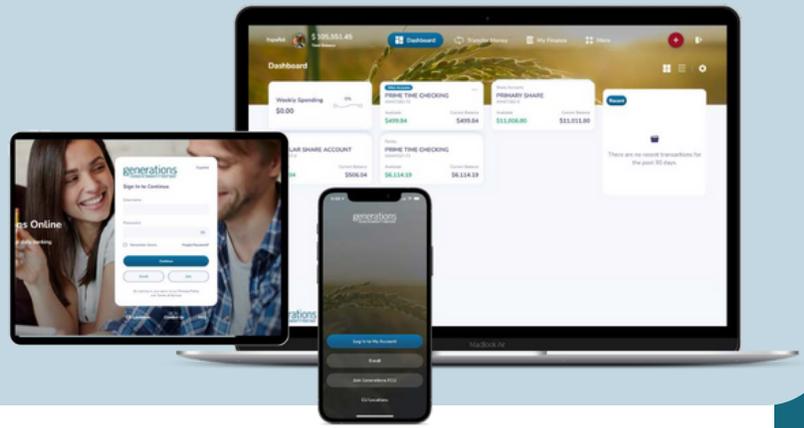


LIVE ON APRIL 12

ONLINE & MOBILE BANKING USER GUIDE



WE'VE MADE SOME ENHANCEMENTS FOR YOU

Generations Credit Unions' Digital Banking platforms have been upgraded to offer our member's an amazing and simple user-experience. You'll find all the same features and functionality you're used to, plus a streamlined, user-friendly, mobile-friendly design. Changes and updates are necessary to stay current with security and technology, and we strive to make it as easy as possible for you to manage your Generations accounts, wherever you are.

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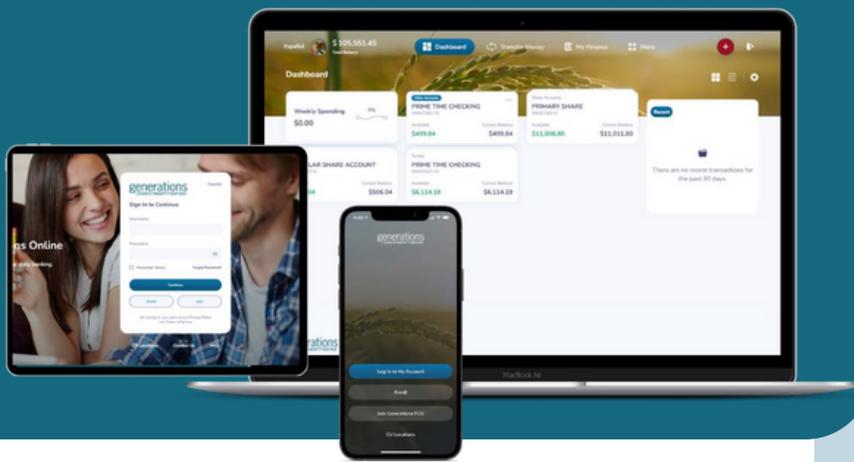
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ONLINE & MOBILE BANKING USER GUIDE



ONLINE BANKING OVERVIEW

How to enroll in Online Banking for 1st time users

1. Visit generationscreditunion.com and in the Online Banking box, click REGISTER NEW.
2. Enter your **Account Number**, **Social Security Number**, and **Date of Birth**.
3. Enter a **Username** and **Password** of your choice.
4. After reading the **Terms and Conditions**, click the box to agree.
5. Complete the reCAPTCHA and click **SUBMIT**.
6. If successful, you will be logged in to the new digital banking dashboard.

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Enroll

Account(Member) Number

Account(Member) Number

Social Security Number

Social Security Number

Date Of Birth

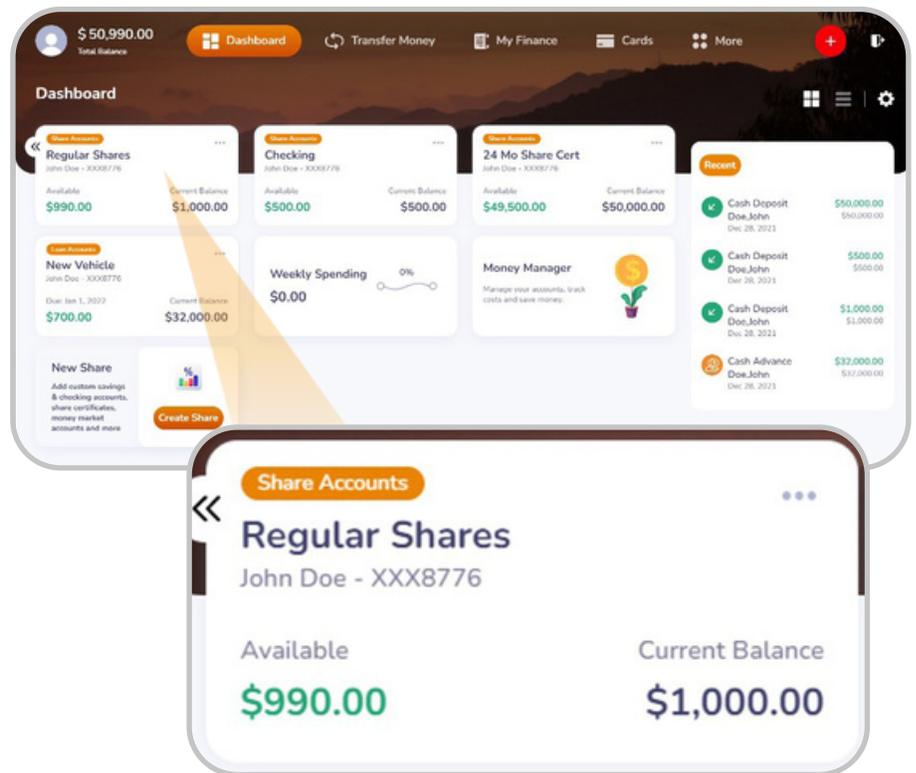
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Next

ONLINE BANKING BASICS

View account activity

1. From the **Dashboard**, click the account tile you wish to view.
2. The **History** tab will show a list of recent transactions. You can **search** for a specific transaction or filter account activity by category or date range. Transactions can also be filtered by **posted**, **pending**, and **on-hold**.
3. The **Account Info** tab will provide information such as MICR number, account open date and more.



Print or download account activity

1. From the **Dashboard**, click the account tile you wish to view.
2. Click **PRINT** to print transaction history.
3. Click **DOWNLOAD** and set the date range.
4. Select the file format and click **DOWNLOAD**.

Update contact information

1. From the Dashboard, click **MORE**.
2. Select **PROFILE SETTINGS** and update contact information you wish to change.
3. Click **SAVE CHANGES**.
4. A pop-up box will appear requiring a **verification code**. Select the mobile phone or email option in which you choose to **receive the code**.
5. Click **GET CODE**.
6. Enter the **Verification Code** and click **UPDATE PROFILE**. You will receive a confirmation email or text.

MOBILE APP

Download & access the Generations Mobile App

1. From your mobile device, go to the **App Store** or **Google Play Store** and search for **Generations Credit Union**.
2. Download the **Generations mobile app**.
3. When ready to login to, **select the Generations app icon** on your mobile device.
4. Login using your current online banking **username** and **password**. If you have not yet enrolled since our update on April 12, 2022, you will need to do so before you can use the Generations mobile app.

Make a Mobile Deposit

Mobile Deposit allows you to deposit checks quickly and securely simply by snapping a photo of the front/back of your check with your cellular device.

1. **Launch** the Generations app and **login**. Tap the **RED PLUS SIGN**.
2. Tap **REMOTE DEPOSIT** and then **DEPOSIT CHECK**.
3. Tap the account you want to deposit to.
4. Read the **Remote Deposit Guidelines** and **tap each box** to indicate you have read the statement.*
5. Tap **CONTINUE**.
6. Tap the camera icon to **take a picture** of the **front of the check**.
7. Read the **Check Endorsement Guidelines** and tap the box to indicate you have **read completely**.
8. Tap **CONTINUE**.
9. Tap the camera icon to **take a picture** of the **back of the check**.
10. Enter your **check amount** and tap **CONTINUE**.
11. Review the **Mobile Deposit** and tap **CONFIRM** if the deposit is correct.
12. A deposit **confirmation** screen will appear.

Please note: You may tap “Don’t show again” to prevent the guidelines from showing with each deposit you make.

CUSTOMIZE DASHBOARD IN APP:

Hide/Unhide Accounts

1. **Swipe left** to hide or unhide an account.

Create a Group

At the bottom of the dashboard tap the customize dashboard tile.

1. Tap on **CREATE A NEW GROUP**.
 2. Select the accounts you want to add and tap **GROUP**.
2. Enter your **group name**.
3. Tap **CREATE GROUP**.

Edit a Group

At the bottom of the dashboard tap the **customize dashboard** tile.

1. **Tap the group** you wish to edit.
2. You will have the option to edit the **group name**.
3. Tap **SAVE & CONTINUE**.
4. Make the appropriate changes.
5. Tap **GROUP** at the top of the screen.
6. Tap **DONE** to return to the dashboard.

Rearrange Accounts

1. **Tap and hold** the account you wish to move.
2. **Move** the account on the screen.
3. **Note** that any changes made in mobile will be reflected in the desktop version.

Update contact information

1. Tap the **PROFILE ICON** in the top left corner of the screen.
2. Tap **EDIT** on the top right corner of the screen.
3. Tap **MAKE CHANGES** and **save**.
4. Choose **email** or **text** for the validation code.
5. Enter the **validation code**.
6. Your changes will be saved.