



WFCU Digital Banking Upgrade FAQ's

1. How do I log in to the new banking platform?

Go to [wichitafcu.com](https://secure.wichitafcu.com/login), and click Online Banking Login at the top right of the page.

The direct web address is <https://secure.wichitafcu.com/login>

- a. Step by Step instructions for Online Banking: <https://wichitafcu.com/ONLINE>
- b. Step by Step instructions for Mobile Banking: <https://wichitafcu.com/MOBILE>

2. What do I need to enroll online if I'm a new user?

- a. SSN, EIN, or TIN
- b. Account number
- c. Phone number

Your SSN, EIN, TIN, Account number, and Phone number must match those on file with the credit union. The email address you enter here will update in your account with the overnight update.

3. Will Bill Pay settings transfer from the previous platform to the new platform?

- a. Yes. All of your payees will be transferred over. **Please be sure to review them to ensure they all transferred over successfully.**

4. Will other services be available right away on launch day?

- a. On Conversion Day 11/5, Bill Pay, Interbank Transfers (Now External Transfers), and Mobile Deposits will be limited in the morning. All should be live by 12 PM."
- b. Alerts will NOT transfer over; they must be set up in Online Banking or the Mobile app.
- c. **Please review all settings to confirm accuracy.**

5. Why will the new site not let me enroll?

If you already have a username and password established with the old system, you will need to enter those credentials on the new login screen.

6. I have it set to my Face ID, Fingerprint, PIN, Biometrics, etc., but I do not remember my password, and the "forgot my password" feature is not working on the new Digital Banking.

For the first login, we must manually reset your password on our side (Symitar). After that, you will be established on the new Digital banking platform. The forgot password feature will function as intended going forward.

7. How do I sign out of Online Banking?

The sign-out function is different than you might be used to. The sign-out option is at the bottom of the screen > Click your name, then click sign-out.

8. How do I sign out of the Mobile App?

To sign out, click your name from the bottom of the menu, then click sign out. When the screen displays the request for a passcode, you are signed out. You can also sign out by navigating away from the app.



9. How do I link external transfer accounts?

Here are the steps to linking an external account for transfers: Go to Settings > Accounts > External Transfers. Enter the Account name, Routing Number, Account Number, and Account Type of the account you are trying to connect. Select "Submit." WFCU will send two small deposits to the account provided. These may take 2 - 3 business days to appear in your external account. Once those deposits are made, go back to Settings > Accounts > External Transfers and enter the amounts. You can then complete transfers to/from your external account.

10. How do I change my username or password?

In Online Banking, you can change your username or password by clicking on your icon at the top right, selecting> Security tab,> "Edit" next to the username or password field. On the app, you need to click on the bottom left name icon and select "Settings"> "Security"> "Change password"> "Change username."

11. How do I change my contact information?

You can change your address, phone number, and email address by clicking on your icon in the top right, selecting> Profile > "Edit" next to the field you wish to change. The change will be made immediately for the account associated with the online banking login. Any accounts shown due to cross-account authorization will not be updated. You must complete an address change form to change multiple accounts.

12. How do I add additional 2FA phone numbers to my account?

You can add additional phone numbers to your two-step verification. Here are the steps to follow:

1. Select your profile name from the main menu.
2. Select Settings, and you will see a Security tab to click from the settings screen.
3. Under 2-step verification, select "Edit Settings" and enter your password when promptedò this is the same password you use to log into online banking.
4. Click the "Set Up" link under the Voice or Text Message option.
5. Enter the additional phone number you would like to use, and on the next screen, choose whether to receive a text message or call to receive the code.
6. After you've entered the code, the additional phone number should now show as a "Verified Method" at the top of the screen.

The next time you log in, you will again be prompted for two-step verification. A link underneath the "submit" button will say "Try Another Way." Clicking that link will allow you to choose which phone number to receive the code.

13. I am logging in for the first time, and no accounts are showing.

Loading your accounts the first time you log in to our new system can take several minutes. Try logging out and waiting 10-15 minutes before trying again. If you still have issues, please contact us at 316.941.0600; we'll gladly help.