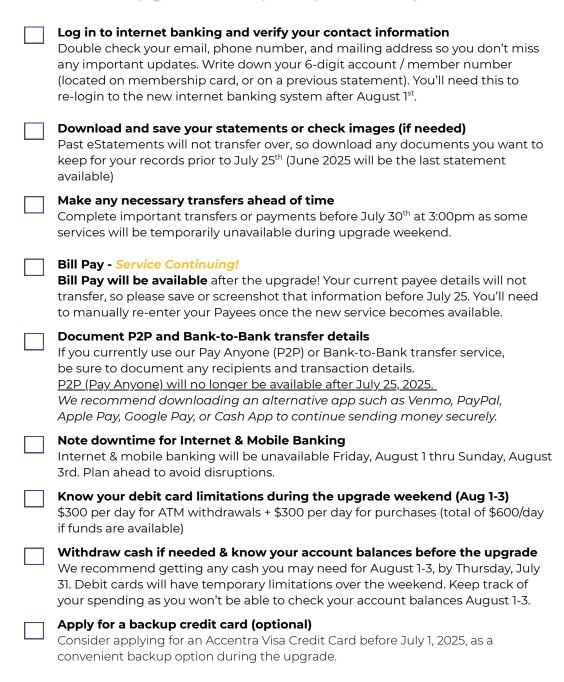
UPGRADE CHECKLIST

Get Prepared with this System Upgrade Checklist

Before the Upgrade, Complete prior to July 31st







Stay Connected

Watch for updates via email, mail, website, and social media. We'll keep you informed every step of the way!

Reach out if you have questions!

Call us, email, or stop by—we're here to help make the transition as smooth as possible.



accentracu.org/upgrade 800-533-0448

ask@accentracu.org

Stop in!

UPGRADE CHECKLIST

Get Prepared with this System Upgrade Checklist

After the Upgrade

on or after Monday, August 4th



Please be patient during and after the upgrade:

As we transition to our new system, there may be a few bumps along the way. Our team is here to support you, but we do expect higher-than-normal call volumes in the days following the upgrade. If you need help, we encourage you to stop by a branch—we'll be happy to assist you in person.

Log in to the new Internet Banking system You'll login by hitting 'Forgot Password' on the login screen. Your username will be your 6-digit member number. You will be emailed a temporary password. Please do not use the number from your checks or your debit/credit card—those are different. Check your membership card or a previous statement for your 6-digit account/member number.
Download our new mobile app Delete the Accentra app currently on your phone (if still installed) and search for the new Accentra CU app in your app store
Set up your Bill Pay in the new system If you were previously using Bill Pay, now's the time to log in and re-enter your saved payee information. Your payees and scheduled payments did not transfer over, so you'll need to manually set them up again.
Re-establish Automatic Transfers Any scheduled or recurring transfers will need to be set up again in the new system.
Set up account alerts Review or recreate balance, transaction, and security alerts in the new system.
Check your account history Recent transaction history may look different—review to ensure everything is accurate.
Update saved bookmarks or app shortcuts Make sure you're using the correct login links for online and mobile banking.
Explore new features Check out the upgraded tools in online banking, such as card controls, new dashboards and mobile deposit. Watch our "Get to Know" videos on our website
Confirm direct deposits have posted correctly Especially important for those who updated their savings suffix—check that your deposit landed in the correct account.

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