



DIGITAL BANKING UPDATE

November 2024

Key New Features & Frequently Asked Questions (FAQs)

New Digital Banking Features

Seamless Experience Across Devices	The same banking experience will be available across all the devices you use to access your account.
Remote Deposit	You can deposit checks from anywhere, anytime using your mobile device.
Two Factor Authentication	Help protect your account from unauthorized access by requiring an additional sign in code.
Customized Dashboard	Tailor your experience with a personalized dashboard that highlights what matters most to you
Unified Access	View all your Clearpath accounts seamlessly with a single login, making transfers and checking balances and transaction details a breeze.
Exclusive Offers	Enjoy personalized offers designed specifically for you, paving your path to financial success.
Personal Analytics	Gain insights into your spending habits and set savings goals and budgets with our comprehensive analytics tools
Card Management	Effortlessly manage your cards—freeze them, add travel notifications, or cancel them at your convenience.

Frequently Asked Questions (FAQs)



Will my username and password change?

Each person must re-enroll into Online Banking from the same place (upper right-hand corner) on the Clearpath FCU website.

The new system will ask you for your last name, social security number, and your birth date. Follow the prompts for your information as they appear. For security purposes, your membership number will no longer be used as your user name.

How do I login for the first time?

When accessing the upgraded Online and Mobile Banking for the first time after the system upgrade, a passcode will be sent as a text message or email to the phone number or email address we have on file for you.

You will then be asked to enter your last name, social security number, and your birthdate. This will only be required once for the initial login to your account after the upgrade (or when logging in from a new device) and can be completed via either Online or Mobile Banking. Please make sure we have your current email address. Please see examples of the new login and passcode screens here.

New Mobile App:

You will need to download a new version of the Clearpath FCU mobile app from the Apple Store (iOS) or Google Play (Android). You should delete the old Clearpath mobile app after the upgrade.



What happens to Bill Pay?

If you are the primary member on your account and you use Bill Pay, your existing bill payments, payees and history will come over to the new platform. The last day to add a new payee on the old platform is 10/23/24.

What happens to my bank-to-bank ACH transfers in Bill Pay?

All your bank-to-bank ACH transfers that are set up on the old platform by 10/23/24, will come over to the new system.

What happens to my Alerts?

Your previous alerts will not transfer to the new platform. You will need to set up new alert preferences.

What if I am new to Online and Mobile Banking?

If you have never enrolled in Online or Mobile Banking you may self-enroll by going to the Online Banking Login located on the upper right-hand corner of the website. Choose the Enroll link. You will be taken through an enrollment and verification process. Please feel free to contact us if you need assistance.

What has changed?

Look and Layout: The look and feel of your online and mobile banking experience will be enhanced, so it will appear different. Rest assured – you'll have all the features you have come to expect from Clearpath with new upgrades to enhance your banking experience.