

New Cash Management (CM) FAQ's

1. *Why are we moving to a new platform?*

- **Unified Login:** No more juggling multiple logins for Bill Pay, Mobile Deposits, ACH, Wires, Positive Pay, or QuickBooks.
- **Business Bill Pay:** Access advanced payment tools without needing separate logins for CM and Bill Pay.
- **Mobile Deposit:** CM now has mobile deposit eliminating the use of separate logins for OLB/Mobile app. Only regular myCCCU Mobile app is required.
- **Secondary Admin Options:** Businesses can now assign a Secondary Administrator to manage user access and permissions.
- **System Notifications:** Stay informed with real-time notifications for important actions like approvals, payments, and Positive Pay.

2. *When and how will we start using the new platform?*

On November 5th, emails will be delivered to all Cash Management users with instructions on how to login with their username and temporary password.

3. *Why is it important to review/update email addresses and cell phone numbers in the current CM platform BEFORE 10/28/24?*

To ensure a smooth transition to the new platform, reviewing contact information is essential. Email and cell phone number for each user must be current so that you can receive the email with login credentials, and the one-time passcode for verification.

4. *Do we still have access to consumer Online Banking?*

Effective 11/4/2024, you will no longer have access to consumer Online Banking because starting 11/5/2024, both platforms will be combined into one.

5. *Where do we log in?*

Same location for CM log in as today. Use the "Ministry Tab" to enter your credentials.

6. *Will the new Cash Management have the Credit Card Access and Card Alerts & Controls options?*

No. Business Card Management is the alternative for Cards Alerts & Controls/Credit Card Access which has a separate login/registration. You can also go to the Credit Card Access website directly by clicking on Login and then Credit Card Only Login.

7. **Who do we reach out to for detailed questions/ troubleshooting?**

Phone: 909-495-8343

Email: cashmanagement@mycccu.com

8. **Do we still need tokens?**

Physical tokens are no longer an option. All tokens need to be switched to digital tokens using the VIP access app. Tokens are no longer needed for log in, only for ACH/Wire approvals. Please reach out to cashmanagement@mycccu.com for instructions.

9. **Will we have access to Bill Pay?**

You will have access to Bill Pay in the new Cash Management platform. You must gather all Bill Pay Payee information by 10/28/2024, as you will not have access to the old platform after this date. You must register your Payees once we are live on 11/5/2024. No payments may be scheduled with due dates between 10/28/24 to 11/5/2024.

10. **What happens with our ACH/Wire templates?**

All ACH/Wire templates will convert to the new system. If you are missing any information, please reach out to cashmanagement@mycccu.com.

11. **Do we have Quicken/Quickbooks with new platform?**

Yes, you will be able to access Quicken and Quickbooks with new CM platform.

Important steps required:

- **By 11/3/2024:**
 1. Do a data file backup of your ministry or business
 2. Complete a final transaction download & match downloaded instructions
- **On 11/6/2024 or after, please:**
 1. Deactivate your existing account connection to CCCU
 2. Reactivate your account to CCCU's new Cash Management platform