

## Frequently Asked Questions

### **Q. Why did you change to a new Online Banking provider?**

We upgraded to a new online banking provider to ensure that we provide the most innovative solutions and a rich online experience.

### **Q. Is this online banking secure?**

Yes. One of the great new security features we added is the one-time password feature. This code is only valid for one login, which makes accessing your account even more secure.

### **Q. Why can't I use my member number to login?**

This has become a security best practice. Since usernames do not have a direct link to your account number at MVFCU it keeps your information more confidential.

### **Q. When will the change take place?**

We will begin the upgrade on February, 6<sup>th</sup> 2018 and the new Online Banking, Bill Pay and Mobile functionality will be live on February, 7<sup>th</sup> 2018. During this upgrade process—from February 6<sup>th</sup> to February 7<sup>th</sup>—access to Online Banking and Bill Pay will not be available. Although you will not be able to schedule, modify or check the status of any bill payments during this timeframe, rest assured that we have systems in place to help ensure that any payments you have set in advance will be paid on schedule.

### **Q. What is different about the Online Banking solution?**

There are some exciting changes with this upgrade. Online Banking now will feature an all-in-one simplified portal where you can view all your accounts from multiple financial institutions, see exactly where your money is going with easy-to-read charts, create and track budget goals, and gain greater control of your personal finances.

### **Q. Did all of my online banking information transfer over?**

Unfortunately, not all data transferred to the new system. You will need to setup you Bill Pay information, scheduled transfers, account alerts and nicknames you may have had previously set-up in our old online banking system. We apologize for this inconvenience.

### **Q. Will I be able to view recent transactions, pay bills and set reminders with the new Online/Mobile Banking and Bill Pay system?**

Yes. However, you will notice that the screens and menus are different and more user friendly.

### **Q. Do I need to re-register for Online Banking?**

You do not have to *re-register* for Online Banking. However, there are some steps you may need to take in order to access your new online banking account

Step 1: For your initial sign-on you will use your member number and current Online Banking password

Step 2: Review and Agree to Terms and Conditions when prompted

Step 3: Create a new username and password (this will be your username and password going forward)

#### **Username Requirements**

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

### **Password Requirements**

- Must be between {6 and 32 characters\*}
- Must contain characters from at least two of the following three categories:
  - Letters
  - Numbers
  - Any special characters
- Cannot contain any whitespaces
- Cannot be a substring of the username
- Passwords are case sensitive
- Passwords do not expire
- There is no policy about password reuse

Step 4: Enter your contact information, which can be your phone number or email, so your access can be verified through a one-time verification passcode.

Step 5: After entering your one-time verification passcode you will have the option to register your computer and browser, allowing you to skip the one-time verification on that device.

### **Q. How can I log in with my username? Can't I use my existing account number and password to log in to the new Online Banking system?**

If you are a current online banking user you will use your Member number and current online banking password to login for the first time. You will then be prompted to create a username and password (this will be your NEW login for the first time.)

### **Q. How do I view my statements?**

You will be able to find online statements easily from the navigation once you log into Online Banking.

### **Q. Who can I pay using Bill Pay?**

You can pay anyone in the United States that you would normally pay by check or automatic debit. Even if you don't receive bills from the company or person you want to pay, you can still add the information we use to make payments. You can pay large companies and small companies, as well as individuals such as child care providers or family members. When you pay a bill, **Bill Pay** sends the payment electronically whenever possible. If the company or person cannot receive electronic payments, **Bill Pay** prints a check and sends it to the address you provide when adding your payee.

### **Q. Which bills can't I pay with Bill Pay?**

You cannot use **Bill Pay** to pay any company or person with an address outside the United States or its territories.

### **Q. Are my payments guaranteed?**

We assure that your electronic payments are safe and reliable. When your payments are processed, you are protected in the unlikely event of unauthorized transactions or processing delays.

**If you have additional questions not answered here, please contact [msa@mnvalleyfcu.coop](mailto:msa@mnvalleyfcu.coop) or call 507-387-3055**