

Frequently Asked Questions New ItsMe247 User Interface

On July 28th KCCU debuted a new look and user experience for our It'sMe247 Online Banking. This new version of online banking combines both the desktop and mobile versions into a single design that works on every device. So, whether you are using your phone, tablet, or home computer the overall look and feel will appear uniform across all platforms! Below are some commonly asked questions regarding the new interface.

1. Is my username and password changing?

No, your username, password, and security questions are not changing. You will log in to the new ItsMe247 Online banking interface using the same information as you do today.

2. Is KCCU's Bill Pay changing?

No, our Bill Pay program is not changing, but it also has a new look and feel.

3. Can I test the new online banking early?

Yes, members can test the new beta version of online banking before it goes live on July 28, 2021. When you log in to the beta version this will be your actual account information. Any changes you make such as transfers, bill pays, payments, etc. will be live. To test drive the new interface use this link - <https://beta.itsme247.com/249/authentication/username>

4. How do I add an account to my "Favorite Accounts" list?

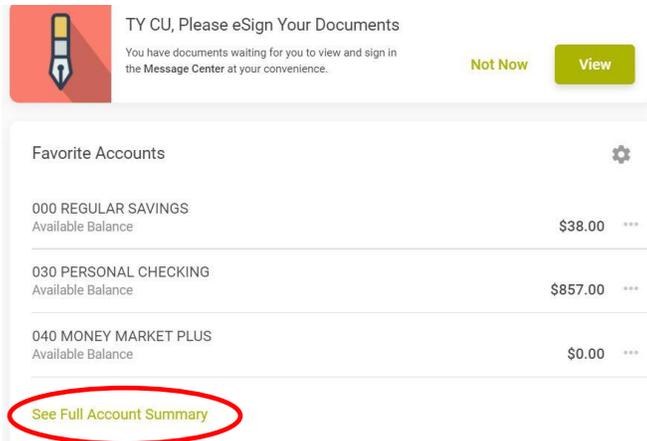
You can add an account to your Favorite Account List by clicking the gear icon  to the right of the words Favorite Accounts. Then select which accounts you want to see on the main home screen.

5. How do I re-order my Favorite Accounts list?

You can now change the order that your accounts are listed in on the home screen, this allows you to put your favorites or most used accounts at the top. To change the order, you simply click on the gear icon  to the right of the words Favorite Accounts. Then you can click the 3 stacked lines  on the right side of the screen and drag and drop it to where you want it to appear in the list.

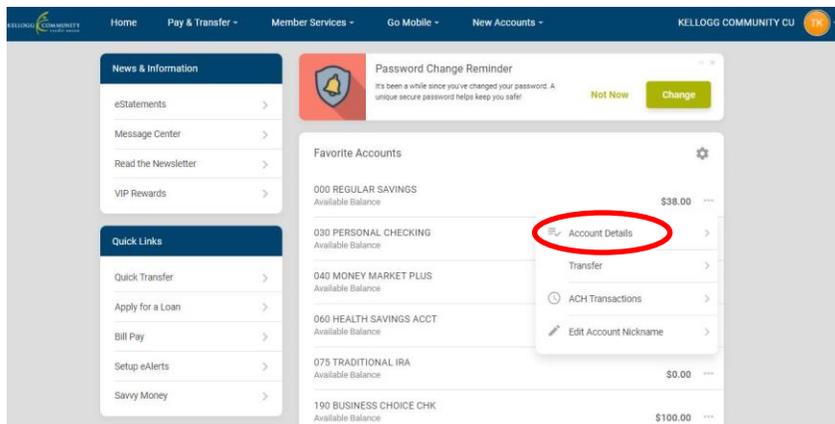
6. How do I see my full account summary list like it is currently in ItsMe247, where it has the payment dates and amounts for my loans and the available and actual balance for my savings accounts?

To see a full detailed view, select the "See Full Account Summary" option that can be found under your Favorite Accounts list.



7. How do I access all my transactions for my accounts?

To access your transactions, click the account you want to view, and you'll see a drop-down list appear, from this list click Account Details. This will take you to your summary with all your transactions for that account. The account dropdowns are designed to provide quick and easy access to the tools you need to help manage that particular account.



8. How do I add a Feature to “Your Favorite Features” list?

You can add a Feature to Your Favorite Features list by clicking the gear icon  to the right of the words Your Favorite Features. Then select which features you want to see on the main home screen.

9. All my accounts are not displaying on the home page. How can I view all my accounts?

If all your accounts are not listed on the home page you can scroll down and click See Full Account Summary under the current list of accounts. This will take you to a view where you can see all your accounts. If you want to see all your accounts on the main home screen you can add them to your Favorite Accounts, following the steps in #4 above.

10. How do I get back to the main screen?

You can always get back to the main ItsMe247 home page by clicking on the KCCU Logo or the word **Home** in the upper left-hand corner.

11. Where can I see my other membership accounts that I am primary or joint on?

This feature can now be found under your personal settings in the upper right-hand corner of the screen. When you click the down arrow, you will see an option to Switch Accounts and your other memberships should be listed there.

- 12. When I view account details, I'm no longer seeing the running balance with each transaction. Is that still available somewhere so I can see how the transaction affected my running balance?** Yes, you just need to click on the transaction in the list to expand and see all the details on that transaction, including resulting balance, transaction type, and more. For a loan payment, that page will also show the amount that went toward principal and interest for that payment transaction.

Note: We are working on an enhancement to the account details so that we can show the resulting balance in smaller type just below the transaction amount, so it's easier to see and verify the running balance calculation when listing all transactions. Stay tuned!

- 13. Can I search my transaction history?**

Yes, you can search your transaction history. When viewing Account Details (transaction history) there is a new "search transactions" box where you can enter an amount, part of the transaction description, a check #, or any other text that appears in the transaction list to find all matching items. An "Advanced" button also lets you choose from a list of common transaction types or specify a dollar amount range.

- 14. What file formats can I download my transactions to?**

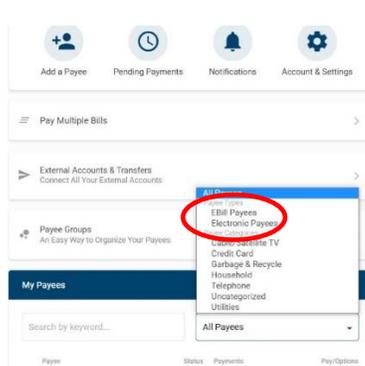
Downloads are available in all formats that are already in production (.CSV, .QIF, .QFX, .QBO). The only download format that ItsMe247 no longer supports is Microsoft Money and this decision was based on fact that Microsoft no longer offers nor provides support for this product. To download your account information, go to Member Services>Download Account History

- 15. Why do I sometimes have a banner at the top of my home screen and other times I do not?**

The banners at the top of the screen are special notices that are customized to your account. This is where we will notify you if you have a message in your inbox, you need to change your password, when you have a pending deposit, or for special offers like when you have been pre-approved for a Visa credit card.

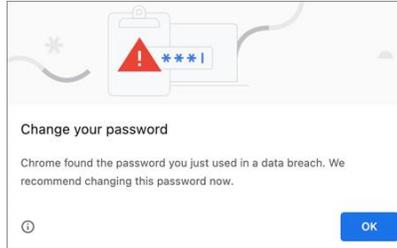
- 16. Did Bill Pay change - it looks different?**

Our Bill Pay vendor did not change so you do not need to re-enter any of your bills. The main screen was enhanced to provide quick and easy access to the tools you need. With the new interface if you don't see all your bill listed check to make sure that All Payees are selected in place of a bill pay category.



17. Why am I seeing this Pop-Up that is telling me to change my password when I log in to Online Banking from Chrome?

When entering your password and/or security question to access the new It's Me 247 online banking, you may encounter a message like the one pictured below:



Please note: this does not mean that your account or password has been compromised. This message is also not originating from It's Me 247 online banking. Instead, it is originating from Chrome, as the browser now features built in functionality where it can intercept password fields and compare them against lists of compromised passwords from the dark web. While it was possible you may have encountered this message using the old version of It's Me 247, you may notice this more frequently with the new It's Me 247, both for passwords and for the answers to security questions.

We are also hearing buzz that other browsers are working on adding similar functionality down the road. For more details on password features in Chrome and other browsers please see the articles and resources below:

Chrome

- [Better Password Protections in Chrome](#) (Google, The Keyword)
- [More Intuitive Privacy and Security Controls in Chrome](#) (Google, The Keyword)
- [Chrome Will Automatically Scan Your Passwords Against Data Breaches](#) (Wired)

Edge

- [Protect Your Online Accounts Using Password Monitor](#) (Microsoft Support)
- [Microsoft Edge 88 Privacy and Security Updates](#) (Microsoft Windows Blog)

Firefox

- [Firefox Lockwise – Alerts for Breached Websites](#) (Mozilla Support)
- [800M Firefox Users can Expect Compromised Password Warning After Update](#) (Forbes)