Software Upgrade

Product:	Version #:	To be released to:	On date:
Online Banking	18.07	Online CUs	**July 25, 2018**
		Site-Four	**July 25, 2018**
		Self-Processors	**July 25, 2018**

Updated booklets will be posted on our website no later than:

July 25, 2018

Key to the symbols:

☑ Your member can use this feature immediately.

🔒 You'll need to work with the IRSC member to set it up

INCLUDED IN THIS RELEASE

Password Reset Updates

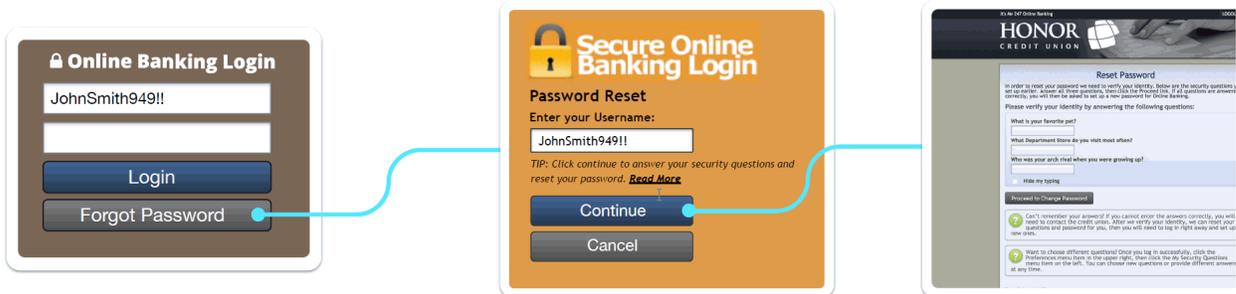### ☑ New Password Reset Process and New Messaging Help Members with Their Own Password Resets

Learn more: "It's Me 247" online help

See larger pictures in Login Messaging and Password Reset (found on the Release Summaries" page)

With the 18.07 release we have changed the password reset process and have added new buttons and messaging to assist members. These changes will result, we hope, in reducing the number of calls members make to your credit union for password resets.

Currently when members click "I forgot my password" button, they automatically move directly to the screen asking them to enter the answers to three security questions to reset their password. If they realize at this point that they did this in error, or if they do not complete this process, they are forced to reset their password at another time. After the implementation of the 18.07 OBT release, when the member clicks "Forgot password, the process adds an additional step. Now they will first see a new "Password Reset" panel asking them to reconfirm their identity by entering their username and then clicking a new "Continue" button before they advance to the reset process.
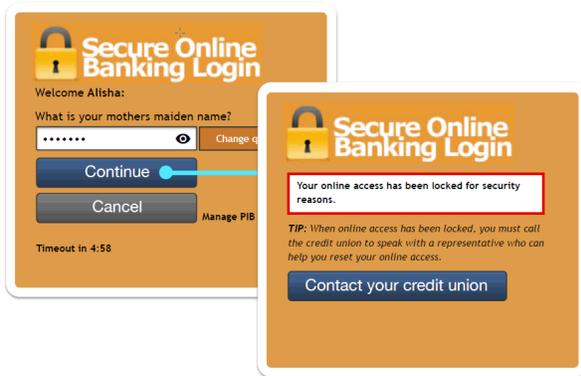
New validation step where the member enters their username to begin password reset (2ⁿᵈ image)

We also adjusted other verbiage and buttons to encourage members to reset their password themselves. Following are a few examples of common situations.

Secure Online Banking Login

If you have not set up your username, please enter your member number.

Username:
SarahT655

Password:
••••••••••

Login   Forgot Password   Manage PIB

PIB — Personal Internet Branch protected

Secure Online Banking Login

Your online access has been disabled for security reasons.

TIP: To recover your account, select the button below and follow the instructions to verify your identity and create a new password. Read more

Recover My Account

Need help? More information here

Secure Online Banking Login

Password Reset

Enter your Username:

TIP: Click continue to answer your security questions and reset your password. Read More

Continue

Cancel

Secure Online Banking Login

If you have not set up your username, please enter your member number.

Username:
SarahT655

Password:
••••••••••

Login   Forgot Pas   Manage PIB

Secure Online Banking Login

The password you entered is incorrect.

TIP: Are you sure you entered the right username?

Try Again

Forgot Password

Need help? More information here

Secure Online Banking Login

If you have not set up your username, please enter your member number.

Username:
SarahT655

Password:
••••••••••

Login   Forgot Pas   Manage PIB

Secure Online Banking Login

The password you entered is incorrect.
WARNING: You have one more try before your password will be locked for security reasons.

TIP: Are you sure you entered the right username?

Try Again

Forgot Password

Need help? More information here

Only when self-service is not possible (such as if they answer all of the security questions wrong, too – a likely hacking attempt) will the "contact the credit union" message appear:

Secure Online Banking Login

Welcome Alisha:

What is your mothers maiden name?

•••••••   Change q

Continue

Cancel   Manage PIB

Timeout in 4:58

Secure Online Banking Login

Your online access has been locked for security reasons.

TIP: When online access has been locked, you must call the credit union to speak with a representative who can help you reset your online access.

Contact your credit union

Our overall aim is to help walk members through situations where they can take care of themselves, so that your call centers can focus on the members who truly need your assistance.

👤 "Call Us" Disclaimer Now Available for "It's Me 247" Standard Online Banking and Mobile Banking

This feature was implemented to clients on July 2, 2018.

Credit unions now have options to add a "Call Us" disclaimer in both Mobile Web (shown in the Banking side of Mobile App) and in desktop **It's Me 247**. This wording is included with the standard footer of **It's Me 247** desktop online banking. Mobile Web Banking does not have standard footer language.

NEW! "Call Us" Disclaimer Message without Phone Number

If you are using a screen reader or other auxiliary aid and are having problems using this website, please call the credit union for assistance. All products and services available on this website are available at all Training Credit Union full-service locations.

*NEW! "Call Us" Disclaimer Message with Phone Number*

If you are using a screen reader or other auxiliary aid and are having problems using this website, please call (111) 111-1212 for assistance. All products and services available on this website are available at all Training Credit Union full-service locations.

Contact the IRSC and check out the store for pictures and details. https://irsc.cuanswers.com/product/call-us-disclaimer-obc-its-me-247/

👤 Give Easy Access to "Pay Anyone" in Mobile App Banking

Learn more: Mobile App Banking

This feature was implemented to clients on July 2, 2018.
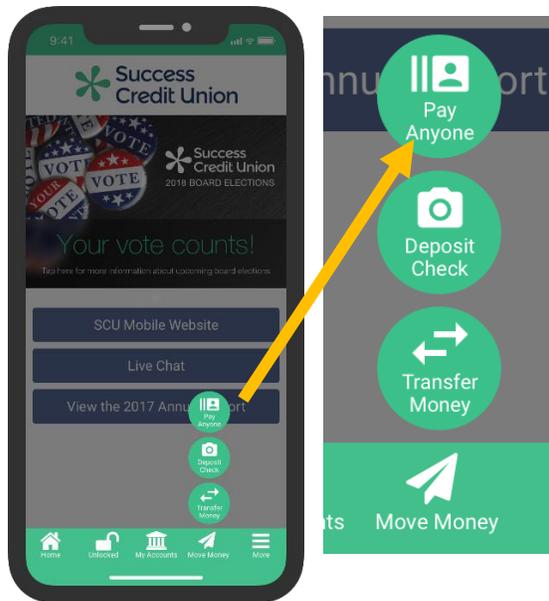
*This feature is only available to credit unions currently using **It's Me 247** Bill Pay (powered by Payveris) who have activated Pay Anyone (Person-to-Person (P2P) transfers).*

Currently when the member selects "Move Money" in the Mobile App, they are presented with the option to make a transfer (transfer money) and (if activated by the credit union) to deposit a check via remote deposit capture. Currently if you have the Payveris Person-to-Person (P2P) "Pay Anyone" feature activated, members can access it within the bill pay screens.

Now you can add Pay Anyone front and center in this more visible location. By doing this you can stay current with technology trends and make your Mobile App and make a highly popular transfer method more available to members.

Contact the IRSC and check out the store for details. https://irsc.cuanswers.com/product/add-pay-anyone-to-mobile-app/

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