



A new, improved online banking experience is headed your way...

SECNY Member
123 Anywhere St.
Syracuse, NY 13215



Dear (Name):

We are pleased to announce SECNY will be upgrading the Virtual Branch online banking system next month!

The new system called Corillian Online Banking includes features such as:

Pay Bills with CheckFree- an enhanced online bill pay system with additional capabilities like rush payments, e-bills and more!

Pay People with PopMoney[®]- an all new person-to-person payment platform! Send money to or request money from anyone in the U.S. with a mobile phone or email address.

Discover Trends with AllData[®]- provides interactive views of a member's complete portfolio across multiple financial institutions.

PLUS: AN ALL NEW MOBILE APP!

Mobiliti[™] will launch shortly after Corillian. Compatible with multiple devices and available through Google Play and App Stores.

Learn more about ALL of these new features at secny.org

OR contact any branch

Main Office (315) 469-5599 Baldwinsville (315) 635-5418
Manlius (315) 682-1174 North Syracuse (315) 214-2995
Skaneateles (315) 554-8070

We look forward to providing more convenience to your member experience!

Sincerely,
SECNY Federal Credit Union

IMPORTANT DATES:

Monday, July 9th

Our current Virtual Branch system will be unavailable starting at 4:00pm EST.

Tuesday, July 10th

The new Corillian online banking system will be up and running by the afternoon.

PLEASE SEE REVERSE FOR IMPORTANT INFORMATION

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INSTRUCTIONS FOR LOGGING INTO CORILLIAN FOR THE FIRST TIME



SEE REVERSE FOR IMPORTANT DETAILS





IMPORTANT INFORMATION FOR ONLINE BANKING USERS

- **LOGGING IN FOR THE FIRST TIME:** The first time you log into Corillian Online, you will use the same Login ID as you did for the previous system. **YOUR INITIAL PASSWORD** will be the last six (6) digits of the **Primary Member's Social Security Number**. If you encounter errors trying to log in for the first time, please call (315) 469-5599 and select the password reset service option. (Reset service will be available July 10th through July 21st between 8am-5pm Monday-Friday or 9am-1pm Saturday).
- **PASSWORD:** You will create a new password (minimum length 8 characters, maximum length 32 characters). It can be the same as your previous Virtual Branch password as long as it meets the criteria.
- **AUTHENTICATION QUESTIONS:** You will select five questions for which you must supply answers to for authentication and identity verification purposes.
- **ACCOUNT NICKNAMES:** If you had previously nicknamed your accounts such as "Charlie's Checking" or "Sam's Savings", these nicknames could not carry over into the new system. To rename your accounts, you will go to Settings, then select Accounts and assign your nicknames from there.

IMPORTANT INFORMATION FOR ONLINE BILL PAY USERS

- **MERCHANTS:** The first time you log into Corillian Online, you should see your bill pay merchant accounts and information still there. **These should carry over into the new system, however we suggest you verify all the information is correct before proceeding.**
- **BILL PAY HISTORY:** Bill pay history will be unable to transfer into the new system so if you require information regarding a previous online bill payment, please contact any branch or review your statement for activity.
- **SCHEDULED PAYMENTS:** Online bill payments scheduled through July 9, 2018 will process through Virtual Branch as normal. Recurring and one-time payments scheduled after July 10th should carry over into the new system, however **we suggest you verify all recurring and scheduled payments upon logging into Corillian for the first time.**
- **eBILLS:** You will have the option for some merchant bills to be sent electronically directly to the new CheckFree Online Bill Pay system. Merchants with this feature available will display the following icon: 
- **RUSH DELIVERY:** Some bills may be paid using a new "Rush Delivery" feature. A Rush Delivery fee will apply when using this service. Bills with this feature available will display the following under the Date field: 

IMPORTANT INFORMATION REGARDING MOBILITI™: MOBILE APP

- **THE ALL-NEW MOBILITI APP** can be downloaded to your device via  or 
- **INSTANT BALANCE FEATURE:** view your available balances without logging in! To enable this feature for the first time, simply log into the Mobiliti App, select "More" then select "Instant Balance Settings".
- **CREDIT SENSE:** an all-new FREE tool for members to view their credit score, tips on how to improve or maintain credit, credit report details and more. To enable this feature for the first time, simply log into the Mobiliti App, select "More" then select "Credit Sense".

