



Helpful FAQs: Upcoming Online Banking and Mobile App Upgrade

When is the upgrade taking place?

The launch of our new online banking platform has been delayed as we make final adjustments to ensure a smooth, secure experience. We'll announce the new launch date—at least three days in advance—and keep you updated.

Will there be downtime to Online Banking and Mobile App services during the upgrade?

No, there is not any planned downtime. If this changes, you will be informed.

Will I need to re-enroll?

Yes, and it'll be easy breezy. Make sure your email and cell phone number are current with us and know your member number. Contact us if you need to update or need a friendly reminder of your account number with us.

Will I need to know my member number?

Yes, you will need to know your member number to re-enroll. If you do not know your member number, you can do the following:

- **Prior to the Upgrades**

Log into online banking and click the eye icon for your number to display. You may also find your member number under eStatements.

- **After the Upgrades**

Visit us at a branch with your ID for assistance.

What do I do if I have issues logging into online banking to get my member number for the upgrades?

Email us at digitalbanking@hcffcul.org.



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Will I have to download a new mobile app?

Yes, the new and improved app will need to be downloaded! We'll provide you with handy, dandy download links when the time comes.

Will the upgrade include Multi-Factor Authentication (MFA)?

Yes, the upgrade will include Multi-Factor Authentication (MFA). MFA adds an extra layer of protection to your account, making it harder for anyone else to access your personal information—even if they have your password.

How can I verify and/or update my email address and phone number in Online Banking?

Here are the easy steps:

1. Log into Online Banking
2. Click Settings at the top right corner
3. Choose Profiles from the drop down menu
4. Select Phone Number or Email Address
5. Edit and save!

Will I need a new username and password?

Yes, you'll set this up when you re-enroll. Here are the requirements so you're ready:

- **Username Requirements:** Minimum of six characters, minimum of one letter and one number, and no special characters
- **Password Requirements:** Minimum of 12 characters, minimum one uppercase and one lowercase, minimum of one number and one special character

Will I need to re-setup my bill pay?



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Yes, when the upgrade is live we will post the simple instructions to get you started!

Will I need to re-setup my account alerts?

Yes, when the upgrade is live we will post the simple instructions to get you started!

Will I be able to review my previous statements and account history?

Yes, 3-months of statements and account history will be available in the new online banking. For history dating back more than 3-months, contact us.

Will I continue to have a separate login for my credit card?

No! You'll be able to log into online banking in one spot and manage all with single-signon!

How long will I have access to my separate credit card account management login?

As soon as the upgrade takes place, you will not have access to the old platform, but you will have immediate access to view your credit card information in the new Online Banking and Mobile App.