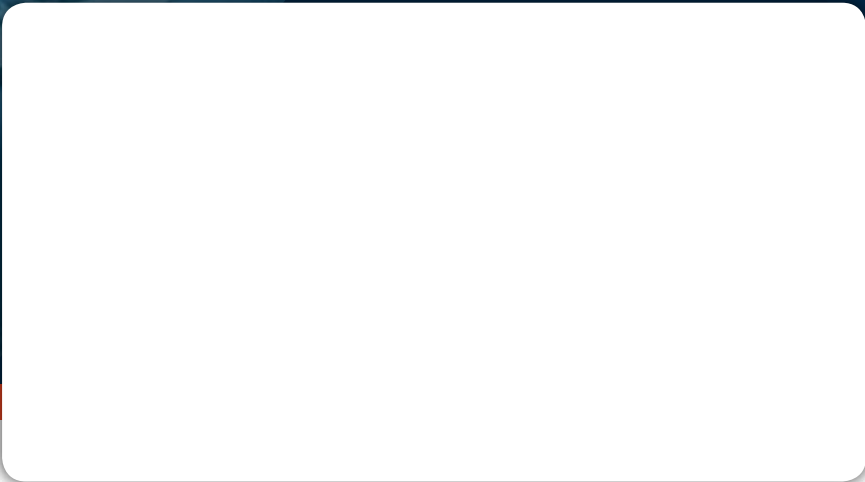


# IMPORTANT INFORMATION FOR DIGITAL BANKING ACCOUNT ACCESS



## DIGITAL BANKING REGISTRATION GUIDE

 **OPEN** | Account Registration and  
Access Information Enclosed



When CCU’s new digital banking experience launches in January, we want to make sure it’s a smooth transition for each of our members. This guide includes the most important information you need to know about what’s coming and the steps you need to take to access your account once we are live in our new system.

## VERIFY YOUR CONTACT INFO

**VIEW AND  
UPDATE YOUR  
CONTACT  
INFORMATION**  
For All Members  
On Your Account

CLICK TO  
UPDATE



### You Will Need A Valid Email Or Mobile Phone Number To Register.

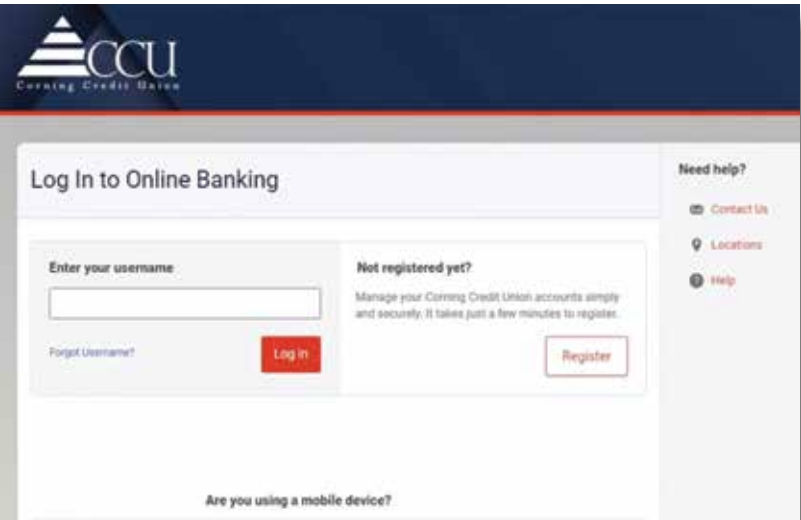
To verify your information, log in to eBranch online banking and click the orange contact information box on the right side of the screen. Select each joint member from the drop-down list and update his or her contact information. Both prime and joint members will register separately in the new system, so this step is essential!



**Important Information for Bill Pay Users:** To help prepare for the transition, we’ll also be notifying you of a short period of time when Bill Pay will not be available in the current system. All scheduled payments will still occur; however, Bill Pay will not be available to schedule new payments or add new payees. We will notify you of this timing by email and through a message within eBranch.

# REGISTER

Once we're live, both prime and joint members will need to register in the new system. Most members will only need to register once.



## What Information Will I Need to Register?

To register in the new system, each member will need:

- ▶ Account/Member Number
- ▶ Social Security Number (SSN/TIN)
- ▶ An email address and/or mobile phone number on file to receive a temporary security code
- ▶ One of the following three fields: date of birth, email, OR zip code

## If You Have More Than One Member Number:

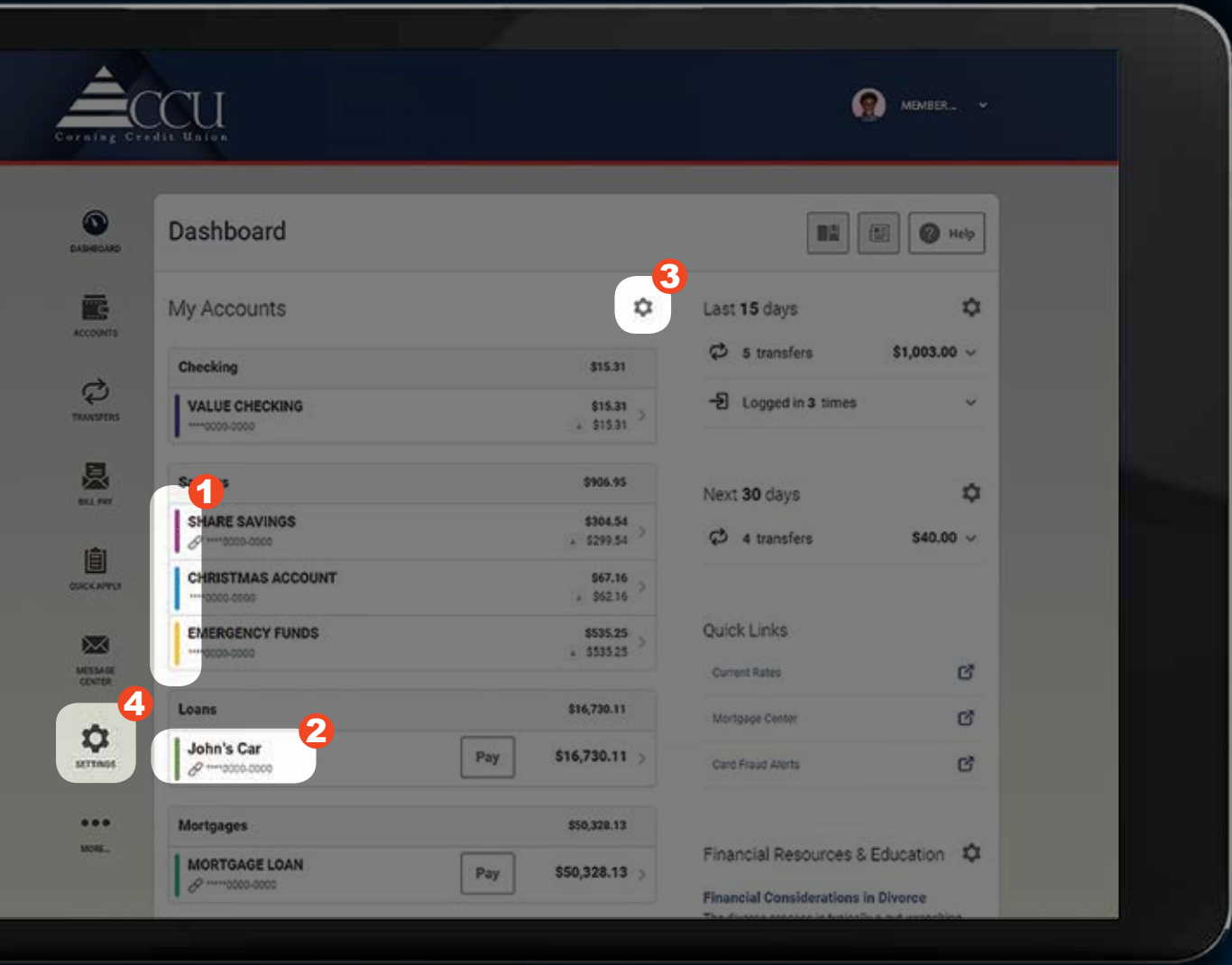
- ▶ Register with the account you consider your primary account.
- ▶ You'll be able to view all of your accounts under your new username once you've registered.



*Please Note: All business accounts will need to be registered separately.*

# PERSONALIZE

Once you've registered, you can customize your digital banking experience!



## 1 Color Coding

Choose colors for each of your accounts.

## 2 Add Nicknames

Add a nickname to each account to easily identify similar shares and loans.

## 3 Hide Accounts

If you have multiple accounts, hiding ones that you don't wish to see every time you log in can streamline your accounts list. *Click the gear icon to get started.*

## 4 Set Up Notifications

Set up your notifications to stay up-to-date on what's happening in your account. eAlerts from the old system will NOT automatically carry over. *Select Notifications in the settings widget.* You can also choose to receive SMS text message notifications. *Click Contact to register your mobile device.*



*Please Note:* You will see all accounts that you are on (spouse, children, parents, etc.) when you log into your account. If you don't want to see this account information, simply use the hide feature.



## Download the New Mobile App

Once we're live, you'll need to download our new app.

### Apple® Users:

If you have automatic updates turned on, you will receive the new app as soon as it's available. If not, you'll need to update your app manually.

### Android™ Users:

Delete your current app and visit Google Play™ to download the new version.

### All Users:

If you don't have the current app, visit the App Store® or Google Play™ to download it. You'll know you have the newest version if the icon looks like the one to the left.

# NEED SOME HELP?

We want to make sure that your transition to the new digital banking experience is a smooth one. We're here to help if you need further assistance.

- ▶ Visit the digital banking section of our website: [www.digital.corningcu.org](http://www.digital.corningcu.org)
- ▶ Call us: 800-677-8506
- ▶ Email us: [mailus@corningfcu.org](mailto:mailus@corningfcu.org)
- ▶ Visit your nearest branch location