

FAQ

Important Dates:

January 16th – Our current mobile app will no longer be offered on Google play and App Store

January 16th – Our current online banking will no longer allow new users to sign up and use.

January 23rd to January 29th – Members must contact the Credit Union to open any new accounts (not available online)

January 24th – All new Bill Pay and P2P payments will no longer be available within the old online banking and mobile app. Previously scheduled bill payments will continue to be processed.

January 24th – All new or one-time transfers will no longer be available within the old online banking and mobile app. Previously scheduled transfers will continue to be processed.

January 29th – New online banking goes live and new mobile app will be available in Google Play and App Store

Frequently Asked Questions:

1. How do I login to online banking as an existing user?

It's easy! Simply enter your current online banking username and your temporary password to get started. Your temporary password will be the last 6 digits of your social security number (or tax ID number for businesses) plus the first 5 digits of your zip code. For example. If your social security number is 012-34-5678 and live in Seattle, WA (98101) your temporary password would be 34567898101.

2. How do I sign up for online banking as a new user?

Click the signup button on our website. From there, we'll verify your identity and ask you to choose a username. Lastly, you will enter your temporary password (same format in question 1) and complete the prompts.

3. What are the password requirements?

Regular passwords must be a minimum of eight characters in length and contain (at least one of) all of the following:

- Lowercase letter
- Uppercase letter
- Number
- Special character (such as @ \$ * _ - = . ! ~)

4. Can I still pay my bills with the new online banking?

Yes, our bill pay system isn't changing. All your payees, scheduled payments, history and other information will remain.

5. What browsers are supported for online banking?

Our new online banking supports the latest two (2) versions of Google Chrome, Mozilla Firefox, Microsoft Internet Explorer, Microsoft Edge and Apple Safari

6. What are some of the features of the new online banking and mobile app?

All of the functionality of our old platforms will remain. Plus we are adding additional features that are more intuitive and easier to use than today. Some of the new features include:

- Credit card transaction history and current balances will now be displayed in both online banking and our mobile app
- Person to person payments via phone numbers and email addresses
- Improved budgetary and financial tracking tools
- Set savings goals and view your progress
- You may link your outside/external banking accounts to easily view all your finances in one spot
- Customizable backgrounds
- Quicken support is easier. We've switch from the downloaded version to web connect

7. What do I need to do to prepare?

All transfers (between your accounts, other members) and bill payments will not be available on our online banking and mobile app between January 24th thru January 29th. If you will need to pay bills or transfer money between your accounts during that time, you must:

- Schedule – all transfers and bill payments by January 23rd. Even if their effective date falls between the 24th and 29th, they will be processed with no interruptions to you.
- Contact us – if you fail to schedule your transfers and bill payments before January 24th, you may contact the credit union to do so.
- Visit an ATM – to make transfers between your accounts

8. What will I need to do after the new platforms are live?

Not much, as we have tried to make our upgrade as easy as possible. Most members will simply just need to sign on for the first time and complete the prompts. (See question 1)

If you use 3rd party budgetary tools such as Quicken, Quickbooks or Mint, make sure to update them with your new password to connect and load your information. Please note our online banking URL has changed to *www.olb.nwpreferredfcu.com*

9. Can I used my old username and password?

If you're an existing user, you'll have the same username as before. When you set up your new password you may use your old one as long as it meets our minimum security requirements. (See question 3).

10. How do I download the new NW Preferred Mobile Banking app?

Our new app will be available January 29th in Google Play and Apple App Store. Search "NW Preferred" to get started.

11. Which mobile devices are supported?

Our app is supported on iOS (Apple) and Android devices. It runs on the latest three (3) software versions of those devices.

12. Can I register/sign in for the first time via my mobile phone?

Yes, you can register on either online banking or mobile. Whichever is easier for you. The steps are identical. (See question 1 or 2)

13. Can I setup quick login on my mobile app?

Yes, once inside our app do the following:

1. Click the settings button
2. Enable the Quick Login box
3. Click the Continue button

Once enabled, you can either use a PIN (iOS) or the fingerprint (Android, iOS) stored on your device to securely log in.

14. Are you still supporting Quicken?

Yes. However, we are moving away from the downloaded version to web connect as it is easier and gives you your data in real time.

15. Will my account nicknames transfer to the new online banking and mobile app?

Yes. They will appear on both platforms as currently displayed. However, they will be ordered by type (loans, checking, etc) rather than account numbers.