

2

Documentation: Tricks of the Trade It's Me 247 Documentation

TIP #1: Where Do I Find More About Security Features in It's Me 247?

Interested in learning more about security features in *It's Me 247*? We recommend you review the booklet "Strategies for Securing and Controlling Member Access: *It's Me 247*"

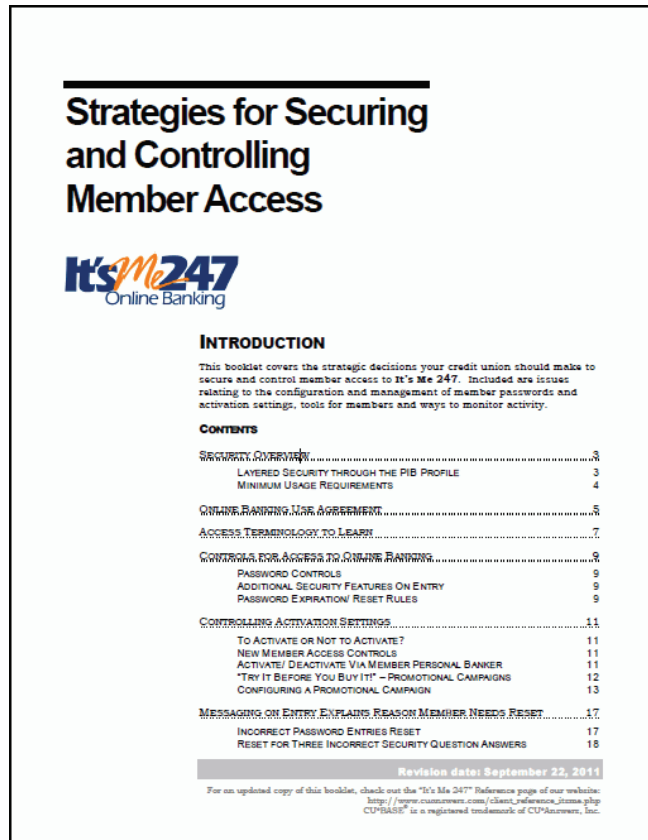
This booklet covers the strategic decisions your credit union should make to secure and control member access to *It's Me 247*. Included are issues relating to the configuration and management of member passwords and activation settings, tools for members, and ways to monitor activity. It even includes a copy of the Online Banking Use Agreement that the member accepts when enrolling in *It's Me 247*.

Interested in checking out this booklet? You will find it under "I" and "S" on the *It's Me 247* Reference Page.

To access the *It's Me 247* Reference Page, go to "I am a Client, then Docs & Information, then "It's Me 247 Reference." (Shown below.)

Check out all our documentation on the *It's Me 247* Reference Page.

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| SEARCH THIS SITE | HOME » DOCUMENTATION » REFERENCE MATERIALS |
| | "It's Me 247" Reference Help Systems |
| MENU | <ul style="list-style-type: none"> • <i>It's Me 247</i> Online Help • CU*BASE GOLD Online Help |
| I am a Client | Main Introductory Brochure |
| I am a Visitor | <ul style="list-style-type: none"> • <i>It's Me 247</i> Color Introductory Brochure |
| I am researching CU*Answers | Demo Movies in On Demand |
| CU*Answers Newsstand | <ul style="list-style-type: none"> • Introductory Tour of <i>It's Me 247</i> features |
| Return Home | |
| IN THIS SITE | |
| Docs & Information | CU*BASE Reference |
| Education | <i>It's Me 247</i> Reference |
| Special Sections | CU*BASE GOLD Help |
| System Availability | CU*BASE Show Me the Steps Help |



The "Strategies for Securing and Controlling Member Access" booklet may assist you with documentation for your next audit.

TIP #2: What Document Has a Complete List of Features Available In It's Me 247?

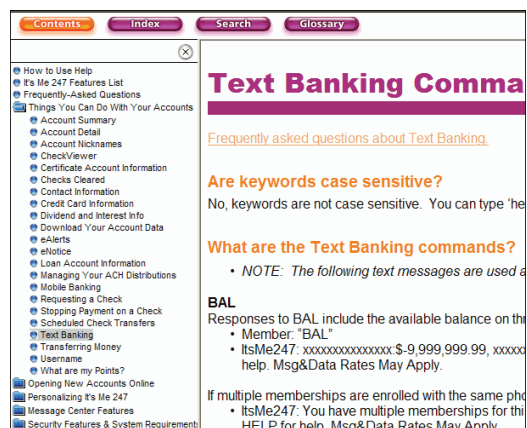
The "It's Me 247 Features List and Overview" located on the *It's Me 247* Reference Page contains a comprehensive list of the features offered in online banking. Not sure if you have fully implemented the online features available to your credit union? Check out this booklet.

To access this booklet look under "F" or "I" on the *It's Me 247* Reference Page. Access to this page is shown to the left.

TIP #3: What Help Can Members Access in Online Banking? How Can I Access this Help System?

Members can access a help system while within [It's Me 247](#) that explains features available to them and answers many frequently-asked questions. You can access this system as well via the [It's Me 247 Reference Page](#). View the same help system your members view while banking online by clicking the “[It's Me 247 Online Help](#)” link at the top of the [It's Me 247 Reference Page](#).

TIP #4: Where Can I See the Mobile Text Commands the Member Can Use for Balance Requests?



The [It's Me 247 Online Help](#) (mentioned above) includes a listing of the Mobile Text Banking commands that your members use when sending balance requests via text message to [It's Me 247](#). Use Index keywords “Text Banking” to view the “Frequently Asked Questions” and “Text Banking Commands” topics.

Direct links to these help topics are also available when a member enrolls in Mobile Text Banking.

The FAQ list and Mobile Text Banking commands are also part of the “Mobile Text Banking” booklet, available on the [It's Me 247 Reference Page](#) Under “M.”

TIP #5—#999: Check Out the It's Me 247 Reference Page for More Documentation

The [It's Me 247 Reference Page](#) is your go-to location for all documentation about online banking.

Access this page via “I am a Client,” then “Docs & Information,” then “[It's Me 247 Reference](#).”

This page includes all reference material on [It's Me 247](#), including links to:

- All booklets covering an [It's Me 247](#) feature, including booklets only covering online banking, such as the “Securing and Controlling Access: [It's Me 247](#),” and the “Overview and Features List.”
- The [It's Me 247](#) online help (which members view online)
- The [It's Me 247](#) Color Introductory brochure
- Access to the demonstration [It's Me 247](#) practice account



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