Project Conversion Timeline and Online Banking Service Rollout

After conversion, members will access the Online Banking link from the CU HOME page

- All members have to enroll with 6 digit member number and last 4 of their SSN as PIN
  - *If the Member Number is less than 6 digits, member must enter the necessary leading zeroes to make it 6 digits*
- *Example:*
- *123456 = 123456*
- *12345 = 012345*
- *1234 = 001234*
- *123 = 000123*
- *12=000012*
- *1 = 000001*

Project Conversion Timeline and Online Banking Service Rollout

- **_Security Code/Password_** will be set to the 'last 4-digits of SSN'

Note: Members will be prompted to change their initial Logon ID & Security Code to something else (except Member number) when they first log on to VB Next online banking.

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Project Conversion Timeline and Online Banking Service Rollout

- During 1st time log in, members will be prompted to:
    - Enter their email address and Mobile Number (if missing from the online banking record)
    - set up their Enhanced Authentication challenge questions/answers
    - accepts the online banking terms and conditions

Post Conversion Support

- Online Banking post conversion support is 30 days

- After 30 days, online banking support for the CU staff will be transitioned over to our Virtual Branch Client Service Team

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