Digital Banking Overview

Digital Banking Services

• Check your account balances, make a transfer, and view recent activity

• View, download, or print your monthly statements and other documents

• Set-up and manage custom alerts for account activity

• Send a secure message to us

How to Enroll in Digital Banking

1. Go to https://www.elliottfcu.com/ and in the digital banking login box, click "Enroll Now".

2. The digital banking enrollment form will be displayed. Enter all required primary account holder information.

Please note: The last 4 of your SSN, DOB, and street number portion of address must match what is currently on your account records at the credit union for the **Primary Account Holder.**

3. Read the "Home Banking Disclosure" and agree to the terms and conditions by marking the check box next to it.

4. Check the large box next to "I'm not a robot" and select the applicable images, then click "Submit".

5. The password page will display with your temporary login password. Copy or write down this password. Then "Click Here" to return to the login screen.

First Time Logging into Digital Banking

1. From the login screen, enter your default login information:

- Your default login/username will be your member number.
- Your email address is the one that was used during the enrollment process.
- Your default password is the temporary password provided during the enrollment process. Click "Log In".

2. A '*Please update your account settings'* page will display. Please select an option as to whether or not you want us to remember the device you are currently on. Click "Continue".

3. Enter your email address. If you wish to be added to the digital banking email list, check the optin box. Click “Continue”.

4. Choose a confidence word that will display when prompted with a security question. Add your TXT enabled phone to receive secure access codes in the future. Click “Continue”.

5. Re-enter your temporary password given during enrollment. Then, enter your new password and confirm your new password. Your password must have a minimum of 8 characters, 1 UPPER case letter, 1 lower case letter, 1 number and 1 special character. Click “Continue”.

6. The “update completed” message will display. Click “continue” to proceed to digital banking.

Digital Banking Basics

View Account Activity

1. Log into digital banking.

2. The accounts page will be displayed. Select the account you wish to view by clicking on it.

3. The account details page will display. A list of recent transactions is shown at the bottom of the page; to view more, click the arrows or increase the number of items per page by using the drop-down menu next to the arrows.

4. You can filter account activity using the date range above or click on “Advanced Search” to filter by a transaction amount or description.

5. You can print the transactions shown by clicking on the printer icon located in the right corner of the transaction list. You can also download your transaction activity by clicking “Download” and choosing the file type needed.

6. Click “Accounts” to return to the account summary page.

Download Account Activity

1. Log into digital banking.

2. Click on “Download Transactions” located in the left menu.

3. Select the desired account and set the date range.

4. Select your download type. For help choosing a file type, click “Help” in the left corner.

5. Click “Submit”

Transfer Funds

1. Log into digital banking.

2. Click “Transfer” in the menu. Choose the type of transfer you wish to complete.

3. Enter the necessary information:
   - Select transfer immediately or schedule for a later date.
   - Choose which account you wish to transfer the funds from.
   - Choose which account you wish to transfer the funds into.
   - Enter the amount of the transfer. Optional: add a short description for the transfer under “transfer comment”.
   - Choose whether you want the transfer to repeat.

Click “Continue Transfer”.

4. The confirm transfer message will pop-up. Review the transfer details and, if correct, click “Confirm”.

5. The transfer confirmation message will pop-up. Click “Continue”.

Please note: If you wish to save the confirmation number, you will need to write it down.

6. Click “Accounts” to return to the home screen.

Make a Payment

To make a payment on your loan or credit card from your account, follow the steps below:

1. Log into digital banking.
2. Click “Transfer” in the menu.
3. Enter the necessary information:
   - Select to transfer immediately or schedule for a later date.
   - Select the account you wish to make a payment from.
   - Select the loan you wish to make a payment to.
   - Enter the payment amount.
   - Choose whether you want the payment to repeat.
   - If you chose to schedule the payment, select the transfer date.

Click “Continue Transfer”.

4. The confirm transfer message will pop-up. Review the transfer details and, if correct, click “Confirm”.
5. The transfer confirmation message will pop-up. Click “Continue”.

Please note: If you wish to save the confirmation number, you will need to write it down.

6. Click “Accounts” to return to the home screen.

Access Bill Pay

1. Log into digital banking.
2. Click “Pay Bills” in the menu.

If you wish to enroll in our new and improved bill pay, click “enroll me” and follow the instructions.

Set-Up an Alert

1. Login into digital banking.
2. Click on “Communications>Alerts” in the menu.
3. Use the “Select New Alert” drop-down menu to select the alert type you wish set-up.

4. Choose which account you wanted to be alerted about. Enter the requested information (amount, check number, etc.). Click “Next”

5. Enter the message you want the alert to say. Ex. “Checking account balance getting low”. If you wish to receive the account balance in the alert, check the box. If you wish to receive the available balance instead of current balance, check the box. The available balance includes any pending transactions. Click
“Next”

6. Choose how you would like to receive the alert and enter your information. Click “Add”.

Send Us a Secure Message

1. Log into digital banking.
2. Click on “Communications>Secure Message”.
3. The Message page is displayed. You can choose to send a new message, open a received message, or search for a previous message topic.
4. To send a new message, click “New Message”.
5. The message form will display. Enter the message topic (ex. Missing deposit), then type your message below then click Send.
6. To read a message, click on the message topic. To reply, simply type your response in the “compose message” area and click “send”.

Frequently Asked Questions

How do I reset my digital banking password?

Go to the digital banking login screen and click “Forgot Password” to reset your password.

Please note: you must have access to the email used to enrollment. If you do not have access to that email or have been locked out, please contact us so we may reset you.

How do I reset my login ID?

Go to the digital banking login screen and click “Forgot Login ID” to reset your username. Or login to your account go to profile and click on Login ID.

How do I edit an alert?

In the Alerts section, choose the alert you wish to edit from your list of alerts. Click through the “edit alert” screen to change your alert settings. You can also choose “delete alert” in the bottom-left corner to remove the alert completely.

How often will I receive my alert notifications?

Alerts will be sent 3 times per day. If you have opted to receive text-notifications, your alerts will come from a 10-digit phone number and will always include our email and name at the top of the message.
If you doubt the authenticity of an alert you receive, verify the alert is one you set-up in your digital banking.

How do I transfer to another account number within digital banking?

If you wish to view another account that you are a joint owner on within the same digital banking login, we can manually link your accounts for you. Please send us a secure message with the account number you wish to link within digital banking.