days.

Move money from another financial institution to NUFU for free.

The new digital banking system allow you to make move money from another financial institution electronically. You can set up the transfer either through online banking or through the mobile app. With online banking select from the menu "Move Money" then click on "Move Money to NUFU". On the mobile app select "More" from the menu and then click on "Move Money to NUFU". In both cases you'll need to set up your other financial institution by typing in the routing number and your account number with the other financial institution.

You can also transfer money with a debit card by entering the debit card number at the time you are setting up the transfer.

Please note the transfer could take 2 to 3 business days.