

Frequently Asked Questions

It's Me 247 Online Banking & Mobile 5.0 Upgrade

CCFCU recently debuted a new look and user experience for our *It's Me 247* Online Banking and our Mobile App with Mobile 5.0. The updated versions combine the desktop and mobile into a single design that works on every device. So, whether you are using your phone, tablet, or home computer, the overall look and feel will appear uniform across all platforms! Below are some commonly asked questions to help you get started.

1. Is my username and password changing?

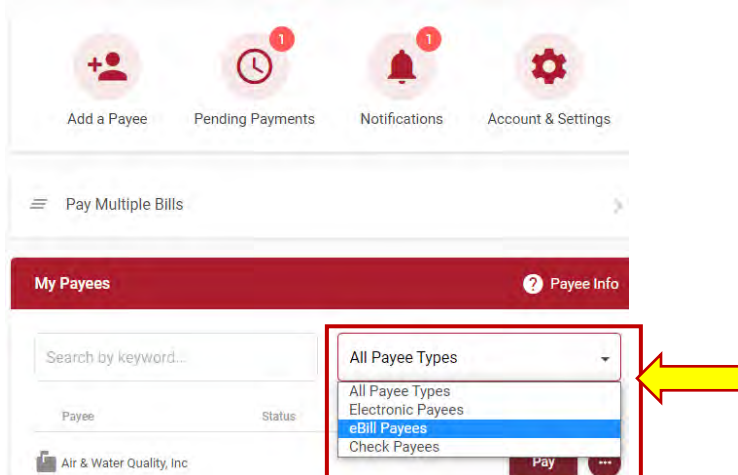
No, your username, password, and security questions are not changing. You will log in to the new *It's Me 247* Online banking or Mobile 5.0 using the same information as you do today.

2. Is CCFCU's Bill Pay changing?

No, our Bill Pay program is not changing, but it will have a new look and feel.

3. Did the Bill Pay vendor change – it looks different?

Our Bill Pay vendor did not change so you do not need to re-enter any of your payees. The mainscreen was enhanced to provide quick and easy access to the tools you need. With the update, if you don't see all your payees listed make sure that **All Payees** are selected in place of a bill pay category.



4. How do I choose a different security question when logging in?

Click the "Back" button and then hit the "Sign In" button again. (You do not have to re-enter your username and password) It will bring up a new question.

5. Why is the word "beta" in the website address (URL)?

There are 7 groups of Credit Unions across the country that CU Answers (our vendor) is pushing out the upgrade to over the next two months. Until everyone is transferred over to the new site, beta will remain as part of the URL address. The last group is scheduled for October 27th so it will be at some point after that.

6. Where can I "Switch Memberships" (formerly See/Jump) to my other membership that I am primary or joint on?

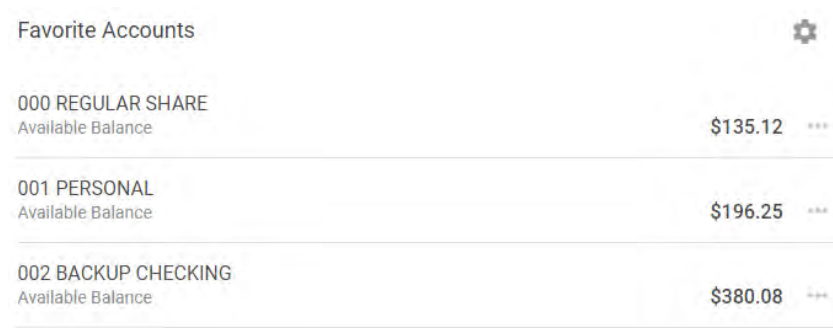
Switch Memberships can be found in *It's ME247* online banking, under your personal settings in the upper right-hand corner of the screen. When you click the down arrow, you will see an option to "**Jump**", or "**Switch Accounts**" and your other enrolled memberships should be listed there.

**Enrollment is required for this feature. Contact the credit union for details.*

- **Reminder – "See Only" is NOT available via *It's ME 247* or Mobile 5.0**
- **Update - Jump/Switch Accounts is available in Mobile 5.0 on Tuesday, October 5, 2021**

7. How do I see my full account summary list like it is currently in *It's Me247*, where it has the payment dates and amounts for my loans and the available and actual balance for my savings accounts?

To see a full detailed view, select the "See Full Account Summary" option that can be found under your Favorite Accounts list.

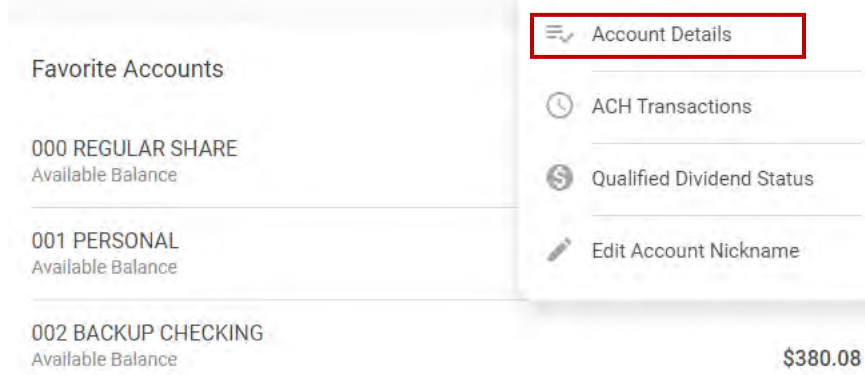


Favorite Accounts	
000 REGULAR SHARE Available Balance	\$135.12 ...
001 PERSONAL Available Balance	\$196.25 ...
002 BACKUP CHECKING Available Balance	\$380.08 ...

[See Full Account Summary](#)

8. How do I access all my transactions for my accounts?

To access your transactions, click the ... next to account you want to view, and a drop-down list appear, from this list click Account Details. This will take you to your summary with all your transactions for that account. The account dropdowns are designed to provide quick and easy access to the tools you need to help manage that particular account.



Favorite Accounts

000 REGULAR SHARE Available Balance	
001 PERSONAL Available Balance	
002 BACKUP CHECKING Available Balance	\$380.08

- Account Details
- ACH Transactions
- Qualified Dividend Status
- Edit Account Nickname

9. When I view account details, I'm no longer seeing the running balance with each transaction. Is that still available somewhere so I can see how the transaction affected my running balance?

Yes, you just need to click on the transaction in the list to expand and see all the details on that transaction, including resulting balance, transaction type, and more. For loan payment transactions, that page will also show the amount that went toward principal and interest.

- **Note** – We are working on an enhancement to the account details so that we can show the resulting balance in smaller type just below the transaction amount, so it's easier to see and verify the running balance calculation when listing all transactions. Stay tuned!

10. Can I search my transaction history?

Yes, you can search your transaction history. When viewing Account Details (transaction history) there is a new "**Search Transactions**" box where you can enter an amount, part of the transaction description, a check #, or any other text that appears in the transaction list to find all matching items. An "**Advanced**" button also lets you choose from a list of common transaction types or specify a dollar amount range.



[More Account Details](#)

Search Transactions... [Advanced](#)

11. What file formats can I download my transactions to?

Transaction downloads are available in the following formats:

- Comma Separated Values (.CSV)
 - If XXX's are showing, expand the field within Excel to see further.
- Quicken Interchange (.QIF)
- Quicken 2019 or newer (.QFX)
- QuickBooks (.QBO)

It's Me 247 no longer supports Microsoft Money (.OFX) as Microsoft no longer offers nor provides support for this product. To download your account information, go to **Member Services>Download Account History**.

- **Important** – The print history option is no longer available within the new *It's ME247* online banking but, you can still use the select file print or right-click and print your screen or download to one of the formats above.


12. All my accounts are not displaying on the home page. How can I view all my accounts?

If all your accounts are not listed on the home page you can scroll down and click See Full Account Summary under the current list of accounts. This will take you to a view where you can see all your accounts. If you want to see all your accounts on the main home screen you can add them to your Favorite Accounts, following the steps in #14 below.



13. How do I get back to the main screen in *It's Me247*?

You can always get back to the main *It's Me 247* homepage by clicking on the **CCFCU logo** or **Home** in the upper left-hand corner.


14. How do I add an account to my "Favorite Accounts" list?

You can add an account to your Favorite Account List by clicking the gear icon  to the right of the word **Favorite Accounts** and select which accounts you want to see on the main home screen.

15. How do I re-order my Favorite Accounts list?

You can now change the order that your accounts are listed in on the home screen, this allows you to put your favorites or most used accounts at the top. To change the order, you simply click on the gear icon  to the right of the words **Favorite Accounts**. And then, click the 3 stacked lines  on the right side of the screen and drag and drop it to where you want it to appear in the list.

16. How do I add a Feature to "Your Favorite Features" list?

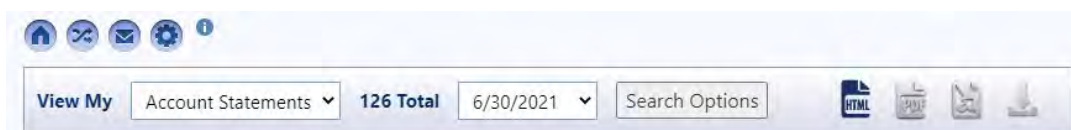
You can add a Feature to Your Favorite Features list by clicking the gear icon  to the right of the words **Your Favorite Features**. Then select which features you want to see on the main home screen.

17. Why do I sometimes have a banner at the top of my home screen and other times I do not?

The banners at the top of the screen are special notices that are customized to your account. This is where we will notify you if you have a message in your inbox, you need to change your password, when you have a pending deposit, or for special offers and loan promotions.

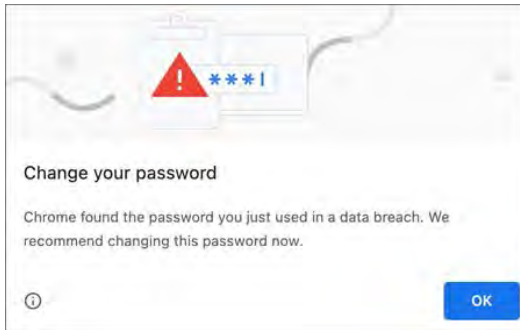
• E-Statements on-screen features

- The CSV Download feature which was available via e-Statements has been removed.
 - Members can still use the download feature within *It's Me 247* if they wish to download transaction records for their own use.



18. Why am I seeing this Pop-Up telling me to change my password when I log in to Online Banking from Chrome?

When entering your password and/or security question to access the new It's Me 247 online banking, you may encounter a message like the one pictured below:



Please Note: The above does not mean that your account or password has been compromised. This message is also not originating from It's Me 247 online banking. Instead, it is originating from Chrome, as the browser now features built in functionality where it can intercept password fields and compare them against lists of compromised passwords from the dark web. While it was possible you may have encountered this message using the old version of It's Me 247, you may notice this more frequently with the new *It's Me 247*, both for passwords and for the answers to security questions.

We are also hearing buzz that other browsers are working on adding similar functionality down the road. For more details on password features in Chrome and other browsers please see the articles and resources below:

Chrome

- [Better Password Protections in Chrome](#) (Google, The Keyword)
- [More Intuitive Privacy and Security Controls in Chrome](#) (Google, The Keyword)
- [Chrome Will Automatically Scan Your Passwords Against Data Breaches](#) (Wired)

Edge

- [Protect Your Online Accounts Using Password Monitor](#) (Microsoft Support)
- [Microsoft Edge 88 Privacy and Security Updates](#) (Microsoft Windows Blog)

Firefox

- [Firefox Lockwise – Alerts for Breached Websites](#) (Mozilla Support)
- [800M Firefox Users can Expect Compromised Password Warning After Update](#) (Forbes)