

Improving Our Website. Improving Your Life.



TDECU.org Quick Guide

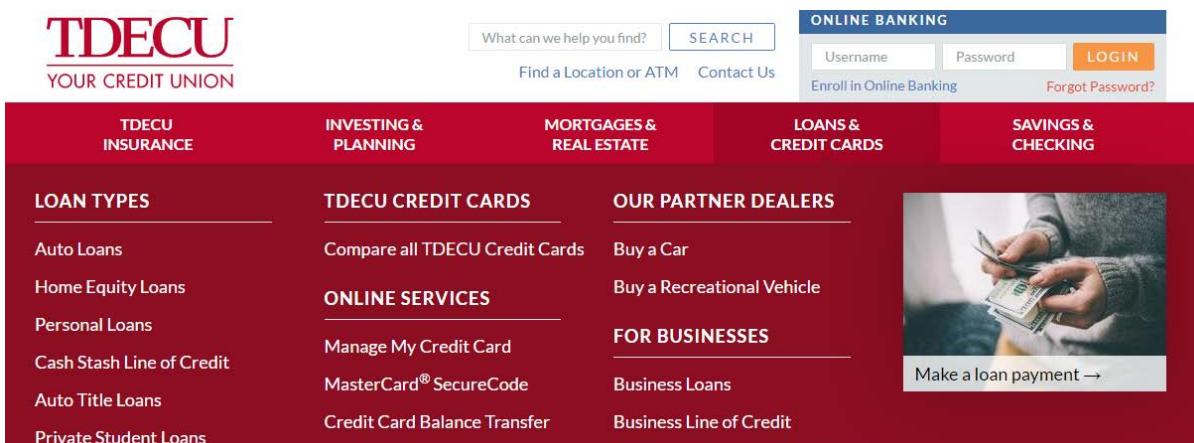
TDECU
YOUR CREDIT UNION

Federally insured by NCUA.

NAVIGATING THE WEBSITE



Navigating the Website on a Desktop Computer

To navigate TDECU.org, hover over any of the items in the red navigation bar at the top of the screen. When you do so, a drop down menu will appear. In the drop down items are categorized so you can easily find what you are looking for. Just click on a link in the drop down menu and you will be taken to that page. To return to the homepage, click the TDECU logo in the top, left-hand corner of your screen.

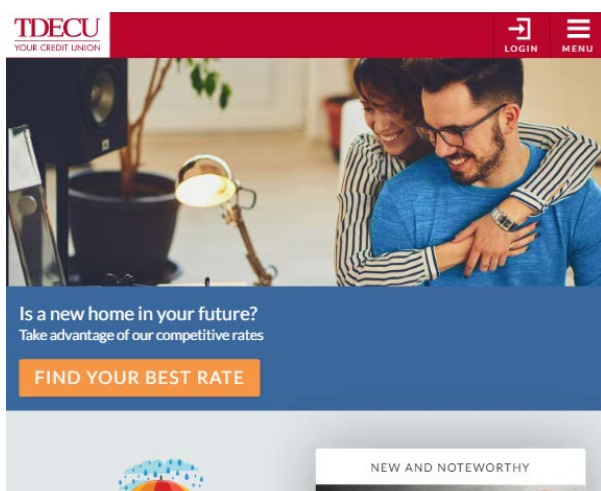


Navigating the Website on a Mobile Device

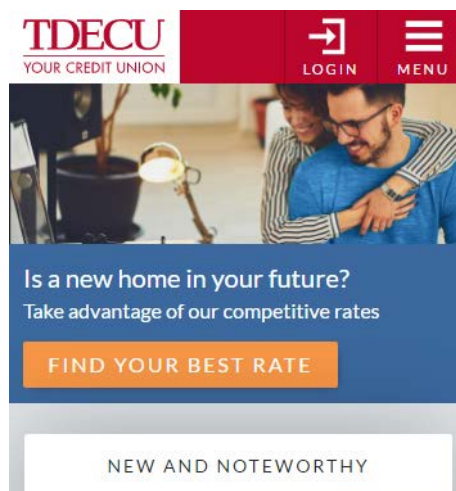
TDECU.org is now mobile-friendly! This means you can access all of the features you are accustomed to on your desktop computer with your internet-enabled mobile device.

To access the mobile navigation, tap the  icon. The mobile navigation will appear on the right side of your screen. From here you can search, find a location, contact us or tap to call TDECU. You can also navigate to any other pages. Just tap the menu item (with a + sign on the right) you are interested in, and a drop down menu will appear. You can then tap any menu item to navigate to that page. To close the drop down menu, tap the menu item (now with a - sign on the right) again. To shut the mobile navigation altogether, tap the  icon again.

Navigation on iPad®



Navigation on iPhone®



ONLINE/MOBILE BANKING

Logging into Online Banking on a Desktop Computer


No changes have been made to Online Banking functionality or its layout.

1. Use the login box at the top right-hand corner of the screen.
2. Enter your TDECU Member Number and password.
3. Click the login button.
4. You will then be taken to the Online Banking dashboard.



Logging into Online Banking on a Mobile Device

No changes have been made to Online Banking functionality or its layout.

1. To log in to Online Banking tap the  login icon. A login box will appear.
2. Enter your TDECU Member Number and password.
3. Click the login button.
4. You will then be taken to the Online Banking dashboard.

Resetting Your Online Banking Password

Should you forget your Online Banking password, click the “Forgot Password?” link below the username field. This link will take you to the Online Banking login screen where you will need to click “Forgot your password?” to initiate the password reset process. **No changes have been made to the “Forgot Password?” functionality or layout.**

First, you will need to enter your username which is your TDECU Member Number. The system will then ask how you would like to receive a secure access code to verify your identity. After selecting the delivery method and receiving your secure access code, you will need to enter it on this screen.

After your code has been confirmed you will be asked to change your password. For your security, the new password will need to meet the criteria shown on the screen and cannot match a previous password. Click the Submit button to finalize your password reset.

Online Banking Help

1. Hover over the “Savings & Checking” item in the red navigation bar.
2. Under “Remote Services,” click “Online & Mobile Banking.”

On this page, you will find the Online Banking user guide, information on supported browsers and simple how-to videos that will guide you through everything from logging in to setting up advanced features. Be sure to bookmark this page so you can refer back to it later should you have a question about Online Banking.

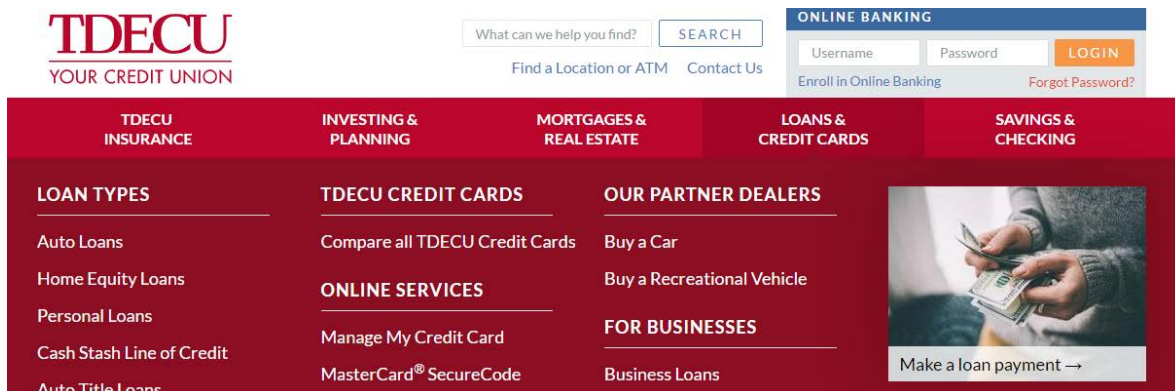
ONLINE SERVICES

Make a Loan Payment From Another Financial Institution

No changes have been made to the Make a Payment functionality or its layout.

1. Hover over the “Loans & Credit Cards” item in the red navigation bar.
2. Click the “Pay Now” button located in the white “Make a Loan Payment” box to the right of the menu.
3. On the resulting page, click the “make a payment” button.
4. A pop-up message will notify you that you are now leaving TDECU.org.
5. Click “Continue.”
6. You will then land on TDECU’s web payments center.
7. To make your payment, log in with your username and password.

If you are a **first-time user**, click “Register” in the top left-hand corner. Should you need assistance with the web payment service, please contact Member Care at 800.839.1154 and tell your Member Care Specialist you are having trouble making an online loan payment from another financial institution.



Viewing e-Statements

No changes have been made to e-Statement functionality or its layout.

1. Log into Online/Mobile Banking.
2. On the Dashboard page, select the Services menu item.
3. Select eStatement
4. You will be taken to our e-Statement portal.

Managing Your Credit Card with GoToMyCard

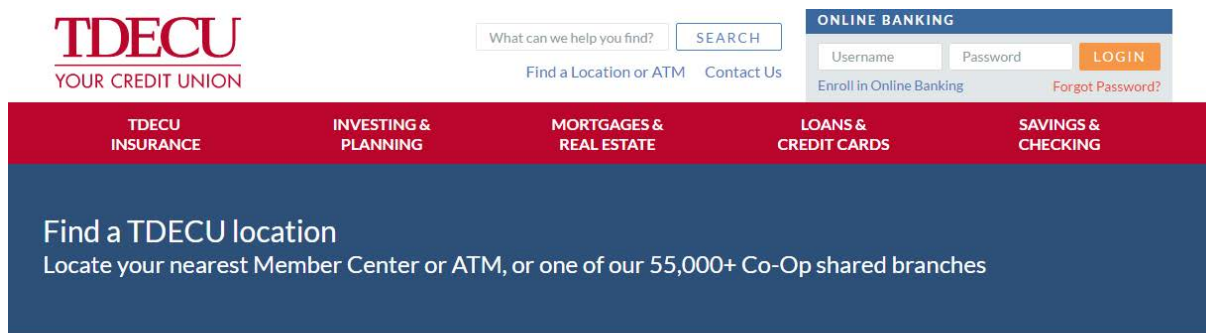
No changes have been made to GoToMyCard functionality or its layout.

1. Hover over the “Loans & Credit Cards” menu item.
2. Under “Online Services” click “Manage My Credit Card.”
3. You will then land on the GoToMyCard login page.
4. To manage your credit card, log in with your username and password.

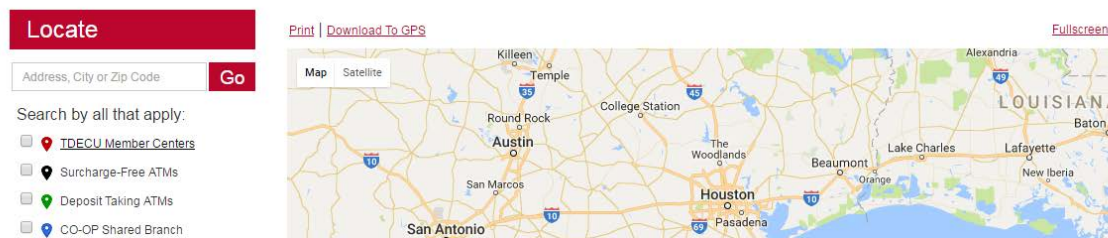
OTHER COMMON TASKS

Find a Member Center or ATM

To find the Member Center or ATM nearest you, click the “Find a Location or ATM” link at the top of any page, to the right of the logo. From there you can search for Member Centers, Co-Op shared branches, surcharge-free ATMs and deposit-taking ATMs. Click on the Member Center name to be taken to its Member Center page to view amenities, events and additional information.



If you experience any issues at one of our CO-OP Shared Branches, please contact us at 800-839-1154



Contact us

To find our contact information, click the “Contact Us” link at the top of any page, to the right of the logo. From there you may send us a message using our contact form. You can also find other valuable information including department phone numbers, mailing address and our ABA routing number.

Search

At the top of every page is our search bar. Just click in the field that says “What are you looking for?” Just type your query, then click “Search.” This will search our website and bring up a list of results.

Live Chat

TDECUCU.org also has a live chat for when you need your question answered on the spot.

To use this feature:

1. Scroll to the bottom of any page.
2. In the red footer section under “Contact,” you will see an item titled “Live Chat.”
3. Click to start a chat session.

Note: after hours this service will appear as offline.