

Online Banking FAQs

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1. What operating systems and browsers are supported by your Online Banking service?

Please see below for a list as of January 2006. If your browser and operating system are not supported, you will need to upgrade to a newer version.

Operating Systems	Microsoft Internet Explorer (IE)	Netscape	AOL	Firefox	Mac
Win 98	Not Supported	Not Supported	Not Supported	Not Supported	N/A
Win 2000, SP4	Certified: 6.x	Supported: 6.1	Certified: 8.0, 9.0	Supported: 1.0	N/A
Win XP, SP2 (Recommended)	Certified: 7.0.x	Certified: 7.0 Supported: 6.1	Certified: 8.0, 9.0	Supported: 1.0	N/A
Mac OS X	Not Supported	Not Supported	Supported: AOL for OS X	Not Supported	Supported: Safari 1.2*

FlexGUI products follow the same browser guidelines as Consumer products.

*Safari 1.2 requires Macintosh OS X 10.3 or higher.

Other browser issues:

- Netscape 7.1, 7.2 and 8.0 – certain functionality will **NOT** work.
- WebTV 4.0 or lower will **NOT** work.
- AOL Broadband Secure Browser – the firewall that comes with AOL Broadband blocks certain websites.
- Mozilla may work.

Note: In all cases listed above, the following system settings are assumed:

Cookies	JavaScript	Screen Resolution Minimum	Adobe Acrobat Reader	System
Session = Enabled Permanent = Enabled	Enabled	1024x768	Version 6.x or higher	Minimum system specifications are as defined by the browser supplier.

2. Why can't I access the website and log in to my account? I keep getting an error code.

There are a few possibilities, including:

- If you are attempting to access the website via your Favorites folder, try typing the URL, www.quorumfcu.org, into your browser instead.
- Your privacy/security setting may prevent you from loading our website.
 1. Click on **Tools** from the menu bar.
 2. Click on **Internet Options**.
 3. Choose the **Privacy** or **Security** tab.
 4. Lower the settings to medium-low or low.
 5. Click on **OK**. You may re-adjust the privacy setting after you have logged out of Online Banking.
- If you receive error code 400, 404 or 500, you may need to clear space on your browser in order to allow our website to load. Start by deleting your cookies. Here's how:
 - From the Internet Explorer menu bar:
 1. Click on **Tools** from the Menu bar.
 2. Click on **Internet Options**.
 3. The next screen defaults to the General tab. Under Temporary Internet Files click on **Delete Cookies**, then **OK**.
 4. Click on **Delete Files**, then **OK**.
 5. Click on **Settings**. The "radio button" for **Never** should not be checked.

6. Click on **View Files**, which opens up a Temporary Internet File screen.
7. On the menu bar click on **Edit** and choose **Select All**.
8. Click on **File** and choose **Delete**. Close browser.

- From the **Firefox** menu bar:
 1. Click on **Tools**.
 2. Click on **Options**.
 3. Click on the **Privacy** button.
 4. Click on the **Cookies** tab.
 5. Click on **Clear Cookies Now** or **View Cookies** to delete specific cookies.

- See page 6 of this document for more common error codes.

3. After answering the security questions and clicking on “go,” it takes me back to the questions. How can I access my account information online?

- Please be sure that your MAC or PC has the correct date and time for your time zone. When these are not accurate, the system will not accept the challenge questions.
- Please call our Member Service Team at (800) 874-5544, as we may need to reset your challenge questions. Representatives are available Monday – Friday, 8:30 a.m. – 7:00 p.m. (ET).

4. How can I avoid answering the security questions at every login?

1. Log in to Online Banking.
2. In the upper right hand corner, click on **User Options**.
3. Click on **Enhanced Login Security**.
4. Click on the first radio button, which says: **Add extra security protection to *this* computer (recommended)**.
5. Click on **Submit**.

5. What do I do if I forget my PIN (Personal Identification Number)?

The answer depends on whether or not you set up challenge questions.

- If you did not set up your challenge questions, call our Member Service Team at (800) 874-5544. Representatives are available Monday – Friday, 8:30 a.m. – 7:00 p.m. (ET).
- If you did set up your challenge questions:
 1. Click on **FORGOT YOUR PIN** under the login prompt on our homepage.
 2. Answer the challenge questions correctly.
 3. You should now be able to view your account.

6. How do I set up alerts?

Log in to Online Banking. Click on **Alerts**, on the left hand side. From that screen you will be able to set up certain alerts for Statements Online and balances.

If you are not receiving Statements Online alerts, please make sure your e-mail address is correct. Click on the **Update My Address** link to make any changes.

