

## Frequently Asked Questions – eBranch (Online Banking)

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***Q. I am an Existing eBranch User, do I have to re-register for the new eBranch?***

A. No. Existing eBranch users will not need to re-enroll, but will need to set up their account in the new system. When they log in to the new system for the first time, they'll need to use their Member Number as their User ID and the last 6 digits of their SSN as their current password. The on-screen instructions will then take users through the process of choosing a new password (remember your current password is the last 6 digits of your SSN), setting up 5 new security questions, validating their phone number through a PIN-based verification process, and updating profile information.

New users who would like to enroll in eBranch services may do so by clicking “New User” and following the on-screen instructions.

***Q. I am an joint account holder, do I have to re-register for the new eBranch?***

A. Yes, if you are a joint member, you will need to enroll by clicking “New User” in the eBranch login section. You may also go to the [Need Help logging in?](#) link to create your unique User ID and password.

***Q. Is the new Online Banking system still secure?***

A. Yes. Our new system uses the highest level of protection available, providing the assurance that your accounts are secure.

***Q. Will transfers that I have established be made after the conversion date?***

A. Any single and recurring transfer were scheduled to be carried over during the conversion. Please verify they have converted correctly.

***Q. Will my account nicknames come over to the new system?***

A. Your accounts will display the same name as shown in your account statement. You can nickname your accounts in eBranch.

***Q. How much Online Banking transactional history is available?***

A. Our members can view 180 days (6 months) of transactional history from their PremierOne Credit Union accounts. Check images are available for 90 days. Bill Pay history will not be transferred over to the new system. Members can come into any branch to receive Bill Pay history information.

***Q. I do not want to see all the accounts that I am joint on. What are my options?***

A. You have the option to hide them in Settings, under the Account section. For other options please [Contact Us](#).

***Q. Which browsers should I use?***

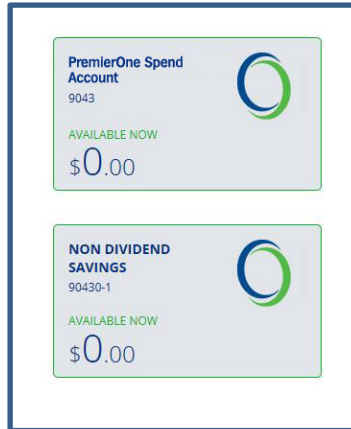
A. For best performance, we recommend you use one of the following supported browsers:

- **Microsoft Internet Explorer** 11 or above
- **Chrome** - Latest version (Windows 10)
- **Firefox** – Latest version (Windows 10)
- **Apple Safari** – Latest version (Mac OSX)

**Q. How will my accounts be reflected in the system?**

A. All accounts that your Social Security number is associated with as a Primary member or Joint member, will now be shown in alphabetical order within the following groups as shown in the image:

- Checking Accounts
- Savings Accounts
- MoneyMarkets
- Certificates
- IRA's
- Loans and credit cards



For your checking account, you will see the account number reflected at the bottom of your checks and on the account tile as shown in the examples below:

