

Attention All Members:

Following is important information you need to know since our system upgrade took place May 1st. As you know from reading our recent direct mail to you (and as posted on website and in our office), there were recent changes to how you gain access to online banking, reset passwords, access the new Telephone Teller and It's Me 247. So please read all the information below so interruptions in service will be minimized and you will be inconvenienced as little as possible. Again, your patience is appreciated and we hope you are taking advantage of the exciting new products and services available since the upgrades have been installed.

New Online Banking - Welcome to It'sMe247!

It'sMe247 makes it so easy to bank online. View all account information online, from savings and checking accounts, to certificates and loans! Transfer funds and much more...

View a Video Demo by visiting our website at www.yscu.org.

First Time Login Instructions:

1. Type your **username** (your account number)
2. Click [Login](#)
3. Type your **default password** (last 4 digits of your social security number)
4. Click [Continue](#)
5. Create a **new, secure password*** and type it into each new password field
6. Click [Change My Password](#)
7. Type in the answers to three unique **security questions** (these are not case-sensitive)
8. Click [Save My Questions](#)
9. Accept the **Terms & Conditions of Use** (scroll to the bottom of the page to accept)
12. Explore the new virtual banking experience!

*New passwords must meet **strong** password requirements: 3 out of the 4 following characteristics – lowercase letter, capital letter, symbol, or number.

- After your first time accessing It'sMe247, you will also need to answer one of your security questions each time you log in as an extra layer of security. If you wish, you can also select the "Hide my Typing" checkbox underneath the password field for added security.
- Other accounts you may have had linked to your online banking account WILL NOT automatically set up on your new online banking. You will need to contact YSCU to have those accounts re-linked. Before calling, however, be sure that each account owner of any account you want linked to your online banking access has, themselves, already signed in to online banking for their account at least once, or the Credit Union will not be able to link the account for you until that is done.
- Note that your base account number is staying the same, however the suffixes may be different.

No APRIL STATEMENTS ARE AVAILABLE AS E-STATEMENTS. Paper statements were produced for all members at no cost for April. Once set up on your new online banking account, you can ENROLL IN E-STATEMENTS.

New Telephone Teller – Welcome to CUTalk Telephone Banking

1. **Call: (800) 860-5704**

When asked for your Credit Union ID, enter 296

2. Enter **your member number**, then **press #**.

3. Enter **your temporary PIN** (the last four digits of the Primary Accountholder's Social Security number), then **press #**.

4. You will be prompted to **enter a new PIN**, then **press #**.

5. Confirm your new PIN.

6. Select a Main Menu Option:

1 – Account inquiries, including balances and recent transactions

2 – Funds transfers

3 – Hear current rates or calculate estimated loan payments

4 – Change your PIN

5 – Change to a different member number

6 – Other CU services, including locations and hours

8 – Repeat this menu

9 – End the call

0 – CU Talk Tutorial (press * to exit the tutorial and return to the main menu)

Note: The CU Talk Bank-by-Phone system can only be accessed by calling the new toll-free number listed above.