

Team One Credit Union Online Banking FAQ's

How do I get into Online Banking after conversion for the first time?

When logging in to Online & Mobile Banking services you will be required to use a new Online Banking ID (Username) and Password. Moving forward you will no longer be able to use just your credit union member number to access your account using these services. This change is a part of our system upgrade that provides greater functionality and also enhanced security measures for your protection.

If you are viewing the website from a laptop, computer or tablet you can login to Online Banking by clicking the orange "Online Banking Login" button located at the top right corner.

If you are viewing the website from a mobile device you can login to Online Banking by clicking the gray "Online Banking Login" button.

Please call us at 888-288-3261 if you are an FM Member and need to receive your username and password or if you are having issues logging into online banking.

Do I have to complete all of the Multi-Factor Authentication to use Online Banking?

Yes. These added security features are to help reduce the possibility of fraud occurring through your Online Banking profile. Your previous image is no longer available and will not display in Online Banking. You will need to choose a new image. The setup only takes a couple of minutes.

How do I change my Online Banking ID?

1. In Online Banking, click "Settings"
2. In "Modify Login Information", Enter New user name
3. At the bottom of the page, click "submit"

How do I change my password in Online Banking?

1. In Online Banking, click "Settings"
2. In "Modify Personal Settings", create a password reset question and answer
3. At the bottom of the page, click "submit"

How do I change my Image in Online Banking?

1. In Online Banking, click "Settings"
2. In "Modify Personal Settings", Click on Watermark (current picture) to change image
3. Click to Select or Change your Image
4. At the bottom of the page, click "submit"

What if I forget my password?

You will now be able to reset your password at any time. Simply click the "forgot your password" link when you sign in and follow the instructions. You will need to know your Online Banking ID and your

email address on file. You will receive an email with instructions on how to reset your Password. You will be asked your Password Reset Question and answer with your Password Reset Answer that was set at the time of initial enrollment.

What do I do if I forget my Online Banking ID and password?

Contact Team One Credit Union by sending an email to eservices@teamonecu.org or by calling (989) 754-6575 or Toll-free (888) 288-3261. Be prepared to give an account number and your social security number to the representative for identification purposes. The representative will reset you.

My login to Online Banking is denied.

Contact Team One Credit Union by sending an email to eservices@teamonecu.org or by calling (989) 754-6575 or Toll-free (888) 288-3261. Be prepared to give an account number and your social security number to the representative for identification purposes. The representative will reset you.

Will I still be able to see and do the same things with the upgrade as I did with the old system?

While the new system offers a host of new features to help you manage your finances, the basic features and functions will remain. You'll still be able to view statements, view recent transactions, pay bills, etc. You'll find the new menus and screens are much more user-friendly.

Where are my transactions before September 1st?

Unfortunately transaction history did not convert over from the previous Online Banking platform. However you have access to your statements in the E-Statements Tab back to February 2014. If you need a statement prior to February 2014, contact Team One Credit Union by sending an email to eservices@teamonecu.org or by calling (989) 754-6575 or Toll-free (888) 288-3261. Be prepared to give an account number and your social security number to the representative for identification purposes.

My E-Statements are not displaying.

If you are not seeing the E-Statements tab opening after clicking E-Statements in Online Banking, check your pop up blocker settings. If you have the option, please select "always allow pop ups for this site". If you do not see that option, add the following address to your sites that allow pop ups.

cm.netteller.com

If you are using the Firefox browser and trying to access E-Statements through Online Banking and unable to view them, please do the following:

1. Click on the 3 dashes (just below the X in the upper right corner)
2. Click options
3. Click content
4. Click exceptions
5. Enter web address: CM.NETTELLER.COM
6. Click allow, close, ok

If you are using the Internet Explorer browser and trying to access E-Statements through Online Banking and unable to view them, please do the following:

1. Click on the gear icon (just below the X in the upper right corner)
2. Click internet options
3. Click privacy tab
4. Click settings
5. Enter web address: CM.NETTELLER.COM
6. Click add, close, apply

If you are using the Google Chrome browser and trying to access E-Statements through Online Banking and unable to view them, please do the following:

1. Click on the 3 dashes (just below the X in the upper right corner)
2. Click settings
3. Scroll down and click show advanced settings
4. Under privacy section click content settings
5. Scroll down to pop-ups
6. Click on manage exceptions
7. In the hostname pattern you will enter the website (CM.NETTELLER.COM)

My EZ Card Info is not displaying.

If you are not seeing the EZ Card Info tab opening after clicking EZ Card Info in Online Banking, check your pop up blocker settings. If you have the option, please select "always allow pop ups for this site". If you do not see that option, add the following address to your sites that allow pop ups
cm.netteller.com

How do I make a VISA payment in Online Banking?

Within Online Banking select Transfers. To complete a New Transfer, select from the drop down to *Transfer funds from, select from the drop down to *Transfer funds to the VISA account record, the *Transfer Amount, the *Frequency, *Transfer Date, then click "Submit". Click "Confirm" to complete the payment.

Please note: If your VISA has a \$0.00 balance your VISA will not display as an option to *Transfer Funds to from the drop down list.

How do I get a copy of a check that cleared prior to September 1, 2014?

Contact Team One Credit Union by sending an email to eservices@teamonecu.org or by calling (989) 754-6575 or Toll-free (888) 288-3261. Be prepared to give an account number and your social security number to the representative for identification purposes. The representative will assist you.

How do I transfer money to another Team One Credit Union account?

Transferring money to another account using the TRANSFER TO ANY ACCOUNT function, you will need the account number the money is transferring to, the First 3 characters of primary account holder's last name, and account ID

How can I submit comments or suggestions regarding the changes to Online Banking?

Click on the "Message Center" link in the upper-right hand corner to send us a message through email within Online Banking.