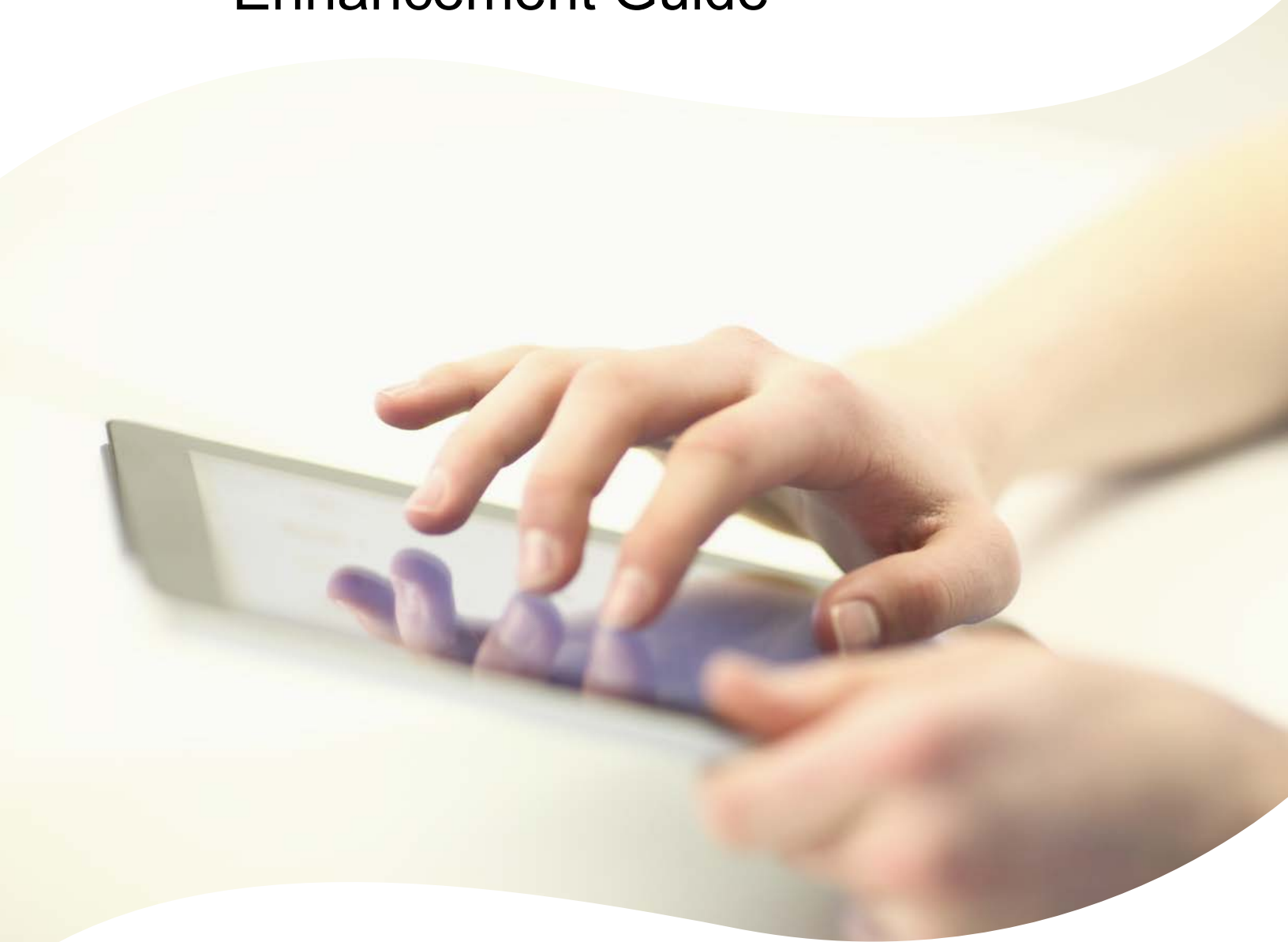




Enhancement Guide



**If you need assistance, please call
315.477.2200 or 800.462.5000**

M-F 7:30am - 6:00pm
Sat 9:00am - 1:00pm

empowerfcu.com | 315.477.2200 | 800.462.5000

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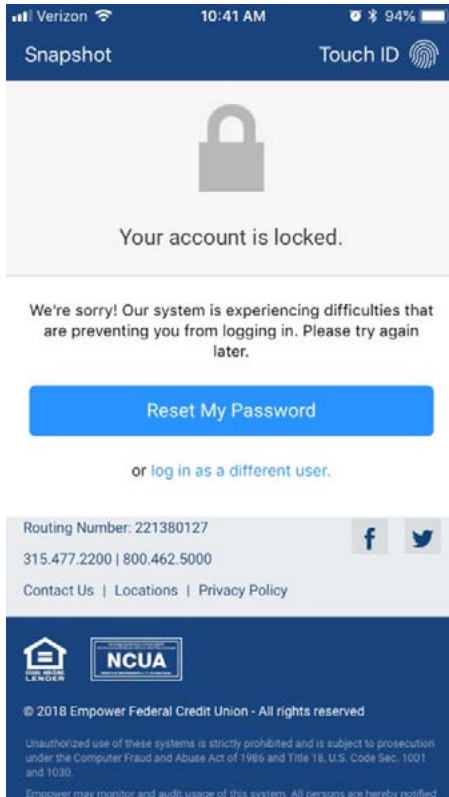
Mobile

July 2018

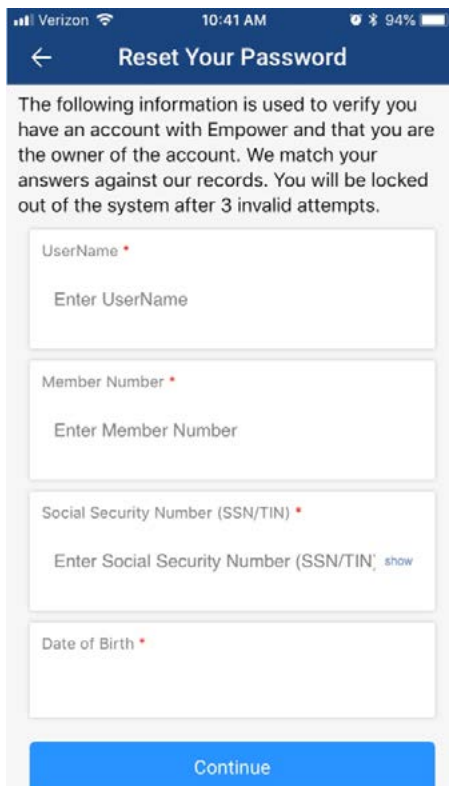


- **Unlock Your Account within the mobile app:**

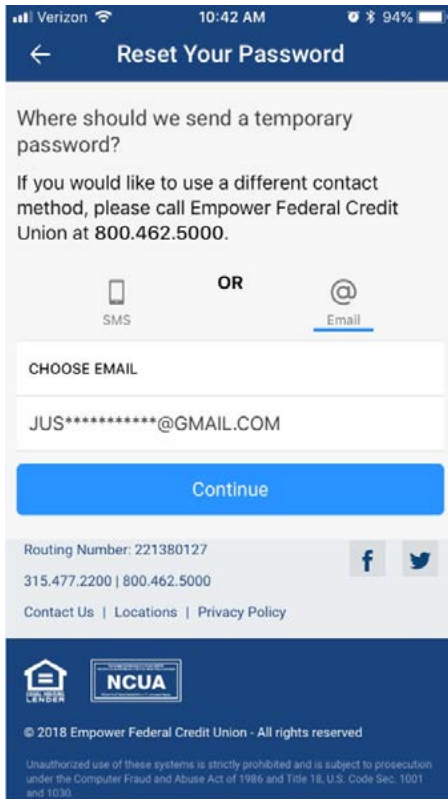
After entering your username, you will see this screen if you have been locked out of your account.



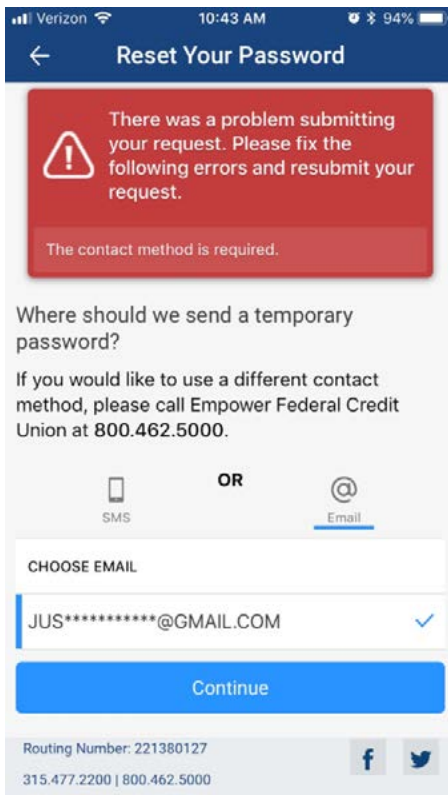
After tapping "Reset My Password", you will see:



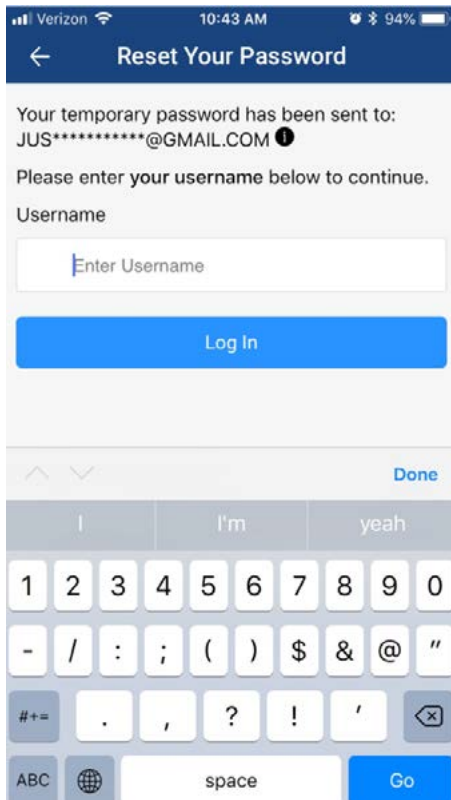
- After entering your personal identifying information, and tapping “Continue”:



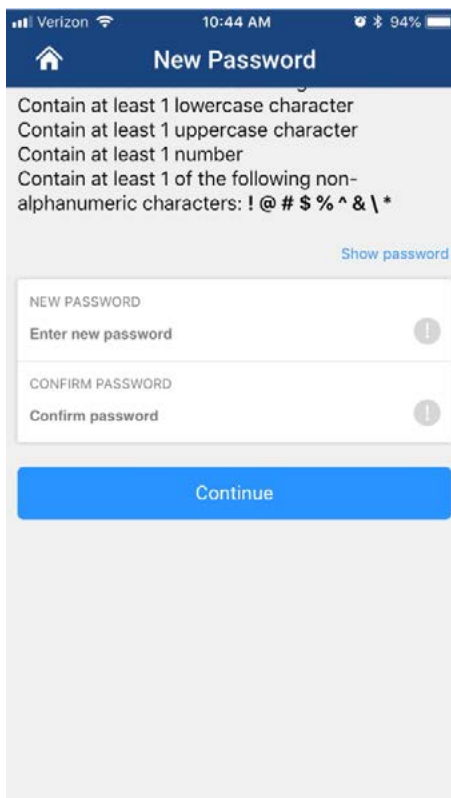
You must SELECT the contact method you wish to use, or you will get the following error:



- Once you have selected where you want your temporary password to go, you will be asked to enter your username:



Enter a new Password on the following screen and tap “Continue”:



Transfers



Transfers Accessibility and Usability Enhancements

This update also includes the following new features and changes:

- **Remember Transfer Tab** - After a user makes a transfer from either the Quick or Classic tab, the widget will remember which tab they chose in order to return the user to that particular tab when the user navigates back to the Transfers widget.
- **Calendar filter** - The Scheduled calendar can filter the scheduled transfer list view to only show the transfers scheduled for the selected date.
- **Free Form Quick Amount** - The Quick tab will now allow a free form amount field. This now allows users to enter any dollar or choose from predetermined amounts
- **Quick Transfers Sticky Footer** - The Quick transfers tab offers a floating footer that shows the To, From and Amount of the transfer as the user scrolls the Quick tab page. This helps users focus on their transfer detail as they scroll the page.
- **Classic Transfer Activity Feed** - The Classic transfers tab now offers an activity feed that displays both schedule and historical payments from the next and last 30 days. Users can navigate directly to the Scheduled and History tabs from the links below the displayed activity.

There is a change to the way they “Transfer to another member” and “Add an external account” will display (see below)

The screenshot shows the 'Transfer' interface with the 'Quick' tab selected. A red box highlights the 'Quick' tab, with an arrow pointing to the text: 'This tab will now allow for a free form amount field (not pictured)'. A blue box highlights the 'To' column of the transfer grid, with an arrow pointing to the text: 'Classic Transfer Activity Feed'. A red box highlights the 'Submit Transfer' button at the bottom, with an arrow pointing to the text: 'Quick Transfers Sticky Footer'. The interface displays a grid of transfer options with columns for 'From', 'Amount', and 'To'. The 'From' column lists accounts like 'Debit Purchases', 'Bills? What!?!', 'Entertainment', 'General Savings', 'Everett's Membershi...', and 'Everett's Carefree ...'. The 'Amount' column shows predetermined amounts from \$20 to \$4,000. The 'To' column lists the same accounts as the 'From' column. A sticky footer at the bottom shows the selected transfer details: 'From: Bills? What!?! *9708', 'Amount: \$60.00', 'To: General Savings *3869', and a 'Submit Transfer' button.

Transfer

Quick Classic Scheduled History

Make a Transfer

From Account
General Savings *3869 \$78,632.19

To Account
Odyssey Rewards World Elite MC *1614 \$5,363.86

Don't see the account you want to transfer to?
 Transfer to another member
 Add an external account

Amount
 Current Balance Due 4 MAR 2018 \$5,363.86
 Minimum Due Due 4 MAR 2018 \$0.00
 Statement Balance Due 4 MAR 2018 \$5,587.43
 Other \$ 50.00

Total \$50.00

Next 30 Days Scheduled

JUN 11	Debit Purchases *3803	\$10.00
JUN 18	Everett's Carefre... *7805	\$10.00
JUN 25	Debit Purchases *3803	\$10.00
JUN 02	Everett's Carefre... *7805	\$10.00

See all scheduled Total \$40.00

Recent Transfer History

JUN 04	Debit Purchases *3803	\$10.00
JUN 04	Bills? What?! *9708	\$60.00
	General Savings *3869	\$60.00

New Feature: Next 30 Days Schedule & Recent Transfer History.

"Transfer to another member" and "Add an external account" will no longer display in a dropdown.

Transfer

Quick Classic Scheduled History

Scheduled Transfers

Advanced Search

June 2018 July 2018 August 2018

DATE	AMOUNT	TRANSACTION DETAILS
JUN 11 2018	\$10.00	Debit Purc... *3803 → Everett's Carefree S... *7805 RECURRING WEEKLY

View All

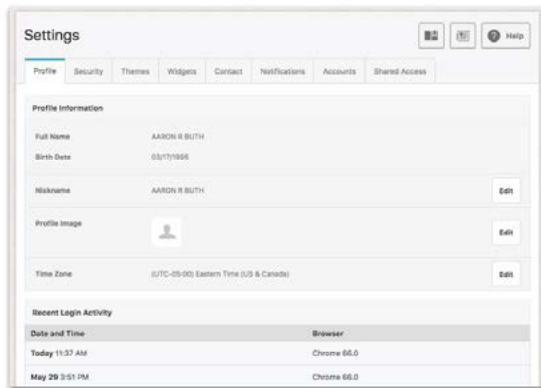
The Scheduled calendar can filter the scheduled transfer list view to only show the transfers scheduled for the selected date.

Other

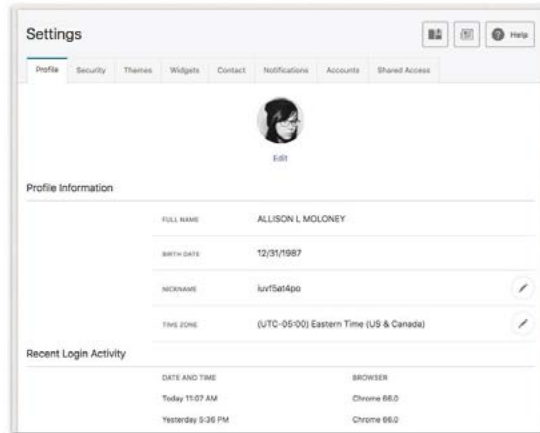
Settings - Profile & Widget tab layout will look different:

Settings: Profile

BEFORE



AFTER

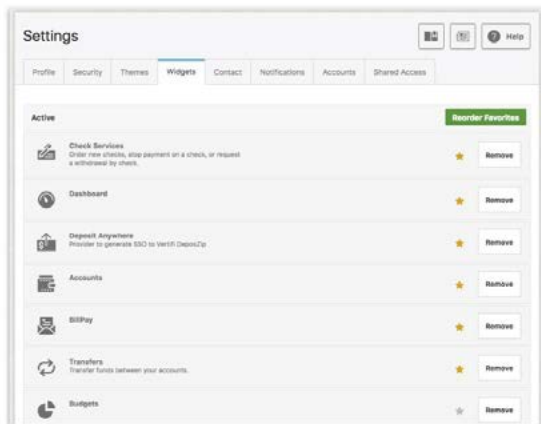


Updates made in an effort to meet accessibility guidelines, complete an Iris component conversion, and improve user experience

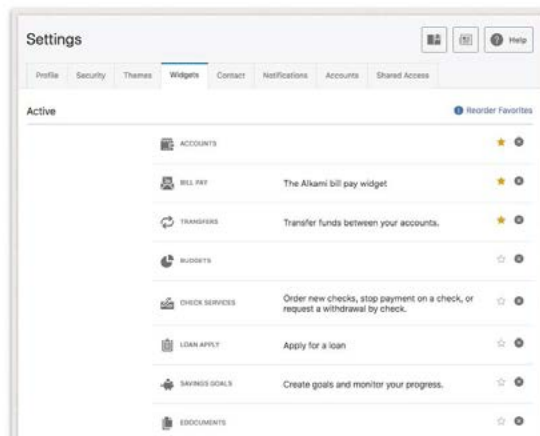


Settings: Widgets

BEFORE



AFTER



Updates made in an effort to meet accessibility guidelines, complete an Iris component conversion, and improve user experience



Message Center Accessibility and Usability Enhancements - New look.

Mobile Message Center - Create New Message

New Message ×

Subject

Account

Message

[Attach Files](#)

Desktop Message Center:

The screenshot displays the desktop Message Center interface. On the left is a dark green navigation sidebar with icons for ACCOUNTS, TRANSFERS, BILL PAY, QUICKAPPLY, and LOCATIONS. The main content area is titled "Message Center" and has tabs for "Inbox" and "Sent". A green "Compose" button is visible. Below it, a message is shown with the subject "Statements" and the text "I have a statement question on my account". The message is from CHRISTINA JUNG MALCOM, dated 5/23/2018, 10:40:31 AM. An attachment titled "Screen Shot 2018-05-23 at 10.39.25 AM.png" is included. A system response message at the bottom reads: "Thank you for your message! We're working on a response to your inquiry. Once we respond, you may follow-up with an additional message and continue the conversation."

Desktop Message Response:

