



## UGFCU Online Banking Conversion

### Frequently Asked Questions

**Q: Why is Online Banking changing?**

**A:** To better serve you. We've updated our system and added additional tools for managing your money.

**New features include:** Zelle, External Account Transfers, Check Copies, Chat and Secure Messages

**Q: I am an existing Online Banking user. Will I need to re-enroll in the new Online Banking system?**

**A:** No. **Your User ID will remain the same.** It will transfer from the old system. However, you will need to go through the login process to set up a new password and challenge questions. Keep reading for details.

**Q: I have Online Account Access saved as a favorite. Can I use the same favorite/bookmark?**

**A:** No, use the Account Access button on our website at [ugfcu.com](https://online.ugfcu.com/) or use the new URL: <https://online.ugfcu.com/> Remember to remove the old link/bookmark

**Q: Will the Mobile App change?**

**A:** No. You will use the current app to access your account.

**Q: Will the Bill Pay process change?**

**A:** No. You still pay your bills the same way and the process remains the same.

**Q: Will my account transaction history be transferred?**

**A:** Yes. All the history you can currently view will be transferred to the new Online Banking.

**Q: I am an existing Bill Pay user. What happens to my payees, payments, etc., during the conversion?**

**A:** All your payees and payments will transfer over to the new Online Banking.

**Q: How do I login for the first time?**

**A:** To access the new Online Banking System:

1. Enter your current User ID
2. Enter the last 6 digits of **PRIMARY members'** Social Security Number as the password. **Your current password will no longer work**
3. Read and accept the Terms and Conditions by checking the box and clicking "Continue"
4. Change Password - you will be prompted to change your password.  
**Remember, your current password is the last 6 of the PRIMARY member's SSN**
5. Select five(5) Security Questions to protect your account
6. Set Up Phone For Identity Verification – use the phone number we have on file or enter a new number
7. You must enter a Phone Nickname
8. Enter Verification Code – enter the code that was sent to you
9. You are logged into the new Online Banking!
10. **Login with username & New password**