



NetTeller

Online Banking



NetTeller Online Banking

NetTeller Online banking's enhanced and additional features are a sure way to stay on track with your personal finances. Once enrolled in NetTeller, you can set up bill payments through iPay and access your accounts from your mobile device with GoDough. Secure access to your accounts has never been easier!

NetTeller Features:

- **Secure Access**
- **E-statements**
Securely view your electronic statements online
- **Account Alerts**
Receive alerts via SMS text, email, or NetTeller messaging to keep you informed of your account activity.
- **Transaction History**
View activity history on all accessible Eagle accounts
- **Transaction Downloads**
Download your account transactions to specific budget and accounting software
- **Stop Payments**
Stop payment on a check you have written
- **Transfer Funds**
Transfer funds between accounts
- **iPay Online Bill Pay**
- **GoDough Mobile Banking**
- **iBudget Financial Management**
Track and categorize income, expenses, and cash flow with iBudget's financial management tools.
- **Account Aggregation**
Consolidate a range of accounts, bills, credit cards, and other financial info in NetTeller!
- **Customizable Homepage**
- **Online Loan Application**

NetTeller Enrollment

Step 1: www.EagleFederal.org

Go to **www.eaglefederal.org** and click on the **ENROLL** link located below the NetTeller Online Banking Login area. This link will bring you to the NetTeller Online Banking page.



Step 2: Not a user?

Once the NetTeller Online Banking page has loaded, click on the **NOT A USER? CLICK HERE TO APPLY!** link located at the top right portion of the page to begin your enrollment.



Step 3: Verification Information

NetTeller will need to verify who you are before enrolling in Online Banking. Be prepared to enter the information seen below. Once you have entered the correct verification information, click **CONTINUE**.

NOTE: For security reasons, the email address you enter will need to match the email address on our records to proceed with your enrollment. Please call (888) 281-8485 or (225) 927-1900 to confirm the email address we have on file for you is correct.



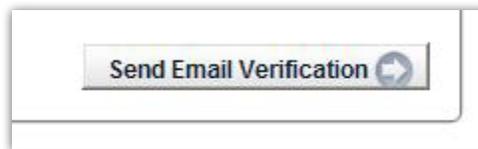
Step 4: Personal Information

After entering your verification information, you will be asked to enter the following personal information. Be sure to enter ALL required fields in the desired format. Click **SUBMIT** to continue to Email Verification.



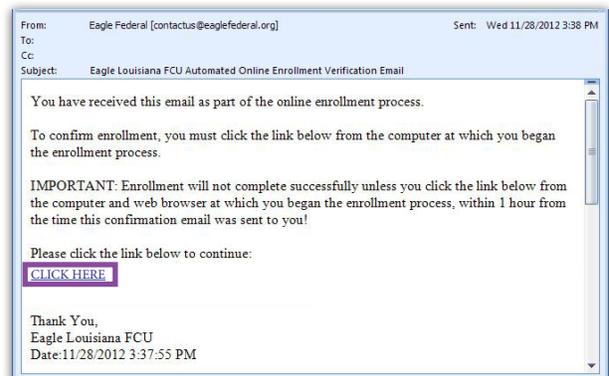
Step 5: Email Verification

Once on the Email Verification screen, verify that the email address in the given field is correct. Once you have verified the email address is correct, click **SEND EMAIL VERIFICATION**.



You will receive an email verification at the email address previously entered. Open the email and click the link provided to continue.

NOTE: Example email only. Actual email appearance will vary based on individual's email program.



Step 6: Username

Upon email verification completion, you will be directed to the Online Enrollment Settings screen where you will select a username. Enter your desired username and click **SUBMIT**. **NOTE: Username must be at least 6 characters long.**

Enter your Login username.

Select User Name

Step 7: Confirmation

Next, NetTeller will ask you to confirm the NetTeller username/ID you previously entered. You will also be provided with a temporary password. Record this temporary password as you will need to enter it in **Step 9**. Click **SUBMIT** to continue.

NETTELLER User Name:

johnstest

Temporary Password:

8D#xbz

Step 8: Online Agreement

Read and agree to the Online Agreement terms and conditions by selecting the **I AGREE** check box. Click **AGREE** to continue.

Step 9: Password Change

You will be required to change your password. Enter your temporary password provided in **Step 7**. Then enter your new password in the spaces provided. Click **CONTINUE**.

NOTE: Your password must be at least 6 characters long including a minimum of 2 alphabetic and 2 non-alphabetic characters. The same character cannot be used more than 3 times.

Change your NETTELLER Password (required):

Enter your current Password:

Enter your new Password:

Reenter your new Password:

Change your NETTELLER ID (optional):

Your current user name: johnstest

Enter your new user name:

Continue 

Step 10: Personal Identification Image

You will be prompted to select a personal identification image. For security purposes, each time you login, verify the image you selected. After selecting your image, click **SUBMIT** to continue.

Click to Select or Change your Image:



<<< Prev **Next >>>**

Submit **Cancel**

Step 11: Verification Questions

For added security, it is required you select and answer three challenge questions. In the event NetTeller suspects a high-risk transaction is about to be performed, you will be asked to answer the challenge questions you set up. Click **SUBMIT** to continue.

Challenge Questions (required):

Question One: Select Question...

Answer:

Question Two: Select Question...

Answer:

Question Three: Select Question...

Answer:

Submit 

Step 12: Email Update

Here you have the chance to update your email address. Enter your new email address or click **SUBMIT** to continue after confirming the email address shown is correct.

Step 13: Enrollment Complete!

CONGRATULATIONS! You are now enrolled in NetTeller, our new Online Banking Service! Feel free to explore the new and enhanced services available to you to help with your financial success!



NetTeller FAQ

Is there a monthly fee for using NetTeller?

No. Eagle Federal Credit Union offers NetTeller Online Banking to its members at no charge. However, your Internet provider may charge a fee for your Internet access.

How secure is my personal information?

The NetTeller Online Banking site uses 128-bit encryption which ensures unauthorized individuals cannot view your personal information. Access is also protected by ensuring only you know your Online Banking ID and password.

Will NetTeller log me out of my session if I forget to log out?

Yes. After 10 minutes of inactivity, the system will close out your access automatically.

How do I add a new Eagle FCU account to my NetTeller Online Banking?

To add a new Eagle FCU account to your Online Banking, contact a Credit Union representative.

Do I have to rename my accounts on each device I access NetTeller Online Banking?

No. The account pseudo names or "nicknames" will appear in your NetTeller Online Banking homepage wherever you log in.

How do I enable smart-phone access for my NetTeller Online Banking accounts?

For instructions on enabling smart-phone access to your NetTeller Online Banking accounts, please see enrollment instructions under the GoDough Mobile Banking section of www.eaglefederal.org.

Can I check my balance and history from my mobile device if it is not a smart-phone?

Yes. NetTeller users can send commands via text to check their account balances and history through GoDough Mobile Banking. GoDough Mobile Banking TEXT enrollment instructions can be found on the GoDough Mobile Banking page at www.eaglefederal.org.

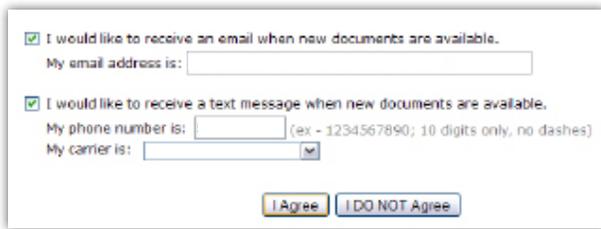
E-Statement Enrollment

Step 1: Log into NetTeller Online Banking
 First you will need to log into NetTeller Online Banking. If you are not a user, please refer to the **NETTELLER ENROLLMENT** portion of this document for enrollment instructions. Once in NetTeller, click on the **ESTATEMENTS** tab at the top of the page.



Step 2: E-Statement and Notice Consent

Next, you will be required to agree to the Electronic Statement and Notice Consent. Designate where you would like to receive notifications when new documents are available. You can elect to receive notifications via email and/or SMS text message. Enter the information needed and click **I AGREE** to continue.



Step 3: Enrollment Complete!
CONGRATULATIONS! You are now enrolled in E-Statements available through NetTeller Online Banking!

E-Statement FAQ

I downloaded Adobe Acrobat, but I still can't see the statements.

If you chose 'Save this program to disk' when you downloaded Acrobat, the program may not be installed correctly. When you download Adobe Acrobat again, make sure you choose the 'Open\Run the program from its current location' option instead of the 'Save this program to disk' option.

I'm having a problem with E-statements or a problem with the program. Who do I contact for help?

During business hours, contact Member Service at (225)927-1900 or toll free (888)281-8485. After hours, please send an e-mail message to: mservice@eaglefederal.org.

It is the first of the month. When will I be able to see my statement?

Depending on our end of the month processing schedule, statements will normally be available by the fourth day.

Can I use the "Back" feature of the browser to go to a page that I have already been on, or do I need to use the menus to get there? Will it work the same or cause a problem?

Yes, you can use the Back key to return to prior pages. However, for security reasons, some pages automatically expire so that you cannot return to them. If you encounter this, simply use the menus to go to the location you wish.

How do I print my statement?

File -> Print Or Click on printer icon

How can I save a statement to my PC?

Click on disk icon (on Acrobat tool bar)
 Choose location & name and click 'Save' Or Right click on date link (before opening statement)
 Left click on 'Save Target As...'
 Choose location & name and click 'Save'

How many statements are on-line?

Currently, statements are available from August, 2012. Statements for the past 12 months will be available as they are produced..

When I elect to receive E-Statements, will I still receive a paper statement?

No. But if you are enrolled in E-Statements, you can simply print your E-Statement for your records.

How do I see my kids' accounts?

During business hours, contact Member Service at (225)927-1900 or toll free (888)281-8485.