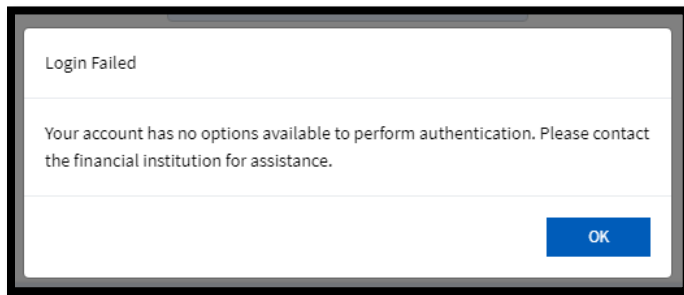


Frequently Asked Questions & Answers

Re: CUe-Branch Online & Mobile Banking Login Code and High-risk Alerts

Q: What if a user does not have a way to authenticate? (email or mobile number)?

A: When the user enters their username and password they will get a message stating “Your account has no options available to perform authentication. Please contact the financial institution for assistance.”



Q: Where does the Cell Number come from?

A: The cell number comes from the Mobile Phone field on the users core profile

Q: Where does the Email Address come from?

A: The email address comes from the users profile on the core product.

Q: Can the member enter an email or cell number that is different than what the core has?

A: No, there is no freeform entering of the cell number or email address

Q: What about Biometrics? Can I still use that function?

A: Yes. The user will still be able to use the Biometrics (fingerprint or face recognition). This login process has not change with this update. The user will not be asked to enter a code if using this method.

Q: Is the code case sensitive?

A: No.

Q: Can you copy and paste the code into the field?

A: Yes.

Q: Can you request a new code during the login process?

A: Yes, the user can request a new code and even select a different method than the first choice. However, once a new code is request the old code will no longer work.

Q: Why do I not get a choice of method to send the code?

A: The user only has one method on file in the core. The user can either continue the login process or add the email or mobile number under the Account Settings area or the Financial Institution can add the information to the core on the user’s profile.