



We've **UPGRADED** your online banking experience

HERE'S WHAT YOU CAN EXPECT

We're excited about our new and improved online banking platform and mobile app beginning April 21, 2020.

New Features and Functionality

- View a snapshot of your account information on your main page
- Pay bills to different payees (any existing bills and payees will be converted)
- Apply for a consumer loan and open a new account
- Manage your cards at your convenience (you can shut down your card temporarily if you think you've lost it and turn it back on when it's found)
- Transfer funds between your SCCCUC accounts
- Transfer funds to an external financial institution
- Transfer funds to an existing SCCCUC member
- View your e-Statements and download them at your convenience
- Reorder checks for your checking account
- Use a free budgeting tool to create and manage your household budget with transaction information from your SCCCUC accounts
- Place a stop payment on a check written from your SCCCUC checking account
- Send a secure message to our contact center representatives

IT'S EASY TO USE, 24/7.

Simply log in at www.scccu.org, or download the SCCCUC app found in Google Play or in the iOS App Store.

IMPORTANT: *If you're an existing mobile banking user, you must download the new app after the upgrade on April 21, 2020.*

If you currently use SCCCU online or mobile banking, here's how you can access your upgraded online banking experience:

The image displays three sequential screenshots of the SCCCU online banking interface. The first screenshot, titled 'MEMBER LOGIN', shows a login form with fields for 'Username' and 'Password', a 'Save?' toggle, and links for 'Forgot Username or Password' and 'New User? Register Here'. A 'LOG IN' button is at the bottom. The second screenshot, titled 'VERIFICATION', shows a message: 'An authentication code has been sent to the following phone number ###-###-2447. Please enter this authentication code below.' with a 'Back' button and a 'Verify' button. The third screenshot, titled 'PASSWORD', shows a 'Choose New Username and Password' form with fields for 'Username', 'Email', and 'Password'. The password field includes a strength indicator: 'Password 8 characters or more', 'Include at least 1 upper case letter', 'Include at least 1 number', 'Include at least 1 special character', 'Include at least 1 lower case letter', and a character set '(@ # % \$ & * _ + = { } | ! [] ; : , . / ?)'. A 'Confirm Password' field and a 'Submit' button are also present.

1. Log in to SCCCU online banking or download the new SCCCU app from Google Play or the iOS App Store.
2. Accept/Decline the Terms and Conditions Agreement.
3. At this point, there are three options available based on your existing use of SCCCU's online and mobile banking: 1) If you currently use online banking but not mobile banking, use your online banking credentials to log in; 2) If you currently use mobile banking but not online banking, you'll be able to use your mobile banking credentials to log in; or 3) If you use both online and mobile banking, use your mobile banking credentials to log in.
4. Verify your identity with an authentication code sent to you via text or phone call (whichever you select.) Enter that code when prompted.
5. Update your username and password for future use. (**NOTE:** You may enter the same username and password used before but we recommend changing with the upgrade.)
6. Enter the **NEW** and **IMPROVED** SCCCU online banking platform and mobile app and start banking your way!

GET THE APP:



If you're not currently enrolled to use SCCCU online or mobile banking, here's what you'll do:

The image displays three sequential screenshots of the SCCCU registration process. The first screenshot shows the login page with fields for Username and Password, a 'Save?' toggle, a 'Forgot Username or Password' link, and a 'New User? Register Here' link. A green callout box labeled 'NEW USER' is overlaid on the 'New User? Register Here' link. The second screenshot shows a verification step where an authentication code has been sent to a phone number (###-###-2447). A green callout box labeled 'VERIFICATION' is overlaid on the page. The third screenshot shows the 'Choose New Username and Password' page with fields for Username, Email, Password, and Confirm Password. A green callout box labeled 'PASSWORD' is overlaid on the Password field. The password requirements are listed below the field: Password 8 characters or more, Include at least 1 upper case letter, Include at least 1 number, Include at least 1 special character, Include at least 1 lower case letter, and a character set: (@ # % & * _ + = { } | ! | } ; : , . / ?).

1. Log in to SCCCU online banking (www.scccu.org) or download the new SCCCU app from Google Play or the iOS App Store.
2. Select “New User? Register Here.”
3. Accept/Decline the Terms and Conditions Agreement.
4. Verify your identity using your Social Security Number, Date of Birth and SCCCU Membership number.
5. Enter an authentication code sent to you via text or phone call (whichever you select) when prompted.
6. Create your username and password.
7. You're ready to use the **NEW** and **IMPROVED** SCCCU online banking platform and mobile app and start banking your way!

Questions?

Please contact us at **831-425-7708** if you have any questions or concerns.

We hope you enjoy the upgrade!

GET THE APP:

