This is the welcome screen on our online banking app!
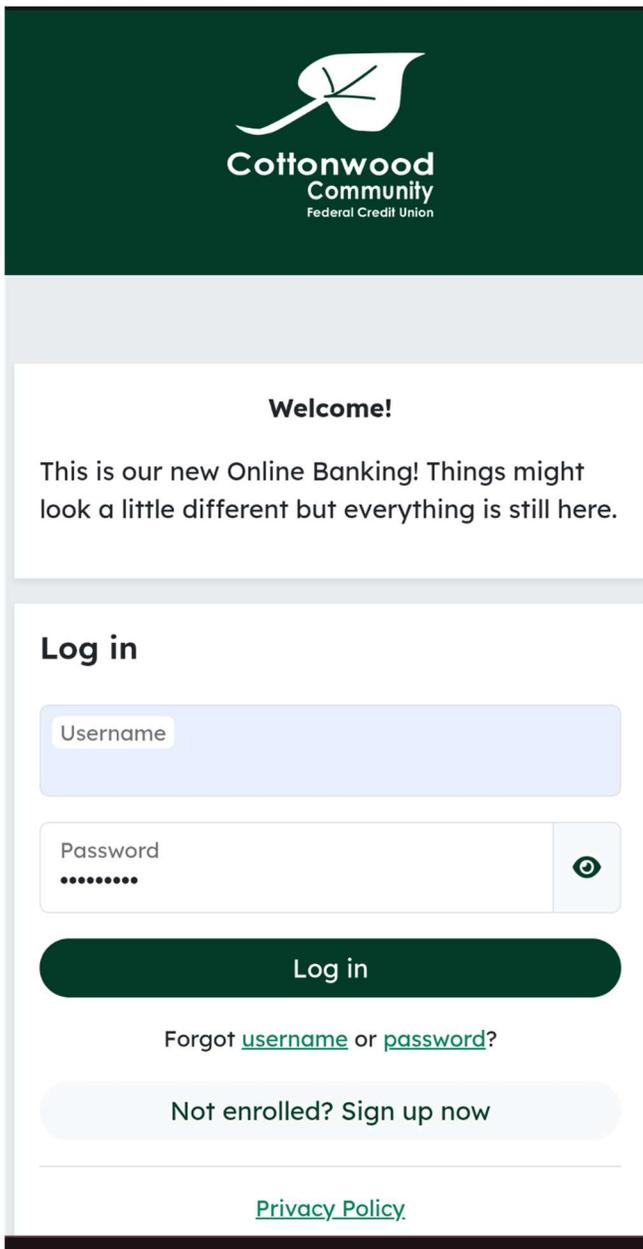
- If you already have online banking set up your Username and Password will remain unchanged

- To enroll in Online Banking select Sign up now
- The below screen will need to be filled in
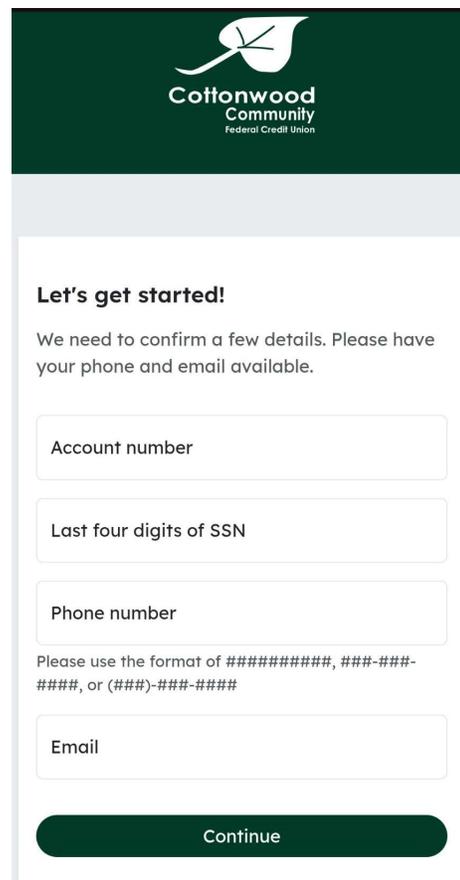
- If you see the below message please contact the credit union

- Two-factor authentication is required to access your online banking
- You will have a maximum of 2 phone numbers and one email address to select how you receive the code (if you do not recongize any of the options please contact the credit union)

- You should receive the code within 10 minutes- once input you can select login

- Depending on your phone settings you can select remember this device and two-factor authentication will be turned off for that device
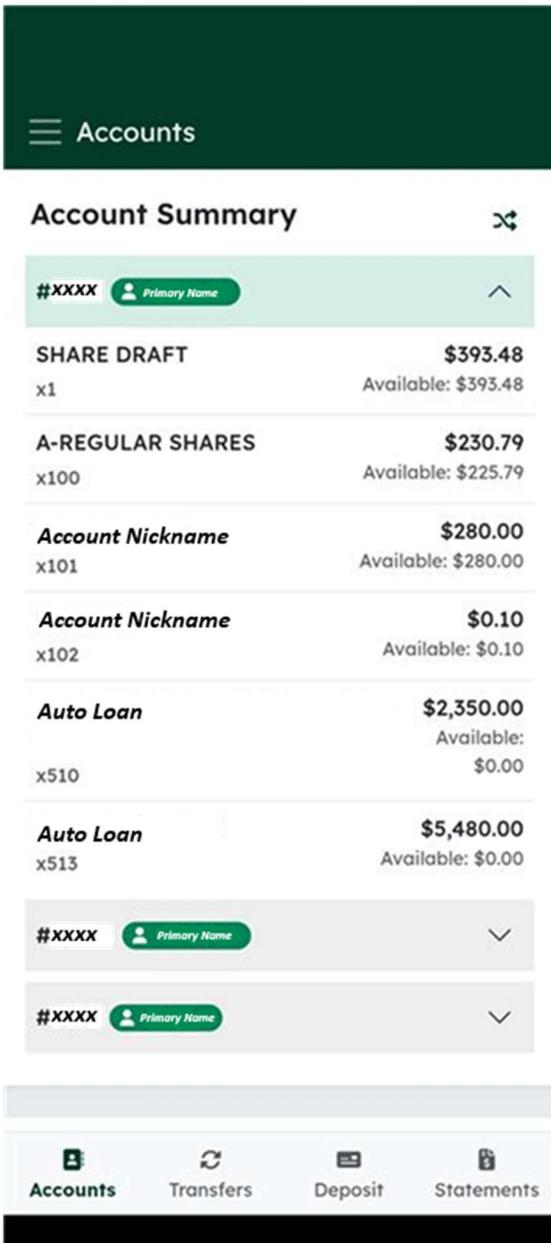
- Accounts linked to your online banking will display with available balances
- If you would like to display a specific account as your default you can select the shuffle button

- Accounts names are displayed as shown if you would like to nickname accounts, please contact the credit union
- By selecting the 3 lines you can go to the options screen

*options shown below will display

- Statements can be downloaded to your mobile device
  (Statements with a megaphone have additional documents/announcements included)

Statements

Account   # xxxxx   >

Statements | Disclosures

- Friday, November 1, 2024
  MEMBER STATEMENT

- Tuesday, October 1, 2024
  MEMBER STATEMENT

- Sunday, September 1, 2024 📣
  MEMBER STATEMENT

- Thursday, August 1, 2024
  MEMBER STATEMENT

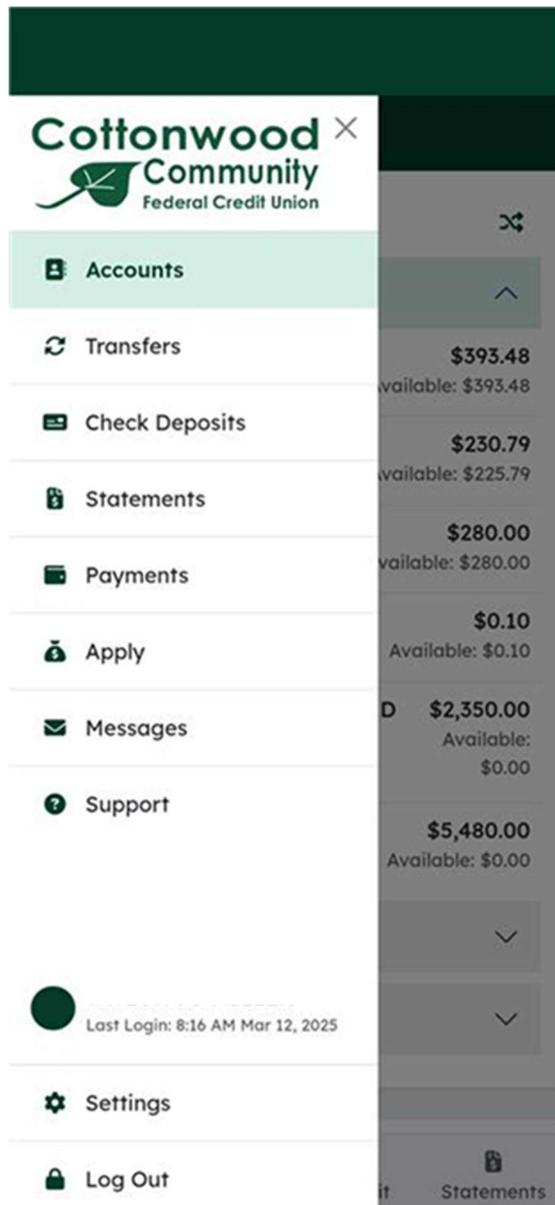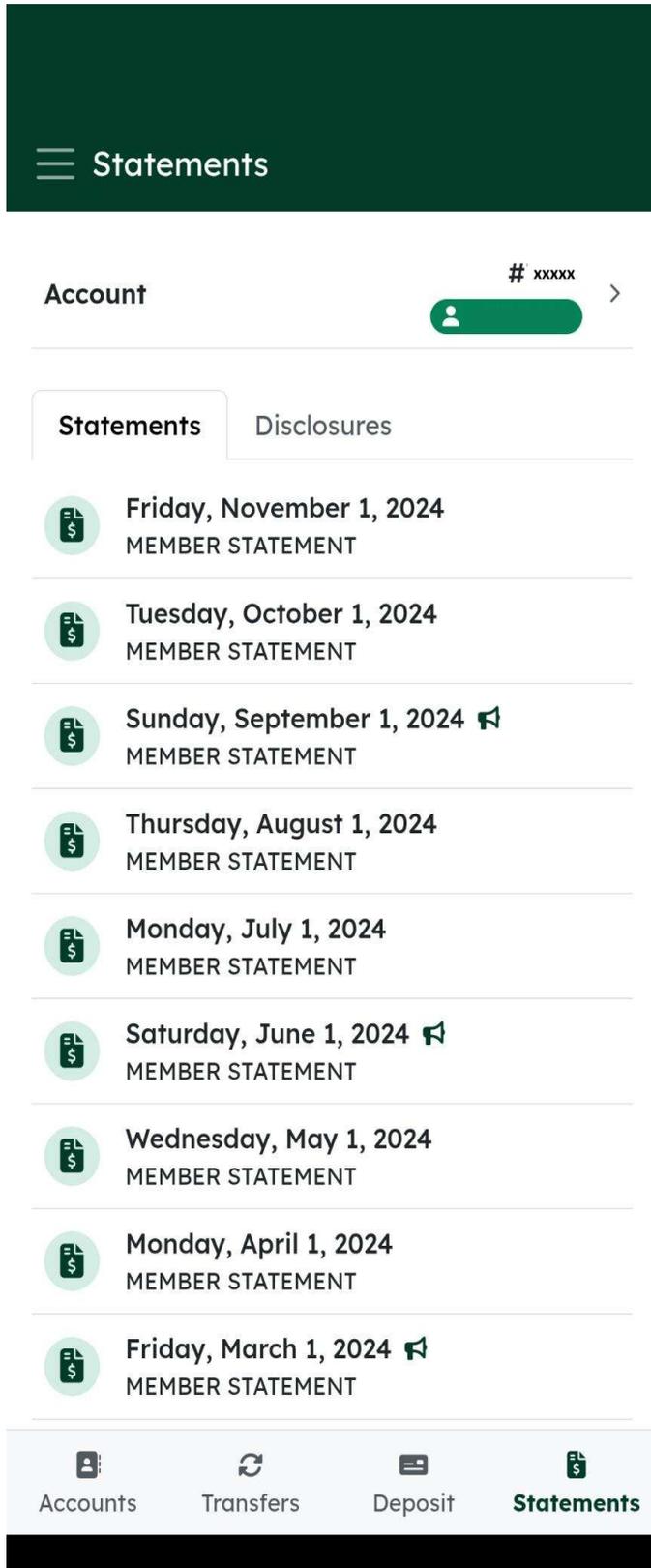- Monday, July 1, 2024
  MEMBER STATEMENT

- Saturday, June 1, 2024 📣
  MEMBER STATEMENT

- Wednesday, May 1, 2024
  MEMBER STATEMENT

- Monday, April 1, 2024
  MEMBER STATEMENT

- Friday, March 1, 2024 📣
  MEMBER STATEMENT

Accounts | Transfers | Deposit | **Statements**

- Transfers can be done Immediate or Scheduled from any of your linked accounts to any of your linked accounts

Transfers

📅 Scheduled Transfers   >

Create Transfer

From Account   Share Draft x1
                    [👤]   >
                    Available: $393.48

To Account   Share Draft x1
                    [👤]   >
                    Available: $774.48

Amount $ 0.00

Frequency   Immediate >

Memo

                                  0 / 35

Review

Learn more about our **Transfer Policy and Limits**

Accounts | **Transfers** | Deposit | Statements
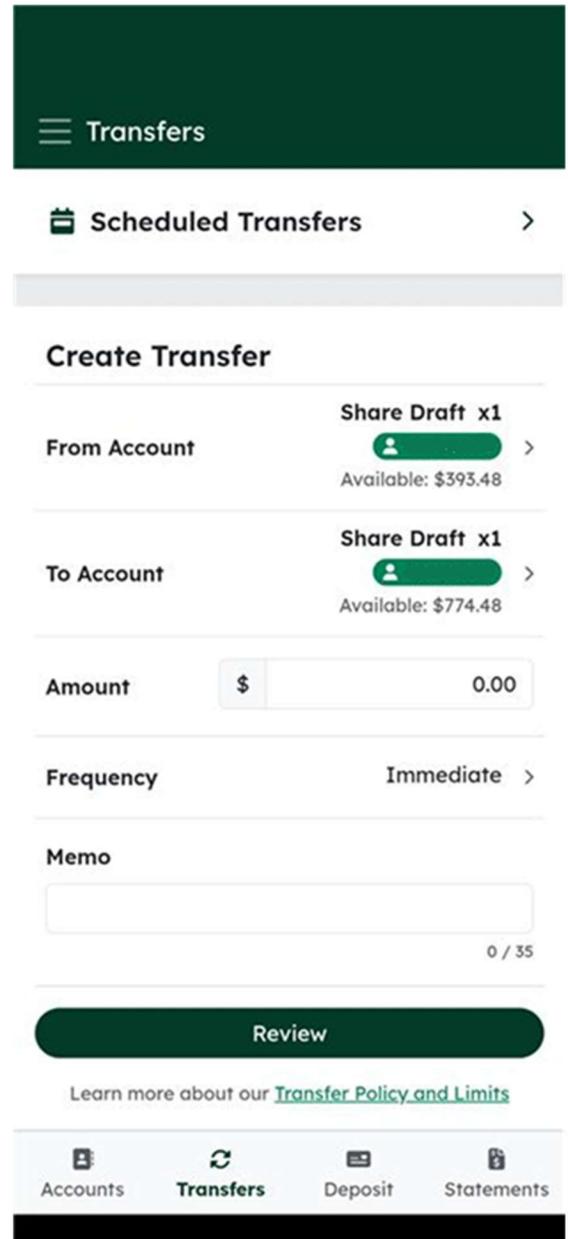
- Payments will direct you to our Bill Pay Services or our Portal Pay site

Payments

Bill Pay Services

Manage your bills with online bill pay. Enjoy the convenience of paying from anywhere and the freedom of never having to purchase another stamp to mail bills again!

Go To Bill Pay

Portal Pay

Want to make your loan payment from another financial institution? Click "Go to Portal Pay" below to start the process.

Go To Portal Pay

| Accounts | Transfers | Deposit | Statements |

- You can apply for loans using the apply tab

Apply

Applications

💰 Loans

- If you would like to help you can send us a message in our support tab or in the message tab. You can also visit our webiste for your local branch numbers

Support

We're Always Glad To Hear From You

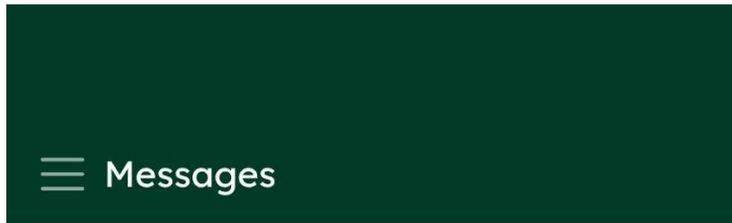Send us a message for a quick response during normal business hours. We're here to help.

Send Message

Find A Branch Near You

Visit our website for branch locations and more information about how to get the support you need.

Visit Website

- Messages are processed by our employees and will be answered at our soonest availability

Messages

< Create

To	Customer Service Rep. ∨

Regarding Account Select >

Subject

Attachment

Choose File	No file chosen

Supported file types: .pdf, .gif, .jpg, .jpeg, .tiff, .png

Message

Send

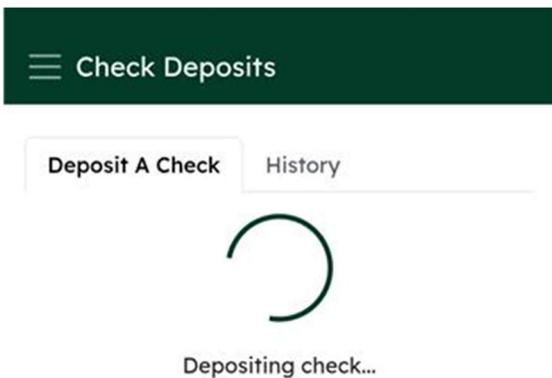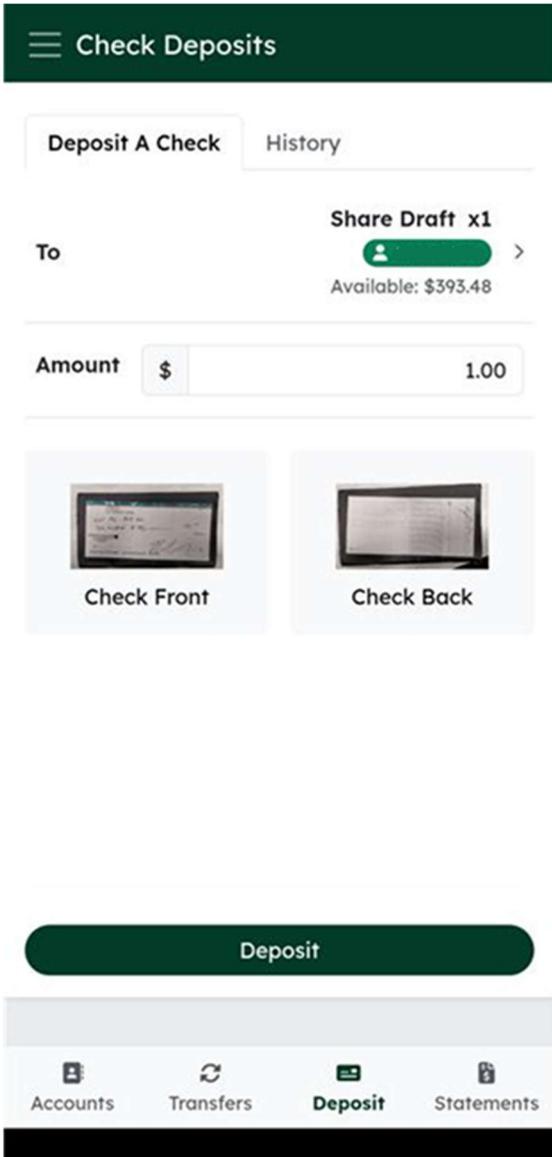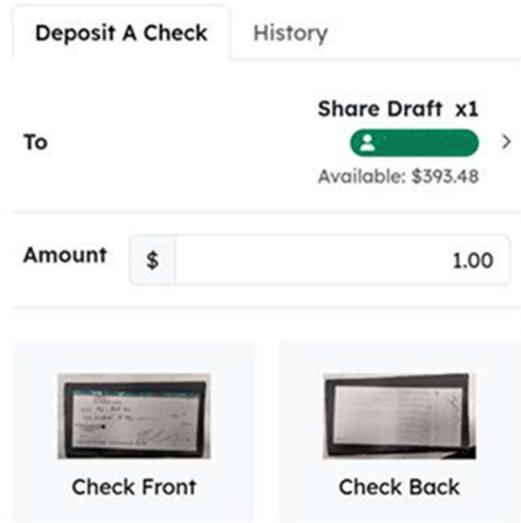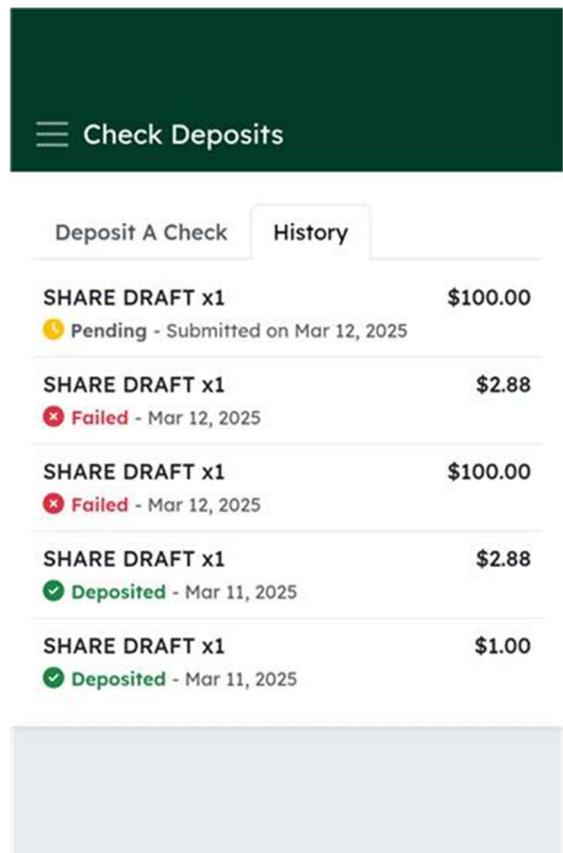| Accounts	Transfers	Deposit	Statements

- Check deposits will allow you to capture an image of a check to mobile deposit to accounts (Mobile deposits can take longer to be available in your account)

Check Deposits

Deposit A Check | History

Share Draft x1

To
Available: $393.48

Amount $ 1.00

Check Front | Check Back

Deposit

| Accounts | Transfers | **Deposit** | Statements |

Check Deposits

Deposit A Check | History

Depositing check...

- The image will be scanned for the amount you entered and if they do not match you will receive this message

Deposit A Check | History

Share Draft x1

To
Available: $393.48

Amount $ 1.00

Check Front | Check Back

⚠ Unable to deposit

The amount you entered did not match the amount detected. Please re-enter amount and retake photo.

Deposit

- You can also review check history

Check Deposits

Deposit A Check | History

SHARE DRAFT x1 $100.00
🕐 Pending - Submitted on Mar 12, 2025

SHARE DRAFT x1 $2.88
❌ Failed - Mar 12, 2025

SHARE DRAFT x1 $100.00
❌ Failed - Mar 12, 2025

SHARE DRAFT x1 $2.88
✅ Deposited - Mar 11, 2025

SHARE DRAFT x1 $1.00
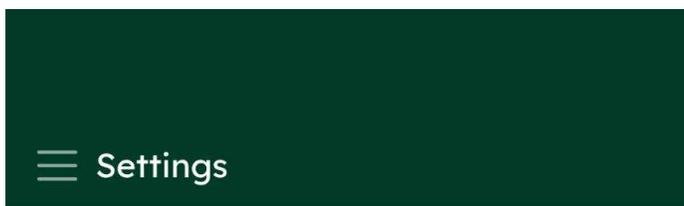✅ Deposited - Mar 11, 2025

- Alerts can be added to multiple accounts for several reasons (listed to the right).
-
- Select the green plus at the bottom of the screen
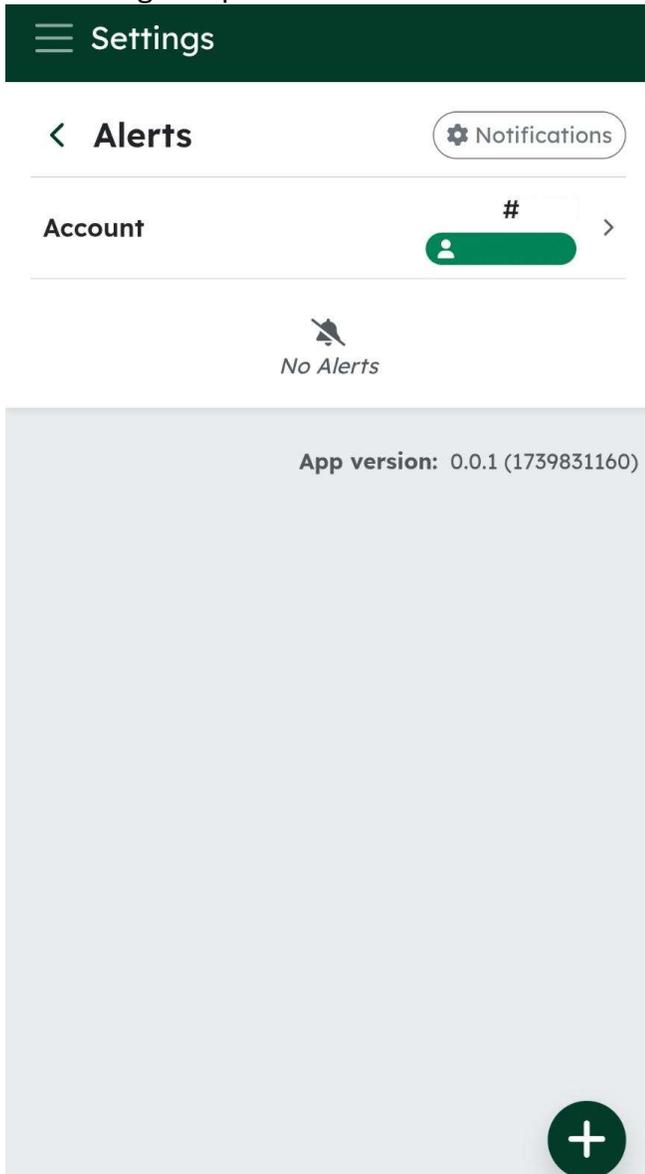
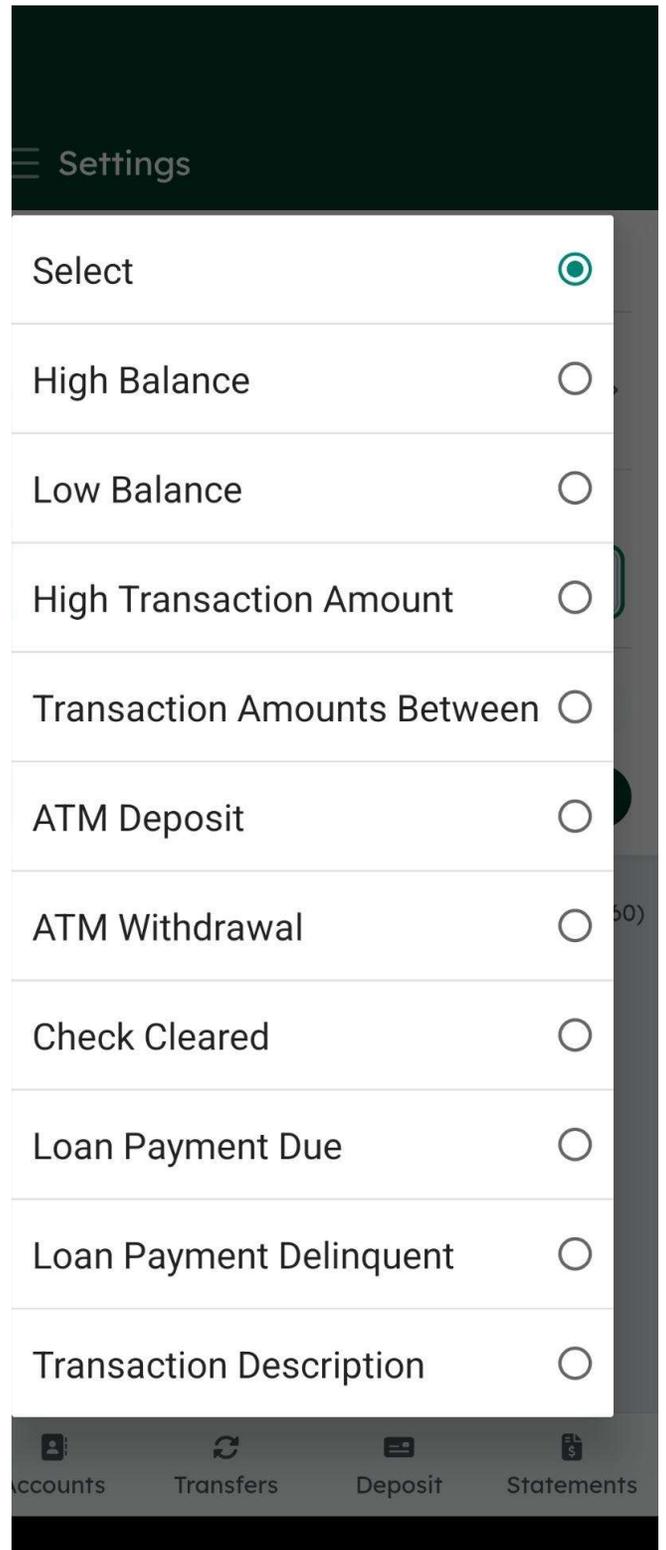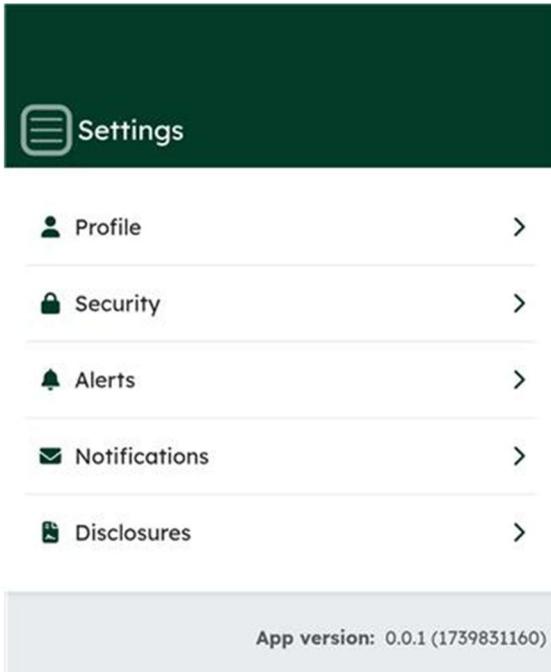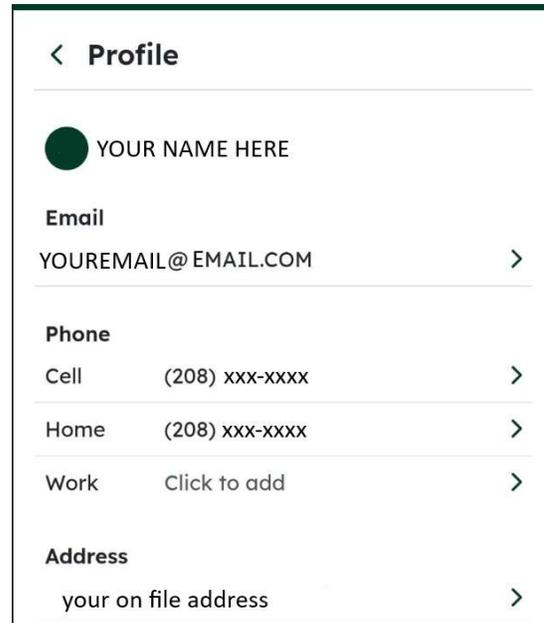- Select if you would like a text or email

- By selecting the Settings, you can review your information

- This screen option can direct you to all the below displayed options

- By selecting your profile you can see your active contact information; by selecting the arrow you can submit a modification to have your contact information changed

- Additional information may be required prior to changes taking affect
- You can change your username or password using the security tab
  (the option to sign out of all devices in the event of lost devices or fraud)

Frequently Asked Questions:

- You can expect some minor visual changes when logging in through the website. We trust you will find this simple and user friendly.
  - You will soon be able to find and download the CCFCU mobile app via Apple App Store or Google Play.
  - Those of you that use Remote Deposit Capture will no longer need the helper app, Squirrel RDC, further simplifying the process.

Can I continue logging into the new Digital Banking through the home page?
• Yes, the new Digital Banking does allow the CU's website to have the login information directly on it. The login page will also have its own URL. Similar to the existing MFA login process, the login page will capture the Username and Password before moving onto the next authenticated step.

Do members have to re-enroll for any of the following items and how do those work?
• You will not be required to re-enroll. Your previously saved information will convert over to new digital banking. This includes: Bill Pay via Allied Payment Network, e-Statements, Automatic funds transfers, Access to all accounts available to you before the conversion, and Transfers to and from existing accounts

Will my Remote Check Deposit be affected?
• Yes, We are switching from SquirrelRDC (the helper app downloaded to your device) to TranzCapture. No helper app will be required with TranzCapture.
• If a check does not process, the Web Admin will receive an email and they have the option to retry the deposit

Message center, how does that work?
• The message center will allow you to contact the CU regarding the account of your choosing. It also allows for attachments to be sent between members and the CU. (Yes, they are scanned for viruses)

Any differences between the Android and Apple apps?
• The Android app allows for the remember me option where the Apple app does not, due to the way Apple handles cookies and clears data.
• Both Apps will allow the member to use the biometrics options that the phone has. Facial recognition and Fingerprint are the current options.

Will members be forced to change the Username or Passwords?
• No. You will not be required to change your username or password.
Will members be forced to download the app when using a mobile device?
• No. However, you will not be able to use the RDC option without downloading the app. You will only be able to see history of the deposited checks.

Will the system experience a down period while the new version comes online?
• Yes. On April 7, 2025, we anticipate that the system will be down from 8:00-10:00am.
• The apps are expected to be in the app stores by the end of the day (4/7/25)