

Online Banking & Mobile Errors Troubleshooting Guide

Error Messages - Try These Steps First

When experiencing an error message, please try the following steps first to resolve the error issue:



1. Update Your Browser.

Please refer to online instructions to update to the most current version of your browser.



2. Clear / Delete Browser History.

Please refer to online instructions to clear/delete your browser history.

Next, log out of Online Banking and close the browser.

Re-open the browser and login to Online Banking again.



3. Enable Third-Party Cookies.

Please refer to online instructions to enable third-party cookies on your device.

Password Manager Software Troubleshooting

Altra staff may not be familiar with your specific Password Manager Software and unable to assist in troubleshooting. Please refer to your user manual, online instructions, or contact the provider support for assistance.

Solutions for Common Errors (click error message below for details)

Online Banking & reCAPTCHA

- [reCAPTCHA Interruption with Aggregator Services](#)
- [Log in to Online Banking with reCAPTCHA](#)

Online Banking Errors

- [Invalid Login](#)
- [Invalid Login - Too Many Invalid Attempts / Account Locked](#)
- [Cookies Disabled](#)
- [Do Not Have Permission to Access this Feature](#)
- [External Linked Accounts - No Access](#)
- [Invalid Link \(e-Statements Access\)](#)
- [Session Timeout](#)
- [Unable to Process Request](#)
- [Unsuccessful Transfer](#)
- [Unsuccessful Quicken Download](#)

Mobile Banking Errors

- [Mobile Activation Code Not Received](#)
- [Mobile Login Error](#)
- [Mobile Deposit Enrollment Denied](#)

Online Banking & Google Invisible reCAPTCHA 2

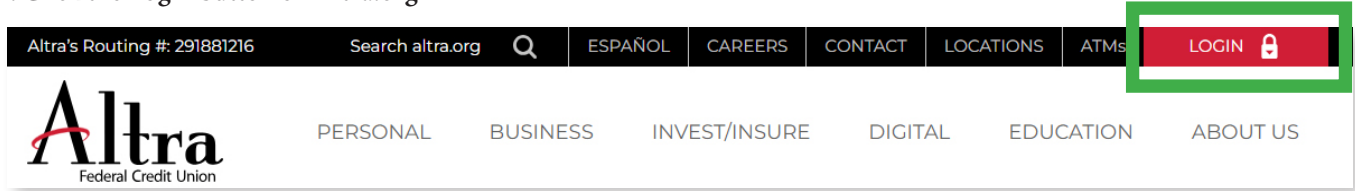
Our effortless Online Banking login knows when to be easy on people and hard on bots. Armed with state-of-the-art security and technology, Google Invisible reCAPTCHA 2 lets human users pass through login validation seamlessly without seeing the “I’m not a robot” checkbox, while suspicious logins and bots have to complete the challenges presented. (Most valid user login attempts pass validation with no need for this step.)

Possible reCAPTCHA INTERRUPTIONS WITH AGGREGATOR SERVICES

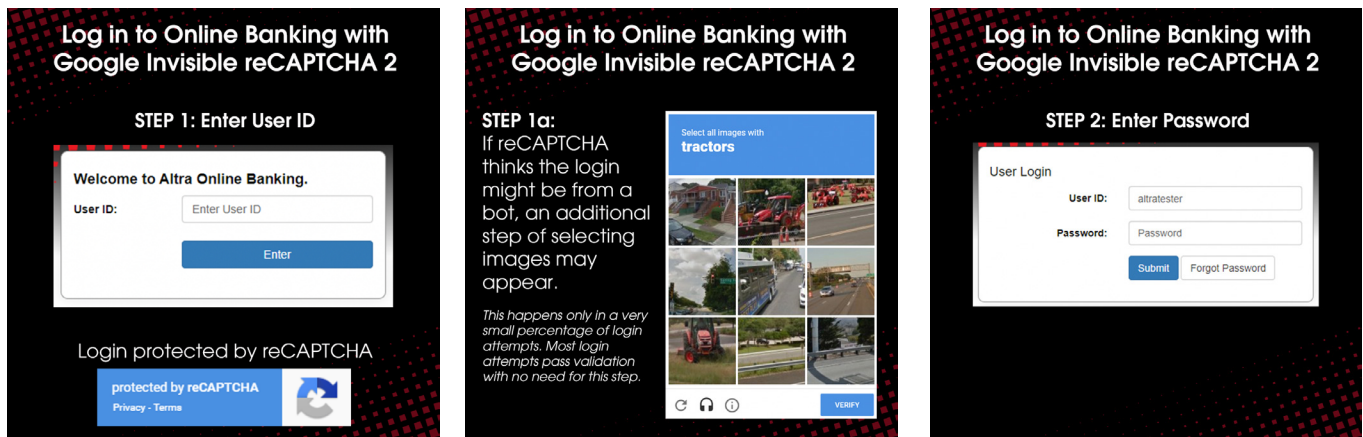
Altra is aware that reCAPTCHA may interrupt service with some aggregators. While some large providers are able to program the ability to skip reCAPTCHA, smaller companies may not. Unfortunately, neither Altra nor online providers are able to control this accessibility. We recommend reaching out to your aggregator provider to remind them of your programming needs.

LOG IN TO ONLINE BANKING WITH reCAPTCHA

1. Click the Login button on Altra.org



2. Follow the steps displayed in the reCAPTCHA screens.



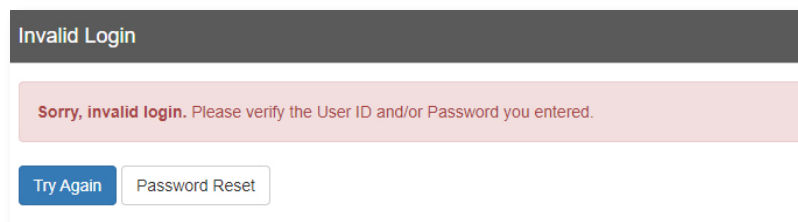
3. You will now be prompted with your Security Challenge questions, if applicable.

Online Banking Errors

INVALID LOGIN

ISSUE: The password or user ID is not correct.

Please make sure your NUM LOCK key is on and your CAPS LOCK key is off before attempting to login again.

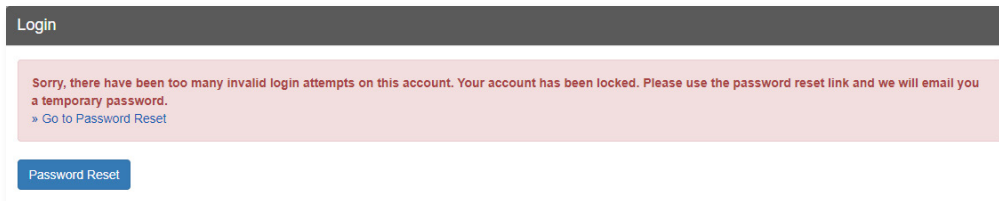


Online Banking Errors (continued)

INVALID LOGIN - TOO MANY ATTEMPTS

ISSUE: Password was entered incorrectly three times in a row.


The account has been locked for security purposes. Please select the “**Password Reset**” link and enter the primary account holder’s information. Altra will email a temporary password to the email we have on file.



The screenshot shows a login page with a dark header labeled "Login". Below the header is a red error message box containing the text: "Sorry, there have been too many invalid login attempts on this account. Your account has been locked. Please use the password reset link and we will email you a temporary password." Below the message is a blue button labeled "Go to Password Reset". At the bottom of the page is a blue button labeled "Password Reset".

The Invalid Login error will also appear if there has been no activity in the account for 120 days.

The account has been locked for security purposes. In this case, the Password Reset option will not function and the following message will appear. Please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.

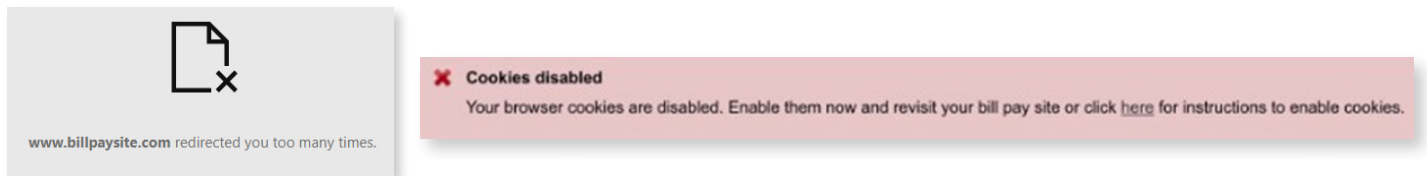


The screenshot shows a password reset page with a dark header labeled "Password Reset". Below the header is a red error message box containing the text: "The account has been locked. You have had too many invalid attempts on this account. To reset your password, please contact us for assistance."

COOKIES DISABLED

ISSUE: Third-party cookies are not enabled on your device. Message may appear differently depending on browser.

Click the link provided in message or refer to online instructions to enable third-party cookies on your device.

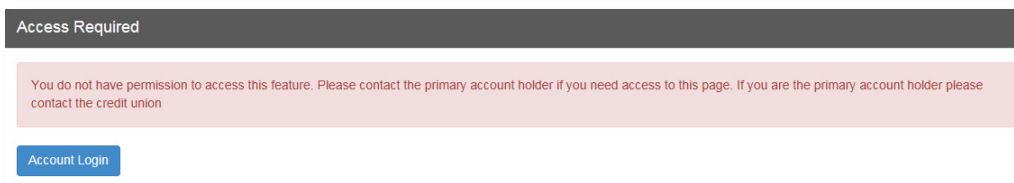


The screenshot shows a browser error message. On the left, there is a grey box with a document icon and a red 'x', and the text "www.billpaysite.com redirected you too many times." On the right, there is a red error message box with a red 'x' icon and the text: "Cookies disabled. Your browser cookies are disabled. Enable them now and revisit your bill pay site or click [here](#) for instructions to enable cookies."

DO NOT HAVE PERMISSION TO ACCESS THIS FEATURE

This error message may appear while attempting to log in or navigate to another page within Online Banking.

Please try to login again or use a different browser. If this issue persists please contact Altra by clicking the secure “**Messages**” link within Online Banking (top right of screen) or by phone Monday–Friday 7:30am to 5:30pm CST.

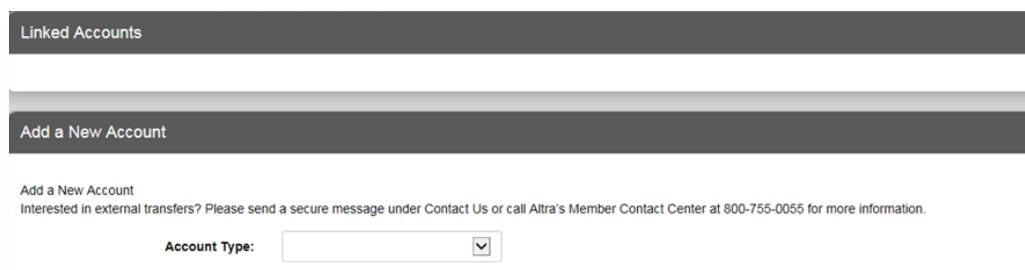


The screenshot shows an "Access Required" page with a dark header. Below the header is a red error message box containing the text: "You do not have permission to access this feature. Please contact the primary account holder if you need access to this page. If you are the primary account holder please contact the credit union." Below the message is a blue button labeled "Account Login".

EXTERNAL LINKED ACCOUNTS - NO ACCESS

ISSUE: You may not meet the qualifications for external linked accounts or there may be an account issue.

If this issue persists please contact Altra by clicking the secure “**Messages**” link within Online Banking (top right of screen) or by phone Monday–Friday 7:30am to 5:30pm CST.

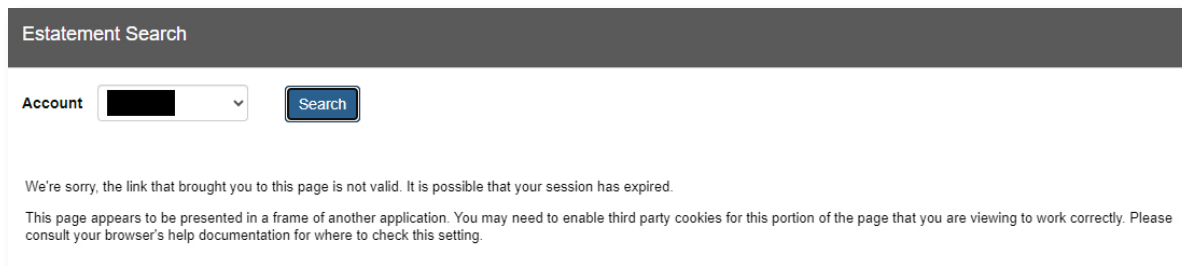


The screenshot shows a "Linked Accounts" page with a dark header. Below the header is a section titled "Add a New Account" with a dark background. Below this is a red error message box containing the text: "Add a New Account. Interested in external transfers? Please send a secure message under Contact Us or call Altra's Member Contact Center at 800-755-0055 for more information." Below the message is a blue button labeled "Account Login". At the bottom of the page is a form with the label "Account Type:" followed by a dropdown menu.

Online Banking Errors (continued)

INVALID LINK - E-STATEMENT ACCESS

ISSUE: The message “We’re sorry, the link that brought you to this page is not valid” displays when accessing e-Statements. Please refer to online instructions to enable third-party cookies on your device and try again.



SESSION TIMEOUT

This message may occur for the following reasons:

ISSUE 1: The time limit for inactivity has been reached.

To change your timeout setting in online banking, select the Security Alerts tab > Change Your Timeout. Options are 20, 10, or 5 minutes. The Default is 10 minutes.

ISSUE 2: While logged in to Online Banking, you navigated to a different site within the same browser page.

(For example, by clicking the back button or typing a new web address in the browser bar, overwriting online banking). You will have 20 seconds to return to online banking or the session will automatically time out for security purposes.

ISSUE 3: Your Browser is not updated.

Please refer to online instructions to update to the most current version of your browser.

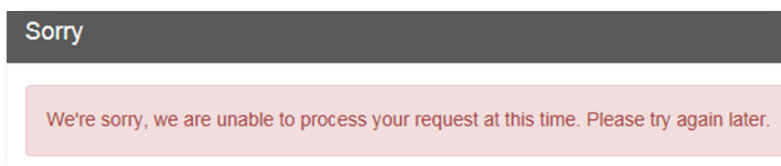
Your Home Banking session has timed out.

To access your accounts, please [login](#) to Online Banking.

UNABLE TO PROCESS REQUEST

ISSUE: There is a temporary disruption to the web page or service you are trying to access.

Please try logging in again or use another browser.



UNSUCCESSFUL TRANSFER

If an account transfer is unsuccessful, you will be given a reference number. Please contact Altra by clicking the secure “Messages” link within Online Banking (top right of screen) or by phone Monday–Friday 7:30am to 5:30pm CST.

UNSUCCESSFUL QUICKEN DOWNLOAD

To export your transactions, click the Accounts tab at top of page and select “Export”.

1. Choose the account and the dates you would like to export history for.
2. Select Quicken as your Export format, and click the Download Data button. Do this for each account you wish to export.
3. Open Quicken. The exported history items will be automatically uploaded.

Mobile App Errors

MOBILE ACTIVATION CODE NOT RECEIVED

If the activation code has not been received, please check your junk/spam email filters.

If you do not see the code, please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.

MOBILE LOGIN ERROR

This error may occur for the following reasons:

ISSUE 1: User ID or Password was entered incorrectly.

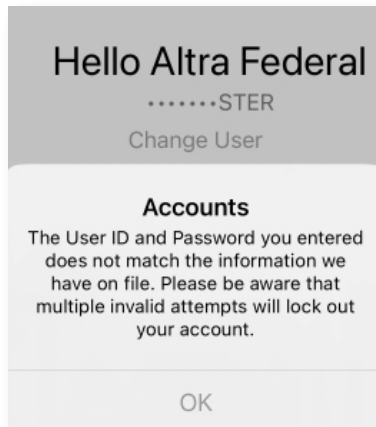
Please check your Wi-Fi connection and try again. Make sure there are no spaces before, after or within your User ID or Password.

If the issue persists please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.

ISSUE 2: There is a space in the User ID field.

Delete the User ID and re-enter making sure there are no spaces before, after or within your User ID.

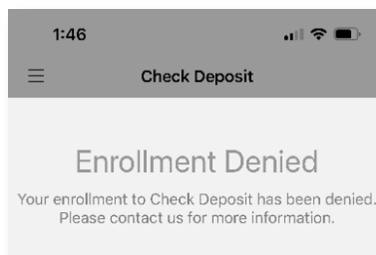
If the issue persists please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.



MOBILE DEPOSIT ENROLLMENT DENIED

ISSUE: You do not meet the qualifications for Mobile Deposit access.

Please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.



Questions?

Contact Altra at 800-755-0055 (7:30am to 5:30pm CST) or www.altra.org

Federally insured by NCUA.

D-351-011624