



Frequently Asked Questions

New ItsMe247 User Interface

On August 25th, GRCCU debuted a new look and user experience for our It'sMe247 Online Banking. This new version of online banking combines both the desktop and mobile versions into a single design that works on every device. So, whether you are using your phone, tablet, or home computer the overall look and feel will appear uniform across all platforms! Below are some frequently asked questions regarding the new interface.

1. Why must my username and password change?

These changes make our online banking credentials more secure for our members to help decrease the possibility of online fraud. Enforcing these changes helps decrease that risk by ensuring none of our members account numbers are used as their usernames. Increasing the number of required characters for our passwords will also assist in decreasing this risk as more and more simple passwords are found on the dark web each day.

To see our new requirements, click here: [Username & Password Guidelines](#)

2. Is GRCCU's Bill Pay changing? It looks different.

Bill Pay did not change so you do not need to re-enter any of your bills. The main screen was enhanced to provide quick and easy access to the tools you need. With the new interface, if you don't see all of your bills listed, check to make sure that *All Payees* are selected in place of a bill pay category.

3. How do I add an account to my "Favorite Accounts" list?

Add an account to this list by clicking on the gear icon  to the right of the words *Favorite Accounts*. Then select which accounts you want to see on the main home screen when you log in. You can also change the order that your accounts are listed in on the list by clicking the gear icon and then clicking the 3 stacked lines  on the right side of the screen and drag and drop it to where you want it to appear in the list.

4. How do I see my full account summary list like it was in the previous version of ItsMe247? (Where it has the payment dates, amounts for my loans, and the available and actual balances for my savings and checking accounts.)

To see the full detailed view of your accounts, select *See Full Account Summary* under your *Favorite Accounts* list.



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5. All of my accounts are not displaying on the home page. How can I view all of my accounts?

If all of your accounts are not listed on the home page you can scroll down and click *See Full Account Summary* under the current list of accounts. This will take you to a screen where you can view all of your accounts. If you want to see all of your accounts on the main home screen you can add them to your *Favorite Accounts* list by following the steps in #3 above.

6. How do I access all of my transactions for my accounts?

To access your transactions, click the account you want to view, and you'll see a drop-down list appear, from this list click *Account Details*. This will take you to your summary with all your transactions for that account. The account dropdowns are designed to provide quick and easy access to the tools you need to help manage that particular account.

7. Can I search my transaction history?

Yes, you can search your transaction history. When viewing *Account Details* (transaction history) there is a new "search transactions" box where you can enter an amount, part of the transaction description, a check #, or any other text that appears in the transaction list to find all matching items. An "Advanced" button also lets you choose from a list of common transaction types or specify a dollar amount range. You can print out this information by right-clicking on the page and selecting "Print". Unfortunately, the update did not include an option to search between specific dates within this feature. We have sent in a request to hopefully have this feature added back.

8. What file formats can I download my transaction history to?

Available formats include CSV, Quicken, or Quickbooks. To download your account information, go to *Member Services > Download Account History*. Choose an account, then the range of dates and the type of file you'd like to download, then click "Download Activity".

9. Where can I see/jump to other membership accounts that I am primary or joint on?

Click on the **orange circle** with your initials in the upper right-hand corner of the screen. The memberships that you can switch/jump to will be listed here. Simply click on the membership you want to access and you will be directed to that membership. To switch/jump back to your primary membership, repeat the same steps. If you're other membership accounts are not showing up, please contact the credit union.

10. How do I get back to the main screen after logging in?

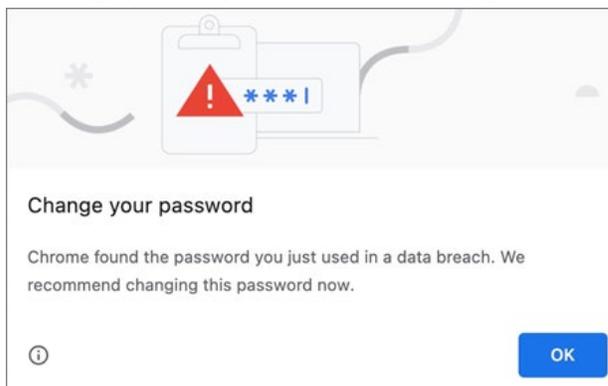
You can always get back to the main ItsMe247 home page by clicking on the GRCCU Logo or the word “Home” – both located in the upper left-hand corner of the page.

11. How do I view my eStatements in the web browser? When I click on the date, it wants me to save them to my computer instead.

To open your eStatements in the web browser, right-click on the statement month you want to view. In the pop-up menu, select “Open in New Tab”. Your statement should appear in a new tab within your browser. From there, you can print or download the statement if you wish.

12. Why am I seeing this Pop-Up that is telling me to change my password when I log in to Online Banking from Chrome?

When entering your password and/or security question to access the new It’s Me 247 online banking, you may encounter a message like the one pictured below:



Please note: this does not mean that your account or password has been compromised. This message is also not originating from It’s Me 247 online banking. Instead, it is originating from Chrome, as the browser now features built in functionality where it can intercept password fields and compare them against lists of compromised passwords from the dark web. While it was possible you may have encountered this message using the old version of It’s Me 247, you may notice this more frequently with the new It’s Me 247, both for passwords and for the answers to security questions.

We are also hearing buzz that other browsers are working on adding similar functionality down the road. For more details on password features in Chrome and other browsers please see the articles and resources below:



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Chrome:

- [Better Password Protections in Chrome](#) (*Google, The Keyword*)
- [More Intuitive Privacy and Security Controls in Chrome](#) (*Google, The Keyword*)
- [Chrome Will Automatically Scan Your Passwords Against Data Breaches](#) (*Wired*)

Edge:

- [Protect Your Online Accounts Using Password Monitor](#) (*Microsoft Support*)
- [Microsoft Edge 88 Privacy and Security Updates](#) (*Microsoft Windows Blog*)

Firefox:

- [Firefox Lockwise – Alerts for Breached Websites](#) (*Mozilla Support*)
- [800M Firefox Users can Expect Compromised Password Warning After Update](#) (*Forbes*)