



Century Federal Credit Union

# DIGITAL BANKING

## MOBILE USER GUIDE

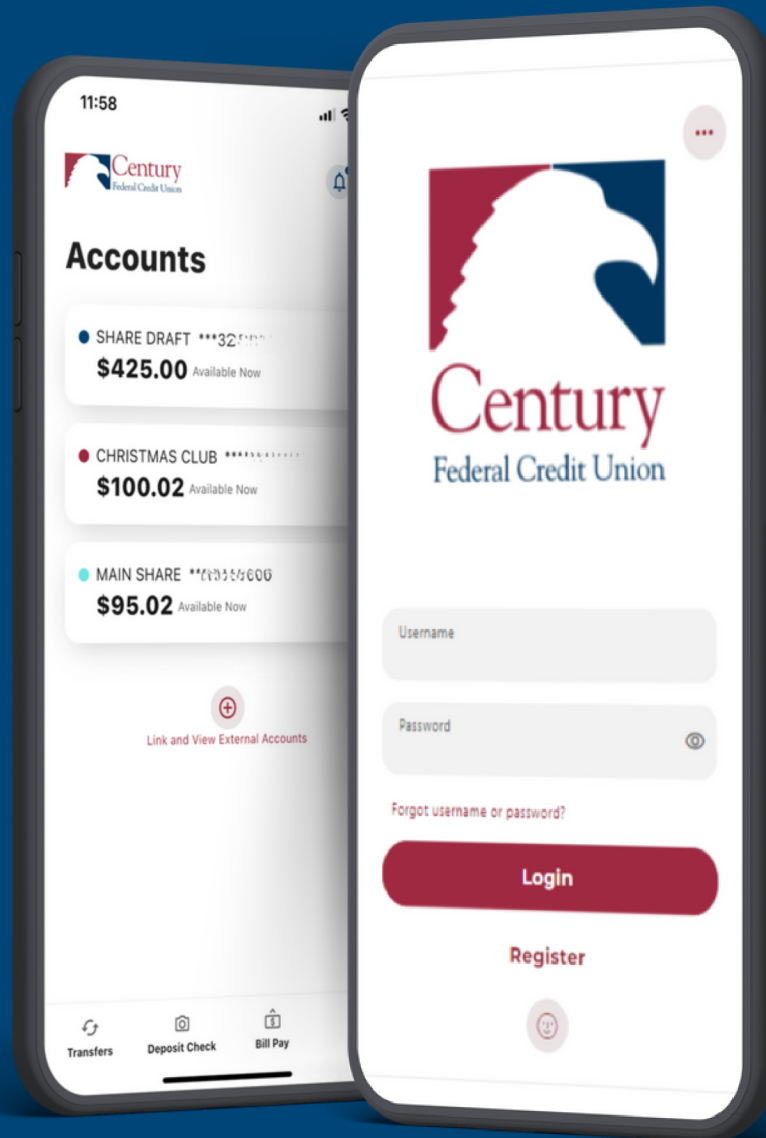


Table of Contents

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<b>Getting Started</b>	<b>3</b>
Device Support	3
<b>How to Log in Converted Users</b>	<b>4</b>
Authentication	5
Push Notifications:	5
Location Access	6
Biometrics	7
Snapshot	8
Password Requirements	8
<b>How to Log In New Users:</b>	<b>9</b>
<b>"Home" Overview</b>	<b>10</b>
<b>Linking Accounts</b>	<b>11</b>
Linking Accounts within CFCU Financial	11
Linking External Accounts for Transfers	11
Linking External Accounts for Account Aggregation	12
<b>Transfer "Move Money" Overview</b>	<b>12</b>
Standard One-time or Recurring Transfers	13
Memo for Transfers	13
<b>Bill Pay</b>	<b>14</b>
Add a Payee – Business	14
Add a Payee–Person	14
Move Money/Transfer	14
Manage Payee Information or Sender Information (Default Funding Account)	15
MultiPay	15
<b>"Deposit" Mobile Deposit:</b>	<b>15</b>
<b>Glia Live Chat Bubble:</b>	<b>16</b>
<b>"More" and "Utilities" Overview:</b>	<b>17</b>
<b>Category Overview:</b>	<b>17</b>
<b>Managing Your Profile- Settings and or the mobile App's upper-right corner.</b>	<b>20</b>
<b>Secure Message Center:</b>	<b>20</b>
Navigating the Message Center	20
Compose a Message	21

Respond to a Message	22
Message Actions	22
Sent Messages	22
<b>Stop Payment/Check Reorder</b>	<b>23</b>
Stop Payment	23
Reorder Checks	23

## About This Guide

A comprehensive document or resource that provides step-by-step instructions and information on how to effectively navigate and utilize the features and functionalities of the mobile banking app. This guide aims to simplify the user's experience with the mobile banking application, enabling them to confidently navigate the interface and carry out financial transactions efficiently and securely.

## Getting Started

### Device Support

Access your accounts via tablet or mobile devices anytime, anywhere. For an optimal experience, ensure your devices are using the most updated versions of software available.

- Device Support –
  - Windows: There is no phone app provided for Windows.
  - OS X: Versions are still supported by Apple & support the browser listed above.
  - Android: Version 6.0+
  - iOS: The last 2 major releases

**To find out the version of your device, follow these steps:**

- **For iOS (iPhone):**
  - Open the "Settings" app on your iPhone.
  - Scroll down and tap on "General."
  - Tap on "About."
  - Look for the "Software Version" or "Version" field. This will display the version of iOS you're currently using.
- **For Android:**
  - Open the "Settings" app on your Android device.
  - Scroll down and look for an option like "About Phone," "System," or "System and Device." The naming might vary depending on your device and Android version.
  - Tap on the "About Phone" or similar option.
  - Look for the "Software Information" or "Software Update" section. Here, you'll find information about your current Android version.

*The specific steps and naming might differ based on the manufacturer.*

## How to Log in Converted Users



### If App was previously downloaded, launch the App:

Open the CFCU mobile banking app from your device's app drawer.



- Android:  
<https://play.google.com/store/apps/details?id=com.centuryfcu.centuryfcu>
- iOS: <https://apps.apple.com/us/app/century-federal-online-banking/id610417511>

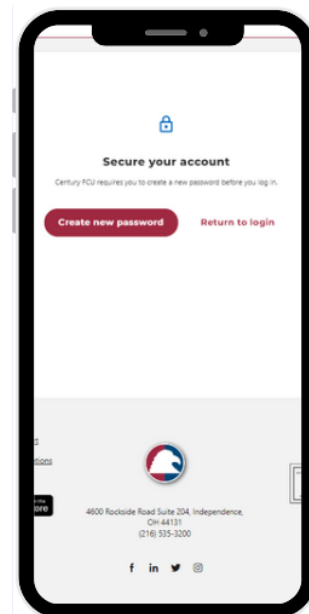


### Enter Username and Password:

- Enter your online banking username and password in the designated field on the App's login screen.

### Reset Password:

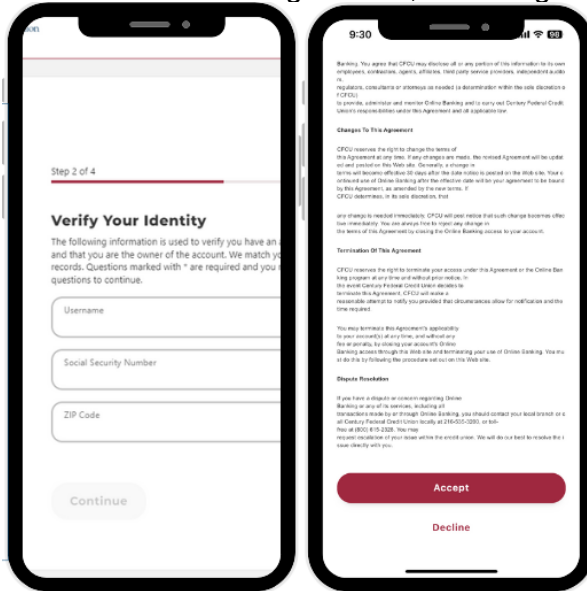
- Secure your Account and "Create New Password"
- Read the disclosure agreement, click "I agree," and "Continue."



## Identity Verification:

Verify your identity using the required information.

- Enter your username.
- Provide your Social Security Number (SSN).
- Input the zip code associated with your Account.
- Read the disclosure agreement, click "I agree," and "Continue."

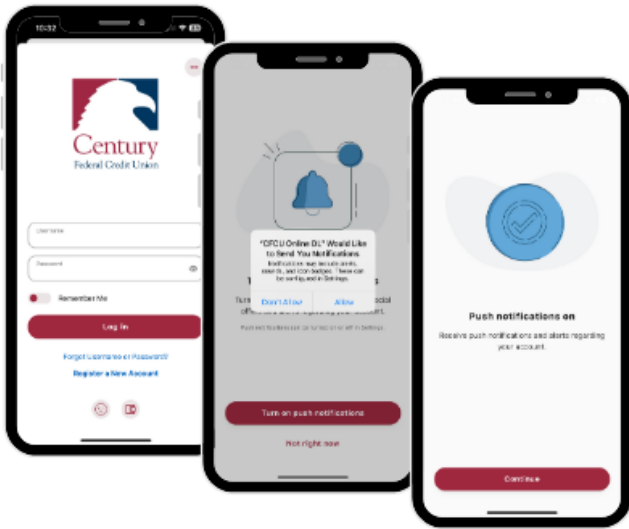


## Authentication

- Select your preferred method for two-factor identification
  - SMS Text
  - Email
  - Voice Call
- Your one-time six-digit verification code will be provided by your preferred method.
- Enter your six-digit verification code and click "Verify" to continue.

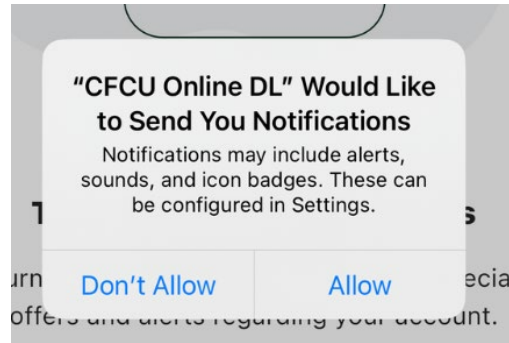
## Push Notifications:

Allowing push notifications from online banking provides real-time updates and alerts on your mobile device, instantly informing you about important account activities, transactions, security alerts, and promotions. This proactive approach enhances your financial awareness, empowers



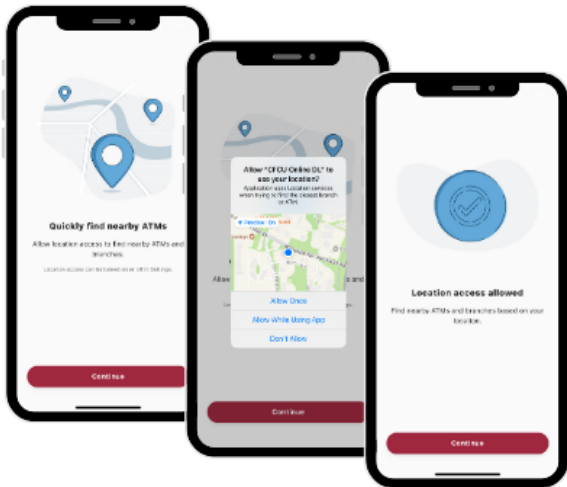
timely actions, and adds an extra layer of security by informing you of suspicious or unauthorized transactions.

- Click "Allow" on the pop-up displayed on your mobile device.

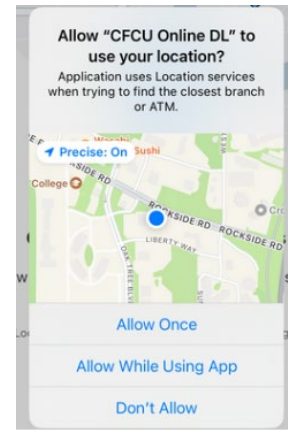


### Location Access

- Allowing location access for ATM locations.
  - Quickly locate nearby ATMs for convenient cash withdrawals wherever you are.
  - A pop-up states: Allow "CFCU Online DL" to use your location. The application uses Location services to find the closest branch or ATM. You will choose:

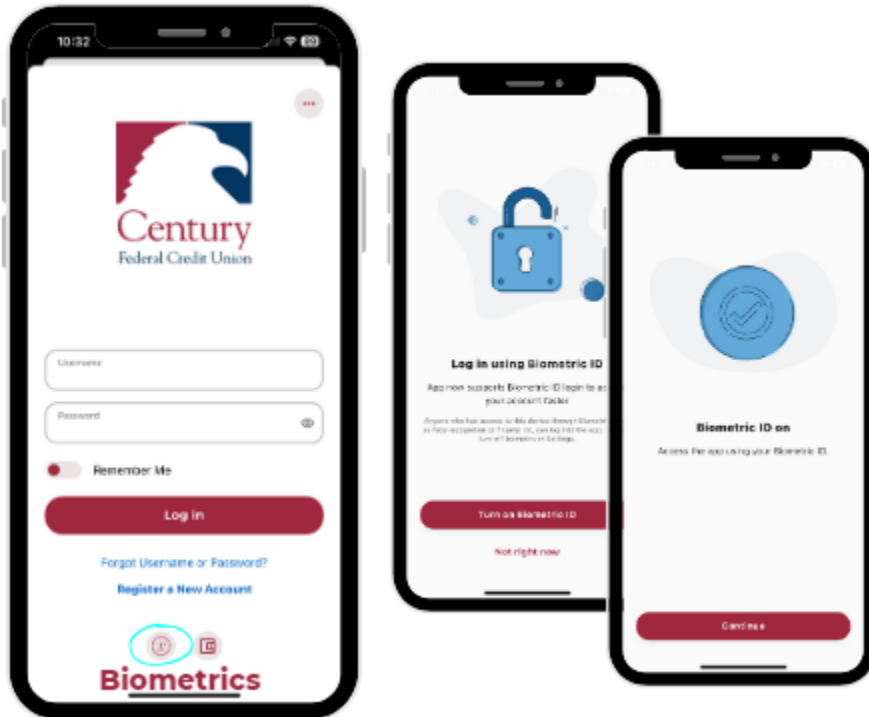


- Allow Once
  - Allow While Using App
  - Don't Allow
- Click your choice and "continue."



## Biometrics

Biometric identification provides heightened security through unique physiological or behavioral markers, reducing the risk of unauthorized access or identity fraud. Its seamless and efficient authentication process enhances user experience and convenience, eliminating the need for complex passwords or tokens. Biometrics also offers adaptability for various applications, fostering a more personalized and user-centric approach to access control and data protection.



- To register for Biometrics, "Turn on Biometric ID" during registration.
- From the main screen of the CFCU Online Banking app, you will click the bottom image of a face to register.

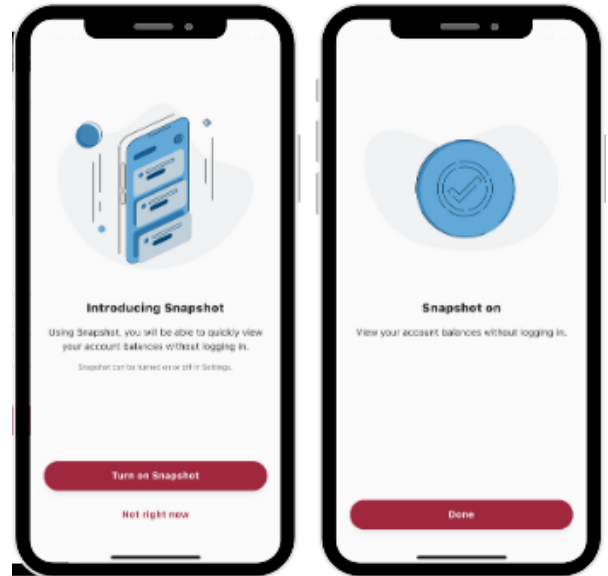


### Snapshot



In Century Federal Digital Banking, "Snapshot" is a feature that gives users a quick overview of their financial accounts and transactions. It lets users view their account balances, recent transactions, and other relevant information on a single screen, providing a snapshot of their financial position. Snapshot allows users to stay updated on their finances at a glance, making it easier to manage their money effectively within the mobile banking platform.

- "Turn on Snapshot" during the registration process to proceed and click "Done."
- To enable from the mobile App's main screen, click on the icon at the bottom of the screen to the right.



### Password Requirements



- Your password must contain at least eight characters in length, at least one lowercase letter, at least one uppercase letter, at least one unique character, and at least one number.
- Read the disclosure agreement, click "I agree," and "Continue."



#### Username:

#### Password:

Requirement	Default	Requirement	Default
Minimum Length	8	Minimum Length	8
Maximum Length	15	Must include a Number	Yes
Allow Alpha Characters	Yes	Must include an Uppercase Letter	Yes
Allow Numeric Characters	Yes	Must include a Lowercase Letter	Yes



## How to Log In New Users:



### Download and Install the App:

- Download the official CFCU mobile banking app from your app store.
- Install the App on your mobile device.
  - Android: <https://play.google.com/store/apps/details?id=com.centuryfcu.centuryfcu>
  - iOS: <https://apps.apple.com/us/app/century-federal-online-banking/id610417511>



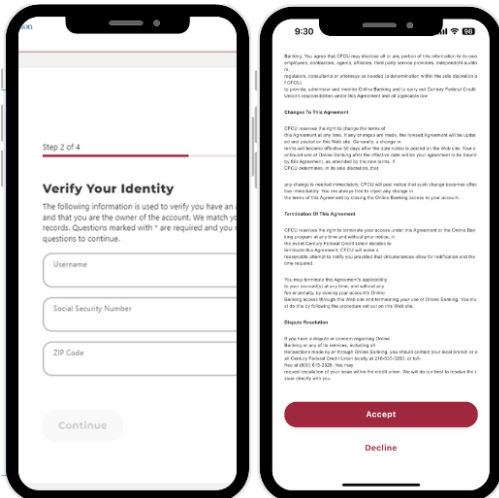
### Register:

- Click "Register a New Account" on the main screen of the mobile App.
- Follow the steps given to register for a new account.

### Identity Verification:

*Verify your identity using the required information.*

- Enter your username.
- Provide your Social Security Number (SSN).
- Input the zip code associated with your Account.



### Authentication:

Complete any additional authentication steps required for security, which may include two-factor authentication (2FA) or other verification methods.

### Push Notification Settings:

- Customize your push notification settings based on your preferences.
- These notifications keep you updated on account activity and critical alerts.

**Location Settings:**

- Set your location preferences, which can enhance your account security by alerting you to unusual logins.

**Accept Disclosures:**

- Review and accept any disclosures or terms of use presented by the App.

**Sign In:**

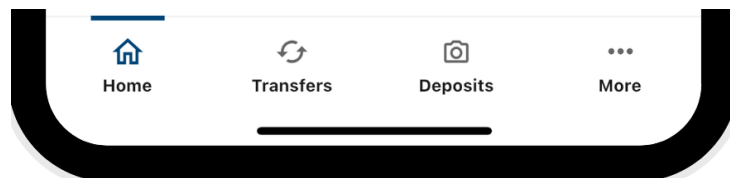
After accepting disclosures and setting up your security preferences, you will be directed to the accounts page within the mobile App.

**Access Your Accounts:**

- You're now logged into your CFCU online banking account via the mobile App.
- Explore your account balances, transactions, funds transfers, and other banking features conveniently from your mobile device.

**"Home" Overview**

Once you have successfully logged in, home will provide immediate access to the features you will likely use the most, requiring fewer clicks to perform financial tasks online.



Home will provide a view of all accounts and a clickable option for linking external accounts.

## Linking Accounts

### Linking Accounts within CFCU Financial

Create a one-time or permanent link to another user's Account to make one-time and recurring transfers to that Account. You have the option to link to another user's Account using their account number (along with the credit union share or loan ID associated with that account number) or by using the user's email address or phone number.

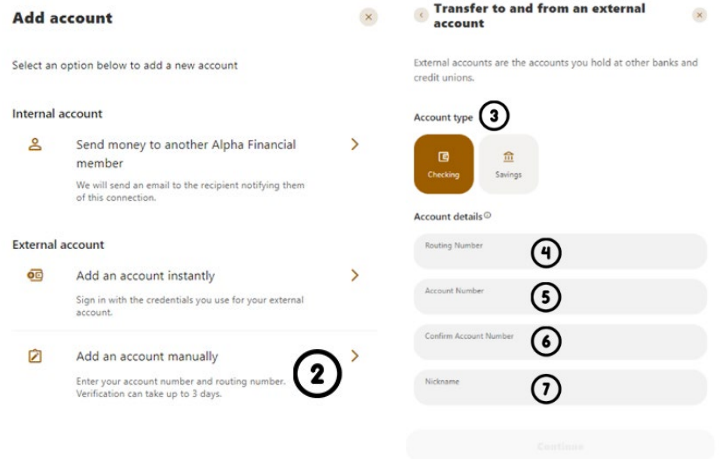
### Linking External Accounts for Transfers

To add an external transfer account:

- 1) Select *Transfers* and click on the **Standard** transfers tab. Click **Add an account** located below the *To Account*.
- 2) Select **Add an Account Manually** from the dropdown menu. The *Add Account* window is displayed.
- 3) Enter an **Account Type**.
- 4) Enter a **Routing Number**.
- 5) Enter an **Account Number**.
- 6) **Confirm** the **Account Number**.
- 7) Enter a **Nickname**.
- 8) Click the **Continue** button to add the Account or click the **Cancel** button to close the window.

The system will send two trial deposits to the Account. This process may take up to three business days to complete. Before the Account can be added to your profile, you must confirm the value of the first and second trial deposit.

Don't see the account you want to transfer to?  
1 [Add an account to make a transfer](#)



### Linking External Accounts for Account Aggregation

Adding accounts from other FIs makes it convenient for end users to view their assets and liabilities in one place.

- 1) Select the **Home** tab to view **Accounts**.
- 2) Click the Link an **External Account** button.

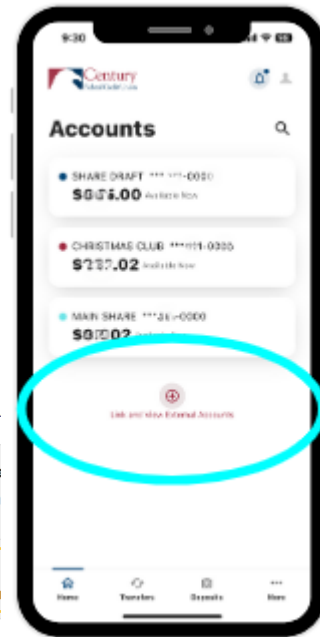
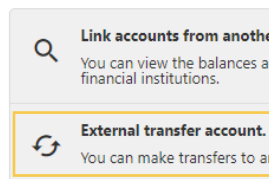
Select the **External transfer account** option. If it is your first time, you will see an informational screen to guide you through the step-by-step process.

After the platform displays a success message to confirm the external institution was successfully added, it will begin retrieving account details such as name, balance, or type and reading transactions.

After sixty seconds or less, you will see your account details and transactions in the Accounts or Dashboard widgets.

#### Add an external account

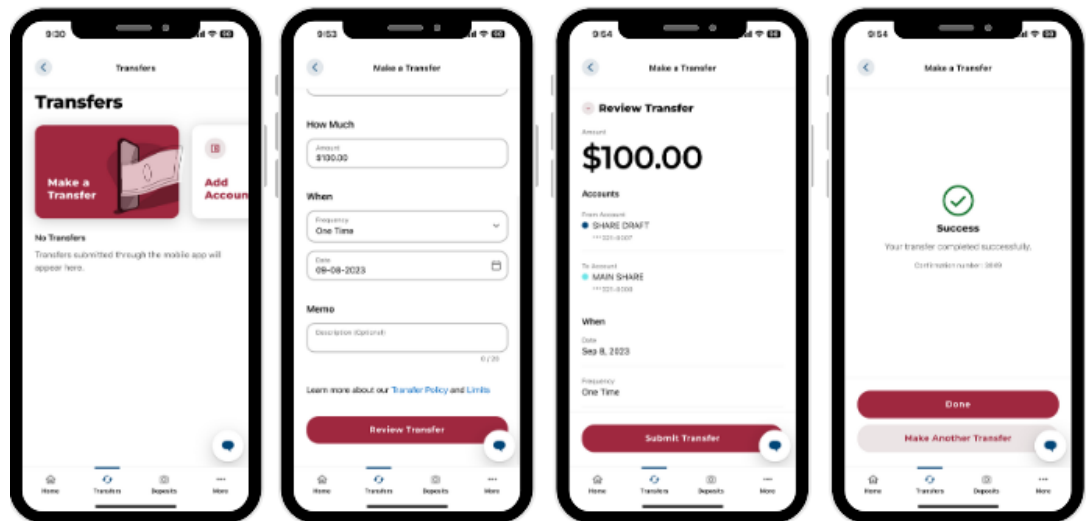
Select the type of external account you



Cancel

### Transfer "Move Money" Overview

The transfer button on a mobile banking app is a feature that allows users to initiate and complete fund transfers between their accounts or to other accounts within the App. It provides a convenient and secure way for users to move money and manage their finances.



## Standard One-time or Recurring Transfers

**Standard** transfers allow you to perform one-time and recurring transfers and loan payments (including payments to credit cards).

- 1) Select the source Account from the **From** dropdown menu.
- 2) Select the destination Account from the **To** dropdown menu.
- 3) Select the Amount you want to transfer.
- 4) Choose the **Date** (or **Start Date**) you want the transfer to occur.
- 5) Select the **Frequency** at the transfer will repeat on. Select the **Ending** date of the recurring transfer if prompted. (Depending on which Frequency you chose.) Add memo (optional).
- 6) Click the **Submit Transfer** button.

You can set up transfers or payments to move funds between account types you own (i.e., primary or joint ownership). Using Standard tab, you can create any of the following four transfer scenarios:

### *One-Time Immediate Transfer*

Create a one-time, immediate transfer by selecting the To Account and the From Account and entering an amount. A confirmation screen will appear to confirm the transfer details when a transfer is executed.

### *One-Time Future-Dated Transfer*

Create a one-time future-dated transfer by selecting the To Account and the From Account and entering an amount for the transfer. Then, specify a future date when that transfer should be executed.

### *Immediate Recurring Transfer*

Create an immediate recurring transfer by selecting the To Account and the From Account and entering an amount for the transfers. Then, specify the Frequency and when *the recurring transfer should end*.

### *Future-Dated Recurring Transfer*

Create a future-dated recurring transfer by selecting the To Account and the From Account and entering an amount for the transfer. Then, specify the Frequency and when the recurring transfer should end.

## Memo for Transfers

An optional memo can be added to any transfer. This can be used to enter specific information about the transfer that you may want to record for future reference. This information will be stored and displayed for reference purposes in the **Scheduled** and **History** tab (Activity list on mobile) under the transfer detail.

## Bill Pay

### Add a Payee – Business

Within BillPay, click the **Add Payee** button. In the pop-up box, select **Business** and click **Next**. Enter the Name of the Business, and the Zip Code, select a Default Funding Account, and click the Next button.

### Add a Payee–Person

Within BillPay, click the **Add Payee** button. In the pop-up box, select **Person** and click **Next**. Enter the Payee's **Address, Phone Number, Nickname**, and click **Add Payee**. Please note that duplicate payees will only be rejected if the nickname, account number, and address are identical.

### Move Money/Transfer

The **Move Money/Transfer** tab allows you to schedule single and recurring payments to the selected Payee. Once the payment is submitted, you will need to **Confirm** and **Submit Payment**.

The screenshot displays the BillPay interface for a payment to Best Buy. The page title is "BillPay" and the payee is "Best Buy \*3333". A note indicates "Last paid \$35.00 on 15 OCT 2021". The "Make a Payment" tab is selected, with "Manage" and "Activity" options also visible. A callout '1' points to the "Make a Payment" link. Below the instructions, the "Pay From" dropdown is set to "Primary Checking \*\*\*\*\*1681" with a balance of "\$589.98", marked with callout '2'. The "Amount" field is labeled "\$ Amount" and marked with callout '3', with a "Last Amount \$35.00" note below it. The "Frequency" dropdown is set to "One Time" and marked with callout '4'. The "Start Date" field is set to "2/4/2022" and marked with callout '5'. The "Delivery Method" dropdown is set to "Standard Check" with a "Deliver by 2/4/2022" note, marked with callout '6'. There is an "Add Memo" link. A note states "Funds are typically withdrawn from the funding account the day of send-on date." At the bottom, there are "Back" and "Submit Payment" buttons, with callout '7' pointing to the "Submit Payment" button. A support number "Bill Pay Support #800-555-1212" is at the very bottom.

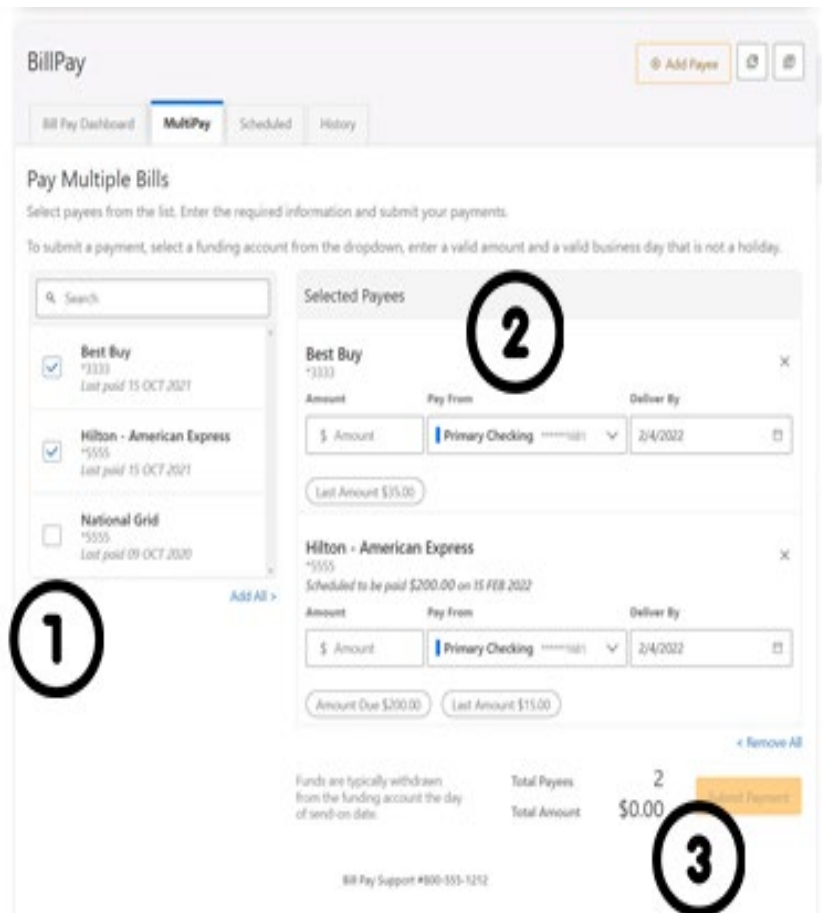
### Manage Payee Information or Sender Information (Default Funding Account)

In Bill Pay, utilize **Manage** by clicking the **Edit** (pencil) icon in the Payee Information or Sender Information and **Save** the changes. To Delete a Payee, click on the **Delete Payee link** and select the **Delete Payee** button.

### MultiPay

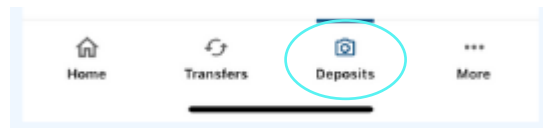
MultiPay can be used to pay several payees all in a single transaction, but it can also be used for single payments. The MultiPay tab does not allow you to set up recurring payments (for recurring payments, these must be scheduled in the Make a Payment Tab).

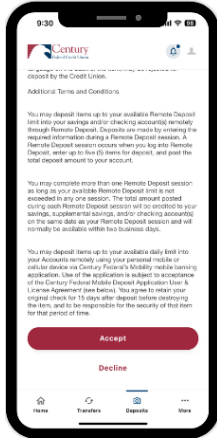
- 1) To pay multiple bills using Multipay, check the checkbox next to the payee name.
- 2) Under *Selected Payees*, select the appropriate Account to **Pay From**, enter the **Amount**, and select the **Date to Deliver** by.
- 3) *After this is completed, you will receive an option to cancel or **Confirm Payment**, and a Multi Factor Authentication (MFA) verification may be required.*



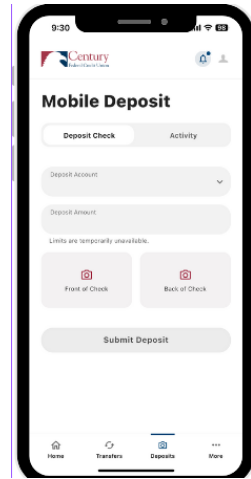
### "Deposit" Mobile Deposit:

Remote Deposit, also known as Mobile Check Deposit, is a feature available on the mobile banking app that enables users to deposit checks into their bank accounts using their mobile devices. It eliminates the need for members to visit a physical branch or ATM to deposit paper checks, offering a convenient and time-saving solution.





1. Select *Deposit*
2. Read and accept the *Check Deposit disclosure*.
3. Capture Check Images: Users will navigate to the remote deposit feature within the App and follow the instructions to capture images of the front and back of the check using their device's camera. The App may guide users on positioning the check and ensuring a clear, legible image.
4. Check Verification: The App may perform an automated verification process to ensure the check meets the required criteria, such as proper endorsement, correct check amount, and image quality. This step helps prevent errors or attempts to deposit fraudulent checks.

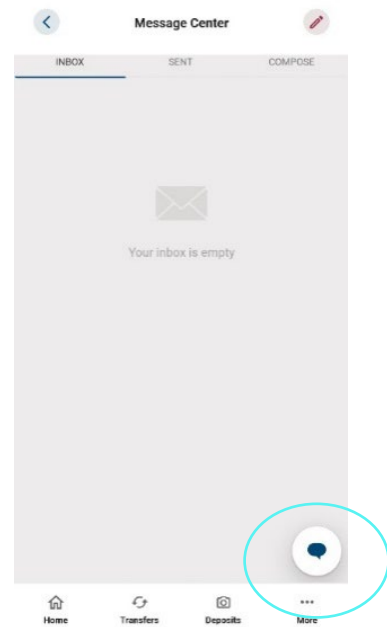


5. Account and Amount Selection: Users will select the Account they wish to deposit the funds into. They may also need to enter the Amount specified on the check.
6. Confirmation and Submission: After verifying the check details, users will review and confirm the deposit information. Once satisfied, they can submit the check for processing.
7. Deposit Notification: Users will receive instant notifications or confirmation that their deposit has been received and is being processed. The funds are typically credited to their Account within a 24-hour timeframe.

### Glia Live Chat Bubble:

The Live Chat Bubble is a powerful tool in our mobile App that enables users to communicate with the member service team in various ways and enhance their experience. Here's a brief description of its features and how to use them:

- Live Chat: With the Live Chat feature, you can engage in real-time text-based conversations with our member support team. Tap on the Live Chat Bubble, and a chat window will open, allowing them to ask questions, seek assistance, or share information.
- Co-browsing: The Co-browsing feature enables our member service team to view their screen and guide them through various processes or troubleshoot any issues they may encounter. This collaborative feature ensures a more efficient and effective support experience.
- Audio and Video Chat: Members can utilize the Audio and Video Chat options for more personalized assistance. These features allow them to have a live conversation with our member support team, giving them a more interactive and engaging support experience.





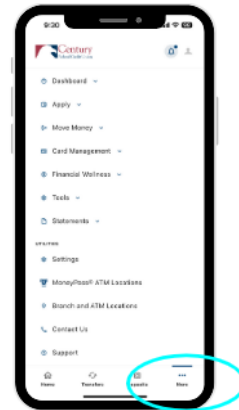
- **Moving the Bubble:** If the Live Chat Bubble obstructs members' view on the mobile App, they can quickly move it to a more convenient location. Press and hold the Live Chat Bubble, then drag it along the screen to reposition it as desired.

Users can conveniently access live chat, co-browsing, audio, and video chat features from their mobile devices using the Glia Live Chat Bubble.

**"More" and "Utilities" Overview:**

We've organized information within menu categories on the bottom right of your mobile App to help you quickly and seamlessly navigate to the most features and tools you'll use.

This guide will show the default layout for the navigation items.



**Category Overview:**


Category	What's inside?
Dashboard/Accounts	<ul style="list-style-type: none"> <li>• <b>Account:</b> Gain a comprehensive view of your account details and transaction history</li> <li>• <b>Link and View External Accounts:</b> The ability to connect and access accounts held at other financial institutions within the App. It gives users a comprehensive view of their financial information in one place, making tracking and managing their finances more manageable.</li> </ul>
Apply	<ul style="list-style-type: none"> <li>• <b>Quick Apply:</b> The ability to apply for a sub-account or loan via mobile App.</li> <li>• <b>Sub Account:</b> Open a checking, money market, or savings Account.</li> <li>• <b>Loan:</b> Apply for a personal, vehicle, credit card, home equity, or mortgage loan.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Transfers and Payments:</b> Perform an immediate transfer of funds, pay loans, schedule future or recurring transfers, link internal or external accounts</li> </ul>

Move Money	<ul style="list-style-type: none"> <li>• <b>Bill Pay:</b> Make a payment, manage the Payee's information and details, add payees, view the payment history or scheduled activity, and manage eBills.</li> <li>• <b>Mortgage:</b> View, manage, and pay your mortgage</li> <li>• <b>Loan Payments:</b> View, manage, and pay your loans</li> <li>• <b>Send Money with Zelle:</b> Send money in real-time to another user without needing their banking information.</li> </ul>
Card Management	<ul style="list-style-type: none"> <li>• <b>Credit and ATM Card Management:</b> Locate one of our branches and/or ATM locations</li> <li>• <b>Debit Card Management (Card Hub):</b> Debit card management. Allowing you to take control of how, when, and where your card is used.</li> <li>• <b>PSCU Rewards:</b> Update and manage settings for your profile, security, and notifications.</li> <li>• <b>Card Updater:</b> Access to making your CFCU Credit or Debit Card the primary payment method.</li> </ul>
Financial Wellness	<ul style="list-style-type: none"> <li>• <b>Spending:</b> Create and manage income and expense thresholds</li> <li>• <b>Savings Goals:</b> Create, manage, and track progress on your savings goals.</li> <li>• <b>Financial Health:</b> The first step to improving your financial situation is understanding your financial health. Take this quick assessment to get your FinHealth Score®.</li> </ul>
Tools	<ul style="list-style-type: none"> <li>• <b>Deposit Check:</b> Locate one of our branches and/or ATM locations</li> <li>• <b>Courtesy Pay:</b> An enhancement to your Account that allows for a check, Point of Sale (POS), automatic debits (ACH), ATM withdrawals, and Bill Payer withdrawals drawn against a share draft account that does not have sufficient funds available at the time of the presentment. This discretionary service prevents you from incurring additional non-sufficient funds fees from other organizations and allows you to avoid the embarrassment of a denied transaction or returned check.</li> <li>• <b>Overdraft Protection:</b> Protection against overdraft from a check, ATM withdrawal, wire transfer, or debit card transaction to allow the transaction to clear if the account balance falls below zero</li> <li>• <b>Stop Payment/Check Reorder:</b></li> <li>• <b>Alerts: Manage Alerts: This can be an alert via email or push.</b> <ul style="list-style-type: none"> <li>○ General: Default security alerts and other notifications triggered by important events such as changes to your personal information.</li> <li>○ Accounts: turn on alerts for an automatic deposit, automatic withdrawal, balance, balance summary, check cleared, debit card purchases, insufficient funds, loan</li> </ul> </li> </ul>

payment date, returned check, transactions, and transaction description.

- Authentication: Online banking access
- Card:
- Mobile Deposit: Mobile deposit capture
- Savings Goals: Goal completed, and goal endangered.
- Transfers: External transfer account added, external transfer account blocked, external transfer submitted, multi-account transfer submitted, transfer funds, and transfer success.
- **Messages:** Send and receive secured messages.

Statements	<ul style="list-style-type: none"> <li>● Access your documents easily, view statements, and apply for e-statements.</li> </ul>
<b>Utilities</b>	<b>What's inside?</b>
Settings	<ul style="list-style-type: none"> <li>○ <b>Accounts:</b> allows you to configure account color and nickname, display order, or hide accounts from the display; you can also request access, confirm, or delete external (ACH) accounts.</li> <li>○ <b>Alerts:</b> allows you to modify contact info, including Address, Phone Numbers, and Email Addresses—account alerts, authentications, card, mobile deposit, savings goals, and transfer alerts.</li> <li>○ <b>Biometrics:</b> allows you to enter profile information, such as Nickname, Time Zone, and profile picture, and view your recent login activity.</li> <li>○ <b>Contact:</b> allows you to personalize the look of your online banking experience</li> <li>○ <b>Digital ID:</b> allows you to choose which widgets are displayed and the order in which they appear on your home dashboard.</li> <li>○ <b>Profile:</b> Upload profile image, edit nickname of Account.</li> <li>○ <b>Security:</b> You can view and edit security details, such as username, Password, and Two-Factor Authentication, and maintain your authenticated devices.</li> <li>○ <b>Snapshot:</b> allows you to share one or many of your accounts with another user and determine their level of access and the actions they can perform.</li> <li>○ <b>Delete Account:</b> prompts you to call CFCU at 216-535-3200.</li> </ul>

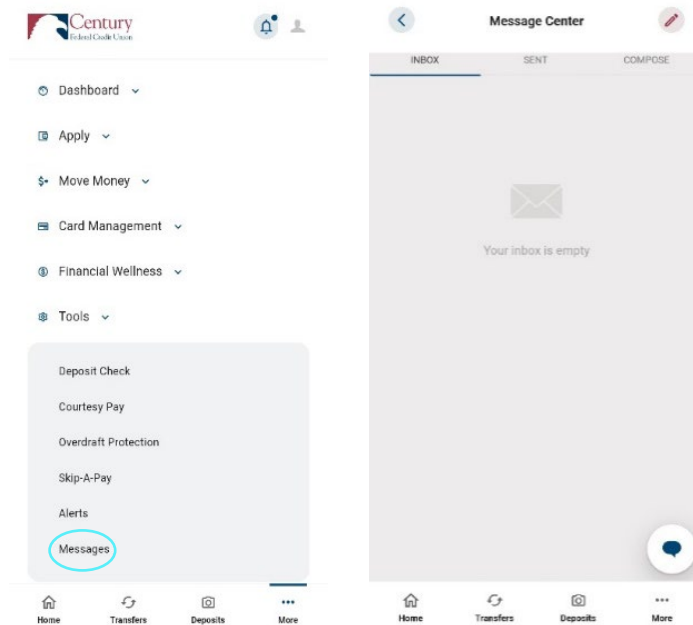
	<p>Managing Your Profile- Settings and or the mobile App's upper-right corner.</p>  <p>Settings allow you to view, update, and manage settings that apply to your Account and overall online banking experience. You can navigate <b>Settings</b> as shown above or by clicking on the ... <b>More</b> widget, and you will see <b>Settings</b> under <b>Utilities</b>.</p>
MoneyPass ATM Locations	<ul style="list-style-type: none"> <li>• <b>Find a MoneyPass ATM:</b> Use your MoneyPass ATM card at any of the ATMs listed on the site shown.</li> </ul>
Branch and ATM Locations	<ul style="list-style-type: none"> <li>• <b>Branch and ATM Locations:</b> Search by address, city, state, or zip.</li> <li>• Use your location to find a branch or ATM location.</li> </ul>
Contact Us	<ul style="list-style-type: none"> <li>• <b>Contact Us:</b> Phone/Email: 216-535-3200, 800-615-2328, <a href="mailto:memberservice@cenfedcu.org">memberservice@cenfedcu.org</a></li> <li>• <b>Address:</b> 4600 Rockside Rd. Independence, OH 44131</li> <li>• <b>Hours:</b> Monday-Friday, 7:30 AM TO 6:00 PM; Saturday, 8:00 AM TO 2:00 PM.</li> </ul>
Support	<ul style="list-style-type: none"> <li>• <b>Let's Talk:</b> Audio, phone, and chat options from your mobile device.</li> <li>• <b>Email Member Support:</b> An email addressed to <a href="mailto:memberservice@cenfedcu.org">memberservice@cenfedcu.org</a> will be prompted.</li> <li>• <b>Call Member Support:</b> A prompt to call 216-535-3200 will show.</li> <li>• <b>Show Browsing Code:</b> Your CoBrowsing Code will show, powered by Glia.</li> </ul>

### Secure Message Center:

Your privacy is our top concern. Using the Secure Message Center, you can securely send sensitive information such as your member number and other personal information.

### Navigating the Message Center

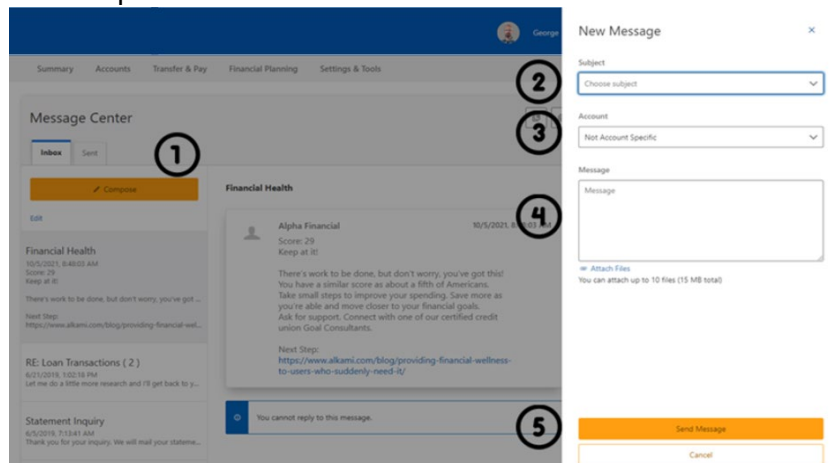
You can access the Message Center by clicking the Profile dropdown. You will be notified through the **Profile** dropdown menu if you have an unread message. The number of unread messages is indicated on the right side of the **Message** dropdown menu option.



## Compose a Message

To compose a new message:

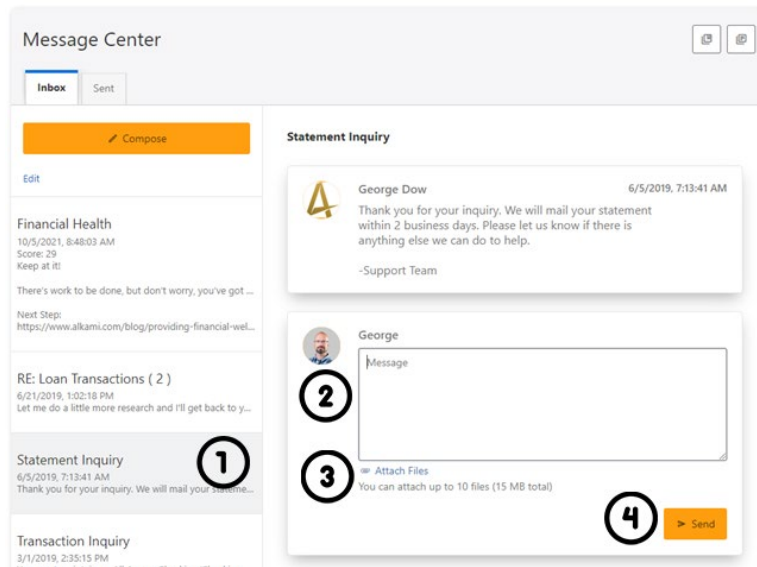
- 1) Click the **Compose** button on the **Inbox** tab of the Message Center.
- 2) Select the message **Subject** from the dropdown menu.
- 3) Select the **Account** the message refers to from the dropdown menu.
- 4) Enter the **Message** body and select the **Attach Files** link to attach files to the message.
- 5) Click the **Send Message** button to send the message or click the **Cancel** button to close the New Message window without sending the message.



## Respond to a Message

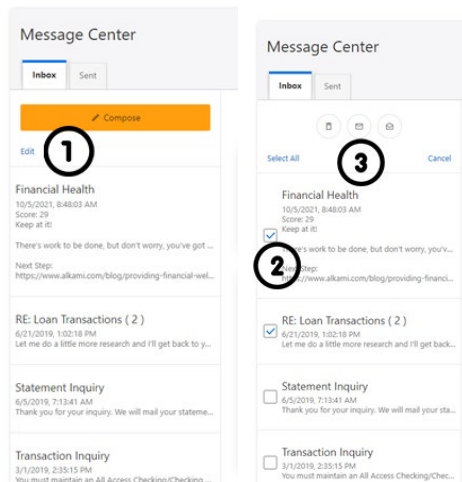
To reply to a message:

- 1) Select the message thread to respond to. View the messages within the thread.
- 2) Enter a **Message** response.
- 3) Select the **Attach Files** link to attach files to the message.
- 4) Click the **Send** button to send the response.



## Message Actions

You have the ability to mark a message thread as unread, read, or delete a message thread.



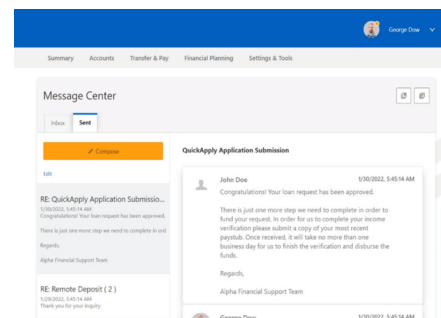
- 1) Click the **Edit** link to view the message actions.
- 2) Click the checkbox next to the message threads to act on.
- 3) Click the **delete** (trash can) button to delete the message threads.

Click the **unread** (envelope) button to mark the message threads as unread.

Click the **read** (open envelope) button to mark the message threads as read.

## Sent Messages

The **Sent** tab allows you to view and delete messages that have been sent.



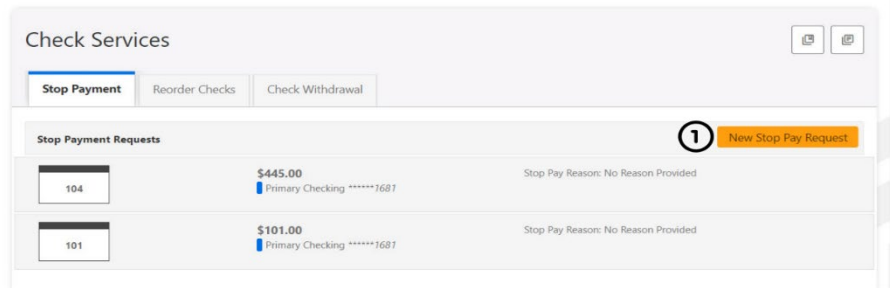
## Stop Payment/Check Reorder

Check Services should allow you to stop payment and reorder and withdraw checks.

### Stop Payment

To place a stop payment request:

- 1) Click the **New Stop Pay Request** button, and the *Add a Stop Payment Request* window will display.



- 2) Click the **Account** dropdown menu and select the Account to place the stop payment on.
- 3) Enter the **Check #** to place the stop payment on.
- 4) Enter the **Amount** the check was written for.
- 5) Click the **Search** button to search for transactions that have cleared the Account selected and match the transaction details entered.
- 6) Enter the **Payee Name** the check was written to.
- 7) Check the **I Agree** checkbox to acknowledge the *Stop Payment Policy*.
- 8) Click the **Submit Request** button to submit the stop payment request or click the **Cancel** button to close the *Add Stop Payment Request* window without submitting the request. A message will display indicating the stop payment request was successful. Stop Payment requests that have been placed will display on the **Stop Payment** tab.

### Reorder Checks

**Reorder Checks** is used to submit requests for checks.

- 1) Select **Reorder Checks** within **Check Services**.
- 2) You will be prompted to select an appropriate **account** if multiple qualifying accounts are found.
- 3) Enter the **check address**.
- 4) Enter the **shipping address**.

- 5) If you have not previously used this feature to reorder checks, you will be prompted to enter the next starting check number for your order.
- 6) Enter the number of boxes.
- 7) Once the information is filled in, select **Reorder Checks**.

Check Services ①

Stop Payment Reorder Checks Check Withdrawal

**Reorder Checks**

Account \* Select Account ②

Check Address \* Select Address ③

Shipping Address \* Select Address ④

Starting Check Number \* 0 ⑤

Number Of Boxes 1 ⑥

Change your current check design or place custom check orders by visiting ⑦ **Reorder Checks**