Online Banking & Mobile Error 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 your specific browser to the most current version.

2. **Clear / Delete your Browser History.** Please refer to online instructions to clear/delete your specific browser history.
   Once that is completed, log out of Online Banking and close the browser.
   Next, re-open the browser and try logging into Online Banking again.

3. **Enable 3rd Party Cookies.** Please refer to online instructions to enable 3rd 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 provider support for assistance.

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

Online Banking a& Google Invisible reCAPTCHA 2

reCAPTCHA Interruption with Aggregator Services

Log in to Online Banking with reCAPTCHA

Online Banking Errors

Invalid Login

Invalid Login - Account Verification Error

Invalid Login - Too Many Invalid Attempts

User ID Incorrect

Cookies Disabled

Do Not Have Permission to Access

External Linked Accounts - No Access

Link Invalid (e-Statements Access)

Session Timeout

Unable to Process Request

Unsuccessful Transfer

Unsuccessful Quicken Download

Mobile Banking Errors

Activation Code Not Received

Login Failed: Invalid Login Credentials

Login Failed: Invalid User Input

No Access to Mobile Deposit (Enrollment)

# Online Banking & Google Invisible reCAPTCHA 2

We've implemented an effortless Online Banking login that 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 ones and bots still have to solve the challenges presented. (Most 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 such as Acorn and ChangEd. While some large providers like Mint are able to program the ability to skip reCAPTCHA, smaller companies may not. Unfortunately, neither Altra nor online provider can control this accessibility. We recommend reaching out to your aggregator provider to remind them of your programming needs.

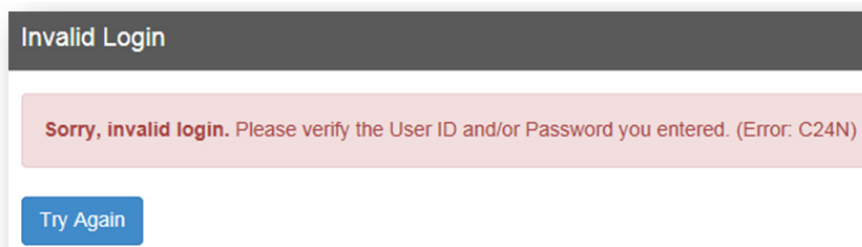## LOG IN TO ONLINE BANKING
Click the Login button on Altra.org
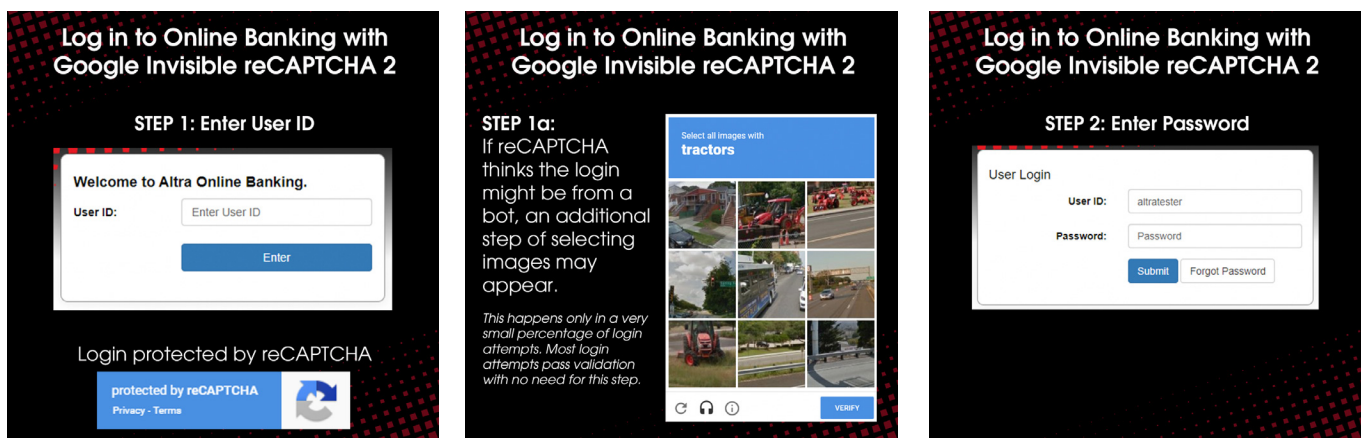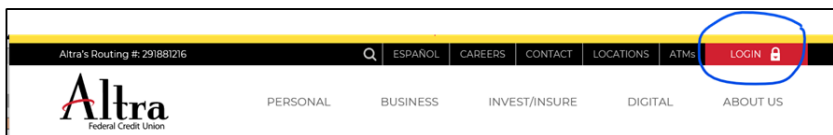
You will now be prompted with your Security Challenge questions, if applicable.
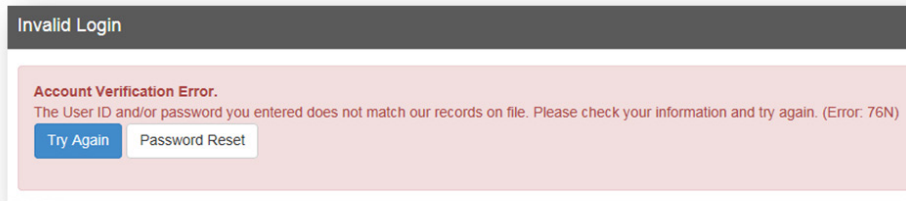
Online Banking Errors

INVALID LOGIN

User ID is not correct. Please check that your CAPS LOCK key is off and your NUM LOCK is on and try again. If this issue persists please contact Altra by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.

INVALID LOGIN - ACCOUNT VERIFICATION ERROR

This is typically and Invalid Password attempt. Please check that your CAPS LOCK key is off, and your NUM LOCK is on and try again. If you still receive an error please try both your User ID and Password again. You may also click Password Reset and will be prompted to enter the primary account holder information. Altra will email a temporary password to the email we have on file
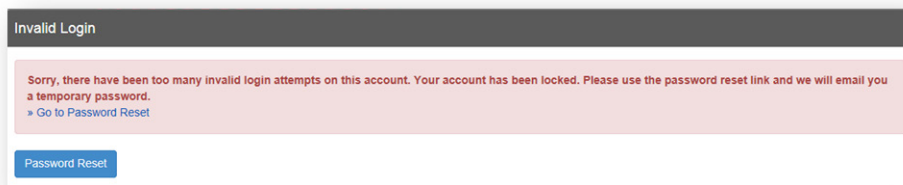
Invalid Login

Account Verification Error.
The User ID and/or password you entered does not match our records on file. Please check your information and try again. (Error: 76N)

Try Again   Password Reset

INVALID LOGIN - TOO MANY ATTEMPTS

Password was entered incorrectly three times and for security purposes the account locked out. Select the "**Go to Password Reset**" link where you will be prompted to enter the primary account holder information. Altra will email a temporary password to the email we have on file.

Invalid Login

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.
» Go to Password Reset

Password Reset

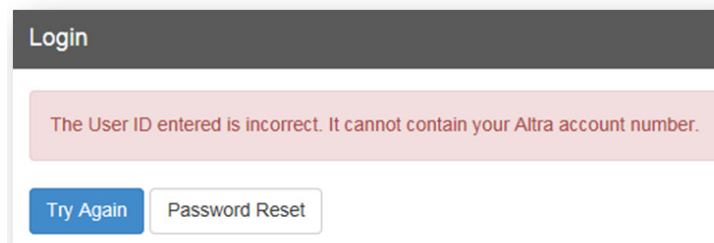**This error message may also mean account has been locked out due to 120 days of inactivity.**
If so, the Password Reset option will not work and will display the message below. Please contact Altra by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.

Password Reset

The account has been locked. You have had too many invalid attempts on this account. To reset your password, please contact us for assistance.

Your Altra Member Number is being entered as User ID. Please try again using your Online Banking User ID. If the issue persists please contact Altra by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.
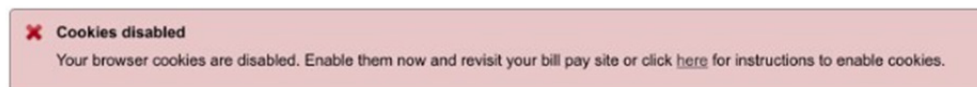
Login

The User ID entered is incorrect. It cannot contain your Altra account number.

Try Again   Password Reset

COOKIES DISABLED

Please enable third party cookies on your device. A link is provided in the error message with instructions.

✖ **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

Please try logging in again or try another 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 7:30 a.m. to 6:00 p.m. CST.
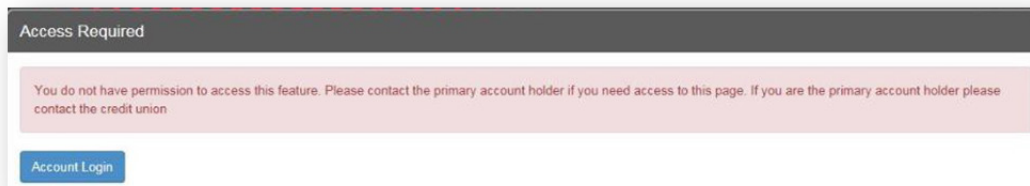
EXTERNAL LINKED ACCOUNTS – NO ACCESS

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 7:30 a.m. to 6:00 p.m. CST.
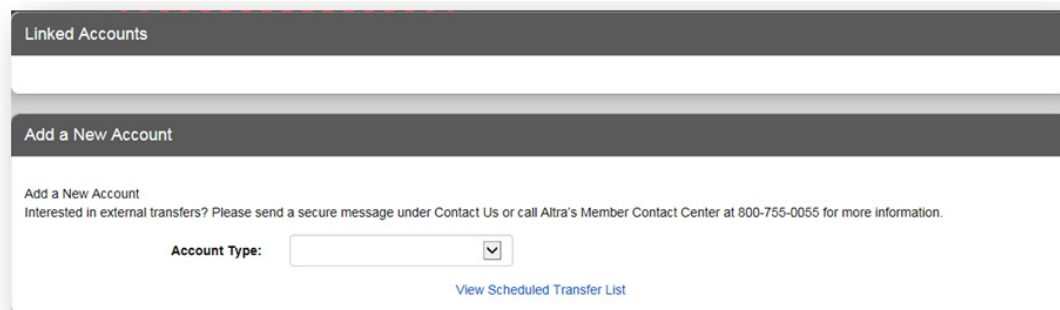

INVALID (E-STATEMENT ACCESS)

The message "We're sorry, the link that brought you to this page is not valid" displays when accessing e-Statements. Please enable third party cookies on your device and try again.
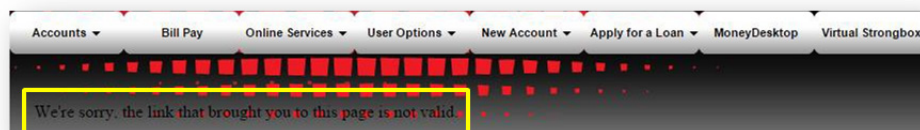

SESSION TIMEOUT

1. The time limit for inactivity has been reached within online banking. You can change your timeout setting in online banking under Security Options-Change Your Timeout. Options are 20, 10 or 5 minutes. Default is 10 minutes.

2. This message may occur if you need to update your Browser. Please refer to online instructions to update your specific browser to the most current version.

3. This message will also appear if you have logged into online banking and navigated to a different site within the same browser page. For example, if you used back button or typed a new web address in the browser bar, overwriting online banking. If this occurs you will have has 20 seconds to return to online banking; otherwise the session is automatically timed out for security reasons.
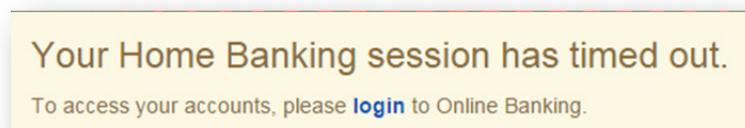
UNABLE TO PROCESS REQUEST

This is a general error message that can occur when a there is a temporarily disruption to a page or service you are trying to access. Please try logging in again or try another browser.
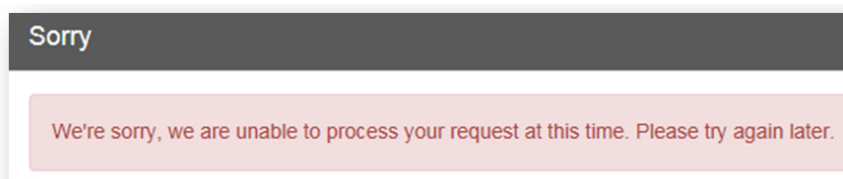
UNSUCCESSFUL TRANSFER

If a 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 7:30 a.m. to 6:00 p.m. CST.

UNSUCCESSFUL QUICKEN DOWNLOAD

To export your transactions, click on the Accounts tab, then click on 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

ACTIVATION CODE NOT RECEIVED

If the activation code has not been received please check junk/spam email filters. If you do not see it, please contact Altra by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.

LOGIN FAILED: INVALID CREDENTIALS

User ID or Password was entered incorrectly. Please check your Wi-Fi connection and try again, making 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 7:30 a.m. to 6:00 p.m. CST.
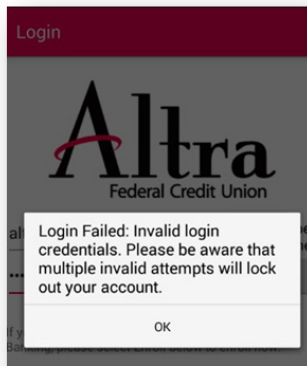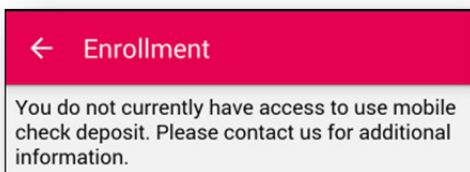

LOGIN FAILED: INVALID USER INPUT

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 or Password. If the issue persists please contact Altra by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.

NO ACCESS TO MOBILE DEPOSIT (ENROLLMENT PROCESS)

You do not meet the qualifications for Mobile Deposit access. Please contact Altra by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.