

# System Upgrade FAQ

Find answers to some of the most common questions.

With our online, mobile, and in-branch banking upgrades complete, our team continues to work closely with members as they transition to the new system. Here you'll find answers to commonly asked questions we are receiving.

<b>What is a Member ID?</b>
Your Member ID is the new 9-digit number you will need to log into online and mobile banking to access your personal accounts.
<b>What is a Group Member Login ID?</b>
For business or organization members, your Group Member Login ID is the new, 11-digit number you will need to log in to online and mobile banking to access your business or organization's accounts.
<b>Where can I find my Member ID/Group Member Login ID?</b>
For security purposes, your Member ID was scheduled to be sent to you in a letter; however, due to the postal service disruption, we are not able to send a letter at this time containing your new Member ID directly. To ensure you have access to your accounts after our upgrades are complete, you can request your Member ID/Group Member Login ID by contacting us directly or by using the Member ID lookup tool, which will be available on the login screen of online/mobile banking immediately after the upgrades.
<b>How do I request my Member ID/Group Member Login ID using the lookup tool?</b>
Your email address is key to using the Member ID lookup tool. Ensure your email address is on record with us before the system upgrades.  After the upgrades are complete, the Member ID lookup tool will be available on the login page of online/mobile banking. You can enter your email address and former 8-digit Member Number to request your Member ID be emailed to you. If you do not receive an email, please contact us directly.
<b>How do I login to online and mobile banking?</b>
Before attempting to log into online and mobile banking, you will need to remove any memorized accounts, if applicable. Next, enter your new, 9-digit Member ID (or 11-digit Group Member Login ID) and your existing Personal Access Code (PAC) to log in.
<b>I have memorized accounts in online and mobile banking. How do I remove them?</b>
For mobile devices, such as a tablet or smartphone, simply delete the credit union mobile banking app on your device and download the newest version from your device's app store.  To remove memorized accounts in online banking, go to <i>Manage Login Profiles</i> and delete the saved profile(s).
<b>Do I have a new account number?</b>
Yes, you have a new 10-digit account number that can be viewable to you in online and mobile banking, on your statement, or by contacting your branch. Existing cheques, direct deposits, and pre-authorized payments you have set up will continue to work with your previous account number.
<b>I've used my new Member ID and existing PAC but still can't log in. Who can help?</b>
If you have attempted to use your new, 9-digit Member ID (or 11-digit Group Member Login ID) and existing personal access code (PAC), but cannot successfully log into online or mobile banking, please contact us or visit your nearest branch and one of our friendly staff members can assist you.
<b>What happens if I'm locked out of online or mobile banking?</b>
For security purposes, if you have made three unsuccessful attempts to log into online or mobile banking, your account will be locked for 24 hours. Once the lockout period expires, please confirm your Member ID and personal access code (PAC) by contacting us or visiting your nearest branch before attempting to log in again.
<b>I'm setting up new pre-authorized payments and direct deposits. Should I use my Member ID or my new account number?</b>
For new pre-authorized payments and direct deposits, you will use your new 10-digit account number.