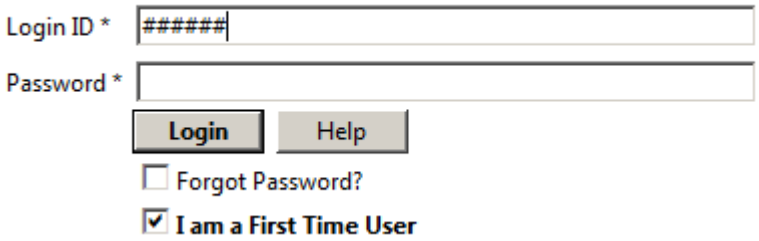
Simple Sign-On

How do I log into Personal Computer Banking for the first time?

Enter your Member Number as your login ID.



Select the check box indicating that you are a First Time User.
Click **Login**. You will be directed to a page displaying the secure contact information we have on file for your account.
From this point, please follow the instructions on the screen for receiving your Secure Access Code.

What is a Secure Access Code and why do I need one?

When you log into a web browser for the first time you will be prompted to receive a secure access code. This one-time code allows you to securely log into your Personal Computer Banking.

Can I copy and paste the Secure Access code?

No, you must manually enter in the Secure Access code.

What number will my Secure Access code come from?

Text: 320-75
Phone: 907-257-7200

I never received my Secure Access Code, what should I do?

Double check your information is valid for the option you selected. Next select another option for delivery (if applicable). If you need additional help please call the Member Contact Center 907-257-7200 or 1800-764-1123.

To access Personal Computer Banking before, I used my Member Number. Now, it asks for a Login ID. Are these the same?

Yes, Login ID is the new “Member Number” for Personal Computer Banking going forward. You may change your login ID after your initial setup.

What are the password requirements for Personal Computer Banking?

Your Personal Computer Banking password must be at least 4 to 30 characters, contain at least one number, and one letter.

What happens if I forget or lose my password?

Enter in your Login ID select the Forgot Password box and click login. Follow the prompts for setting up a new password.

Can I change my Login ID and password at any time?

Yes, by visiting the Security link under the Preferences menu in Personal Computer Banking.

Why do I have to register my computer every time I log in?

Secure Access Codes are used if you delete the security certificate or "cookie" that we've stored on your computer, or if you request a login from a computer not setup for repeated use. Choosing "activate my computer for later use" authorizes us to store a security certificate on your computer which may eliminate the need to use a Secure Access Code during each login.

Do I need to register my computer?

Registering your computer is optional. If you do register your computer we will store your security certificate for future use. By registering your computer you will not be prompted to enter a secure access code each time you login.

How often do I have to register my computer?

You will need to register each web browser you are using one time. If you frequently delete your cookies or your browser doesn't allow the cookie you will be prompted to register with every login.

Browsers

What Browser can I use with Personal Computer Banking?

The following browsers have been identified as providing reliable user experience for our Personal Computer Banking system. Some of these browsers may show minor differences for Personal Computer Banking, but generally support the use of the home banking application and functionality. It is always recommended to use the latest supported browser version available from the provider.

We expect (but cannot guarantee) that Personal Computer Banking will work with previous versions of the browsers listed.

Browser / OS	Current Version	Download Version
Microsoft Internet Explorer on Windows 7	10.x	http://www.microsoft.com/windows/ie/default.mspx
Microsoft Internet Explorer on Windows 8	10.x	http://www.microsoft.com/windows/ie/default.mspx
Firefox on Windows 7 and 8	22	http://www.mozilla.com/firefox/
Chrome on Windows 7 and 8	27	http://www.google.com/chrome
We no longer support Safari on Microsoft Windows, as Apple has discontinued development of security patches for their browser on the Windows platform.		
Browser / OS	Current Version	Download Version
FireFox on Mac	21	http://www.mozilla.com/firefox
Safari on Mac	5.1.x / 6.x	http://www.apple.com/support/downloads
Chrome on Mac	27	http://www.google.com/chrome

Supported Account Management Software

Microsoft Money:

We are aware that some Personal Computer Banking users are able to export their Account History successfully to the most recent versions of Microsoft Money. However, Microsoft itself no longer supports those products; therefore Denali Alaskan cannot guarantee the reliability of exports to them. Use of Microsoft Money with Personal Computer Banking is at the user's discretion.

Intuit Quicken® and QuickBooks ®

Our agreement with Intuit is that we support the most current version plus prior three release versions of both Quicken® and QuickBooks® for both the Microsoft and Mac Operating Systems. For these versions, we support both Web Connect and Express Web Connect.

Note: Mac OS X operating system does not support Quicken 2005, 2006 or 2007 for Mac. Quicken® users on Mac OS X require Quicken® Essentials 2010 for Mac. Quicken® Essentials on Mac OS 10.7 has been verified to work with Personal Computer Banking.

General

What is the lightning bolt?

The lightning bolt is a quick view point for each of your accounts. If you hover over the lightning bolt you will be provided the range of options you have for that account.

What accounts will I be able to access through Personal Computer Banking?

You may access all accounts under your member number. Additional accounts that are linked to your member number will also be viewable within your account.

How current is the information I view in Personal Computer Banking?

Your account information is typically displayed in real time. If by chance, there is a connectivity issue, you will still be able to view account history from the previous business day and conduct transactions that will post once connectivity is restored. Please pay close attention to the date and time stamp shown in the Updated column on the Account Overview page.

Is there a Personal Computer Banking session time-out setting?

Yes, for security purposes, you will need to login again after 30 minutes of inactivity.

Can my login be set to not time out?

No, this is a security feature set in place to protect your account.

Will I be able to see my cleared checks?

Yes, you will have access to your cleared check history. To view a cleared check select History or Overview and select the account your checks are debited from. You will see a magnifying glass next to your transaction. Double click on the magnifying glass and an image of the check will appear.

Can I make a stop payment request via Personal Computer Banking?

Yes, under the Services Menu select Stop Payment. You will then be able to complete a stop payment request.

How do I change my contact information?

You can update your contact information by selecting Update Contact Information under the Services Menu. Select the account you would like to update (if you have more than one). Update your information and click continue.

How do I access my secure message?

Select Secure Messages under the Services Menu.

How much account history will be transferred over after the Personal Computer Banking conversion?

Upon your initial log into Personal Computer Banking your last 50 transactions will be displayed. You may be able to view additional history 24 months of account history by utilizing the additional search functions within Personal Computer Banking.

Is any of my personal information stored in Personal Computer Banking?

Yes, Personal Computer Banking stores your User ID, password, and user preferences.

How can I reorder checks?

Under the Services Menu select Reorder Checks. You will then select the account that you would like to reorder checks from. Pressing submit will take you to Harland Clarke where you will complete your check order.

Customization Options

What information is included on the Personal Computer Banking dashboard?

The dashboard is completely customizable. You may add or remove any widgets on your own dashboard.

Can I view my account details in more than one way?

Yes, you can view your accounts through enhanced search capabilities by date, check number, amount, or description in ascending or descending order. To begin your search, select Account History from the Accounts Menu. In Account History select the account from the drop down list, and then you may modify the view by using the Search drop down menu, finally press submit to see your search results.

Can I change the order of how my accounts are displayed?

Yes, you can change the order that you view your accounts within the account type (example S1, S25, S6, S6.1 etc.). You are not able to change the order of the account types (example Savings, Checking, loans etc.). These can be updated in the Account Name Preference in the Preferences Menu.

Can I nickname my accounts?

Yes. Click on the Account Name Preferences in the Preferences Menu to add or update your account nicknames. Enter the desired nickname within the Display Name column.

Can I hide certain accounts?

If you would like to hide certain accounts from displaying inside Personal Computer Banking, you must send us a request. To do this, simply click on the lightning bolt next to the account you wish to hide, select Account Inquiry from the menu, and submit your request. You may also submit your request by calling the Member Contact Center, 257-7200 option 3, or visit any Denali Alaskan FCU branch.

Can I setup alerts for my account?

Yes, you are able to set up alerts for your account to be received via text, email, or voice. Setup security alerts by selecting Security under the Preferences Menu.

What types of security alerts can I set up?

There are many security alerts that you can setup within Personal Computer Banking. Alters can be created to notify you by phone, email, or text. The security alerts available alert you to changes with your computer registration, password, login ID, and secure access code.

What email address will alerts/correspondence coming from Personal Computer Banking originate from?

Notifications@denalifcu.com

What format can I use for downloading my transaction history?

Personal Computer Banking supports downloads to Quicken, QuickBooks, MS Excel or as a comma-delimited text file.

Transfers/Loan Payment

How do I make a payment to a loan account within the credit union?

Click on the Funds Transfer link under the Transactions menu.

How do I transfer money to another one of my accounts?

Click on the Funds Transfer link under the Transactions menu.

Can I make principal only payments on my loans via Personal Computer Banking?

Currently you can't make principal only payments via Personal Computer Banking.

Can I payoff loans via Personal Computer Banking?

Yes. You may transfer funds using the Funds Transfer link under the Transactions Menu. To ensure an accurate payoff please contact the Member Contact Center at 907-257-7200 option 3, or 1-800-764-1123 option 3 as additional finance charges or fees may alter the loan payoff shown in Personal Computer Banking.

How can I find my loan payoff amount?

You can find all your loan details such as, payoff amount, interest rate, and current balance, by clicking the lightning bolt or double clicking on your loan from the Account Overview page of Personal Computer Banking. To ensure an accurate payoff please contact the Member Contact Center at 907-257-7200 option 3, or 1-800-764-1123 option 3 as additional finance charges or fees may alter the loan payoff shown in Personal Computer Banking.

Can I enter a note or description for a transfer?

Yes. You have the option of entering a description within the Transfer Funds section of the Funds Transfer page.

Can I schedule recurring payments?

Yes. Enter the desired frequency of your transfer on the Funds Transfer page of Personal Computer Banking.

Can I schedule future transfers?

Yes. You are able to schedule future transfers. Simply set the date that you would like the transfer to take place while in the Funds Transfer menu.

How do I review my recurring transaction and funds transfers?

To view recurring or one time transactions click on Online Activity.

How do I cancel a recurring funds transfer?

For recurring payments you have two options to cancel the upcoming transfer or cancel the entire request.

In online activity double click on the transaction select cancel. This will cancel the upcoming transfer.

In recurring transfers double click on the transaction select cancel. This will cancel the entire transfer request.

Where can I set up and view transfers from another financial institution?

To add an external account you are listed on go to add external account in the Transactions menu. Two small deposits will be made to your account at your other financial institution. You will need to verify these amounts to complete the set up.

Once the account has been set up you can make transfers in the Funds Transfer Menu. To view these transactions, select the transaction history for the account the funds were taken from.

How long does it take a funds transfer to be complete?

For internal transfers the transaction will be completed immediately.

For external transfers the transaction can take 2-5 business days.
External transfers are processed Monday-Friday before 12:00 pm. There is no processing on holidays these will be completed the next business day.

Is there a single or daily transfer dollar limit for transfers I complete?

Not at this time.

What happens if I lose connection during a transaction?

If you don't receive a confirmation page for your transaction it was not complete. You can always view your history in Online Activity to verify your online transactions.

Denali Direct

Will my paper statements be stored as E-Statements?

Yes, when you activate your E-Statements you can view the past 7 years of previous statement history.

What if I sign up and don't receive an E-Statement?

Make sure we have a valid email address for delivery. If the email we have on file is valid it might have been blocked by a firewall or pop blocker. You can view your monthly statement by going to E-Statements in Personal Computer Banking and clicking on the magnifying glass.

How do I set up balance alerts?

Under the Denali Direct Menu select eAlerts. You will then be able to setup alerts for your accounts and loans.

How can I receive account alerts?

You can receive account alerts in one of the following ways.

- Secure Message
- Email-sent out at 5:00 am & 2:00 pm CST
- Phone
- Text Message

Mobile Banking

Do I have to enroll in Personal Computer Banking before I can use Mobile Banking?

Yes, you must be enrolled in Personal Computer Banking to access mobile banking.

How do I sign up for Mobile Banking?

Click on Mobile under the Preferences Menu, select Mobile Enrollment, and check the box to enable mobile access.

Is Mobile Banking secure?

Yes, Mobile Banking utilizes the best practices from Personal Computer Banking.

Can I use Mobile Banking anytime?

Yes, Mobile Banking is available 24 hours a day 7 days a week.

What do I do if I get locked out of Mobile Banking?

Please contact the Member Contact Center at 907-257-7200 option 3 or 1800-764-1123 option 3.

Do I need a user ID and password for Mobile Banking?

Yes, your user ID and password are the same as your Personal Computer Banking login credentials.

Can someone intercept my Mobile Banking transactions?

Your transactions sent through Mobile Banking are protected by encryption for processing. Your transactions are safe and secure.

Will a new mobile app be available?

Yes, there is a new app available to complement our new Personal Computer Banking.