

CU@Home Tips & Tricks

- **CHOOSE “ENROLL NOW”**

- **EMAIL ADDRESS & PHONE NUMBER:** Must match our records

If you forgot your password, click **“Forgot Your Password”** and a temporary password will be sent to the email address currently on file. (No need to call the office)

- **Accounts:** Click on the account description to see history, pending transactions or holds, YTD and prior year interest. You can sort by any of the columns or use the funnel icon in the columns to do a filter. Use the date range sort or an advanced search to look for a certain amount or description. Click on a check number to retrieve a check image. Choose the download button to export your account information or hit the print icon above the balance column to print that page of history.

- **Alerts:** Located on the Accounts page, this will give you the ability to set an alert delivered via email or text message for:

- Balance
- Check number
- Loan Payment Due Date
- Transaction Description



Holston Methodist
Federal Credit Union
www.hmfcu.org



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- **Transfers:** Click on the **Transfer** tab, Select **Transfer** type using the down arrow; Select the **From Account** using the down arrow; Select the To Account using the down arrow. Enter your amount you wish to transfer. You may enter a transfer comment (comment will appear on your statement and CU@HOME). **Automatic Transfers** can be from any transactional account to any transactional account or loan if you choose **REPEAT** using the down arrow. You may also make Visa Credit card payments.

*You can transfer across accounts, for example, transfer from a parent to a child, etc.

- **You must click continue and then confirm to allow the transfer to be processed.**
- **Bill Pay Login:** Click on the **Pay Bills** tab.
- **Notifications:** Located on the **Accounts** page, messages from the staff will appear in the upper right corner by clicking on the secure mail icon or from within the communications tab>secure mail.
- **E-statements:** Located on the **Accounts** page.
- **Profile:** Click on the **Profile** tab. This will give you the ability to change:
 - Password
 - Address
 - User Alias
 - Email Address
 - Security Settings
- **Communications:** Click on the **Communication** tab. Select **Secure Mail**, click on “create new message”

**Trusted Relationship Form Required*

