



NEW Online Banking Frequently Asked Questions

Frequently Asked Questions

Q: Why are we updating Online Banking and Mobile Banking?

A: We're listening to your feedback. Our primary goal is to provide our members with a seamless experience to do their banking remotely, whether that is at home on a computer, or on the go with their phone. We just want to make it easier for you to do what you need to, on your time.

Q: Will my username, password and security questions change?

A: You will need your current username to login for the first time. If your current username doesn't meet the new requirements you will be prompted to select a new one. Requirements include at least 1 letter, cannot include your social security number or account number, and must have 8 – 50 characters (cannot include the following :& <>).

Once you login to the new system with your current password, you will be prompted to select a new one following the minimum criteria.

Please remember, your Login ID is not case sensitive, however your password is case sensitive.

The security questions currently used on your online banking account will not carry over to the new system. You will now be authenticated by using a Secure Access Code that can be delivered to you via a text message, email, or phone call using the contact information currently listed on your account.

Q: Will I need to download a new mobile app?

A: Yes, if you have an Android device, you will need to download the new app in the Google Play Store. Simply search for "HFS Federal Credit Union".

A: No, if you have an iPhone, you will simply need to update your current app.

Tip: Your new app icon should look like the image to the right.



Q: Will alerts that I've set up on my account still work?

A: Yes, most of these alerts should transfer to the new system however we recommend logging in on October 29, 2019 to confirm that everything is set up correctly.

Q: Will my existing transfers carry over?

A: Yes, these should transfer however we recommend logging in on October 29th to confirm that everything is set up correctly.

Q: Will I need to re-enroll in eStatements?

A: No. Your preferences will carry over to the new system.

Q: I'm experiencing some problems accessing Online Banking using Internet Explorer. What's going on?

A: The Internet Explorer browser will no longer be supported by Microsoft as of 2020. This means that you may be more susceptible to security risks. Due to this concern, we suggest that you access Online Banking with another browser such as Chrome, FireFox or Edge.

Bill Pay

Q: I have eBills currently on Bill Pay; will those be transferred to the new system?

A: If you currently receive any statements for your bills through Bill Pay (eBills), they will not carry over to our new system. To ensure that you have no lapse in your payments, we suggest un-enrolling all eBills prior to September 30, 2019. You can re-enroll your e-bills on our new system any time after October 29, 2019.

Q: Will my payment history be transferred?

A: No, you will not be able to access any prior history. If you need to save statements or payment histories from Bill Pay, please download these by October 21, 2019.

Q: Will my current payees and scheduled payments be transferred?

A: Yes. The payees and payments that you currently have set up in Bill Pay will automatically transfer to the new system.

Q: I have multiple accounts with HFS and use Bill Pay on more than one of them. Is that a problem?

A: Yes, you should have received a letter from HFS to explain this process. The new system will allow for bills to be paid from only one account. If you currently have multiple Bill Pay accounts to pay for various bills, you will need to consolidate these into one Bill Pay Account.

Q: If I have bills that are scheduled to be paid between October 22nd and October 28th, will they be paid?

A: Yes. If your bills were correctly set up by the cutoff date, payments will continue to be made even though the system is not accessible.

Q: How will I be able to pay a bill, pay a person, set up Bill Pay alerts or eBills?

A: We have some quick videos that will walk you through how to do all of these. [Click here for our Bill Pay Tutorials.](#)

Intuit (Quickbooks, Quicken and Mint)

We've compiled separate Instructions for these products. Simply click on the product you use below.

- [Mint.com](#)
- QuickBooks
 - [For Macs- Direct Connect](#)
 - [Small Business/Freelancer/Advanced](#)
 - [For Windows- Direct Connect](#)

- Quicken
 - [For Macs- Direct Connect](#)
 - [For Windows- Direct Connect](#)