

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 and Captcha

[Captcha Interruption with Aggregator Services](#)

[Log in to Online Banking with Captcha](#)

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 & CAPTCHA

We have introduced Captcha as an added layer of security and protection when logging into your accounts. Captcha code is a series of letters or numbers that cannot be read or entered by computers or robots pretending to be you.

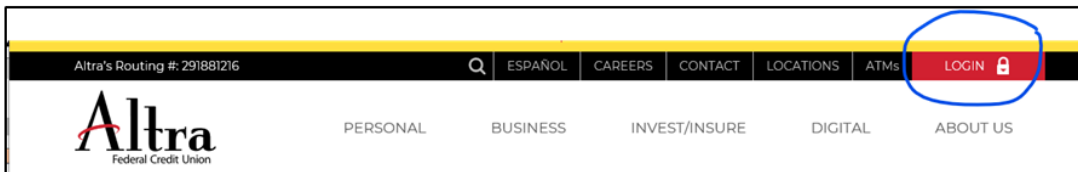
CAPTCHA INTERRUPTIONS WITH AGGREGATOR SERVICES

Altra is aware that Captcha 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 Captcha, 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.

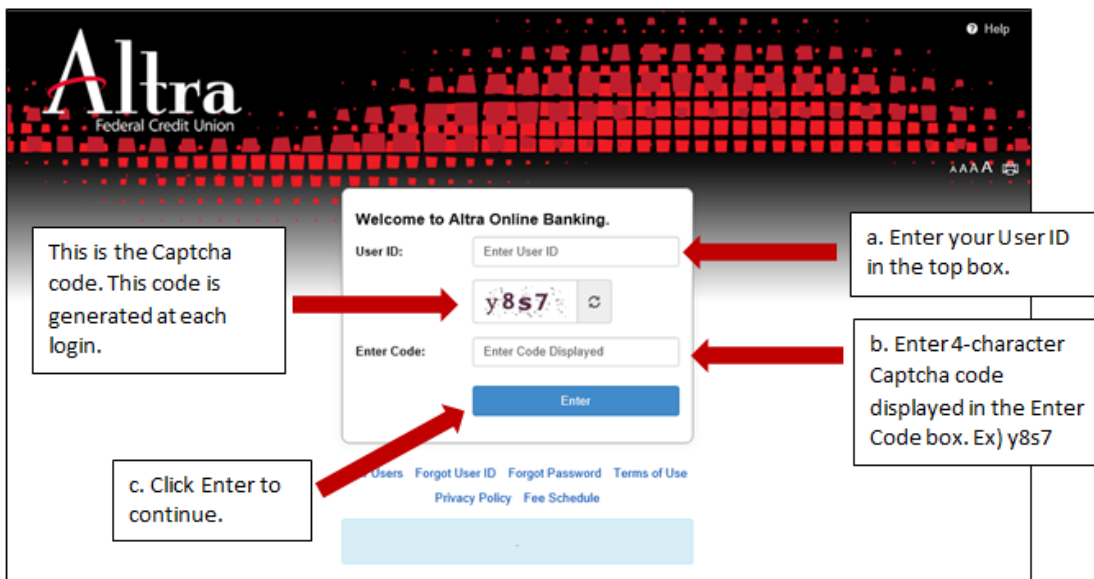
LOG IN TO ONLINE BANKING WITH CAPTCHA

When logging into online banking, Captcha is required at the sign on page.

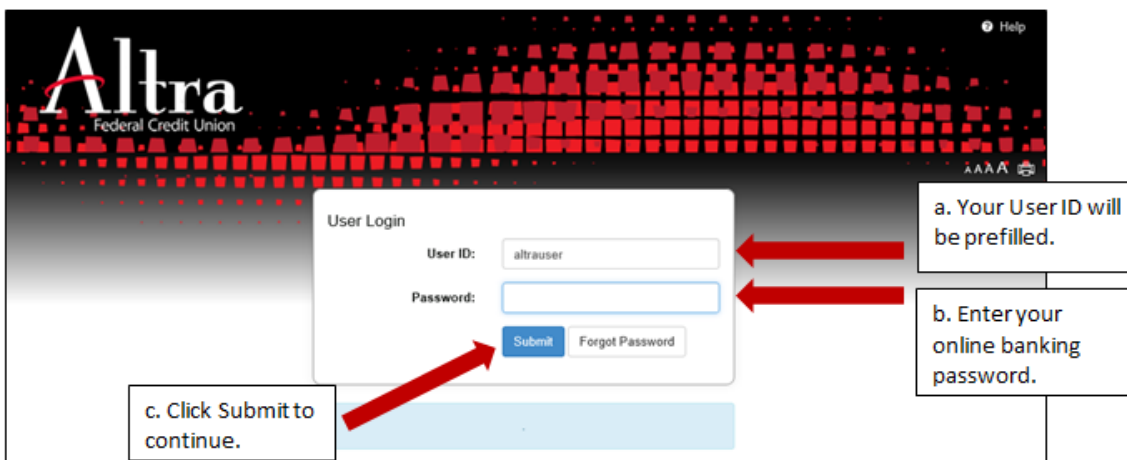
1. Click the Login button on Altra.org



2. You will be directed to the sign on page for Online Banking.



3. On the next page you will enter your Online Banking password.



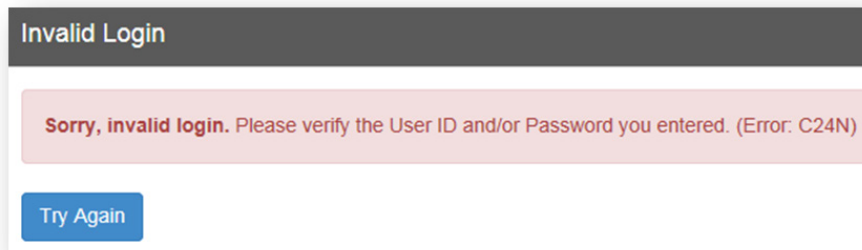
- a. Your User ID will prefill from the previous screen.
- b. Enter your online banking password.
- c. Click the Submit button.

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

Online Banking Errors

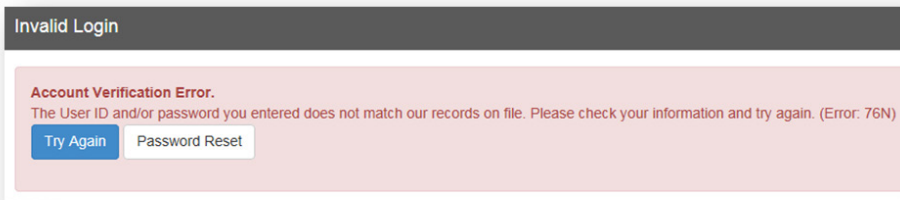
INVALID LOGIN

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.



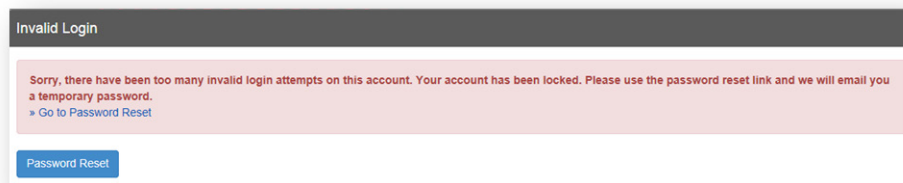
INVALID LOGIN - ACCOUNT VERIFICATION ERROR

This is typically an 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



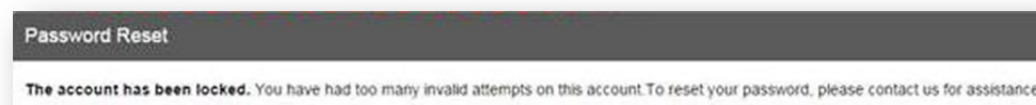
INVALID LOGIN - TOO MANY ATTEMPTS

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.



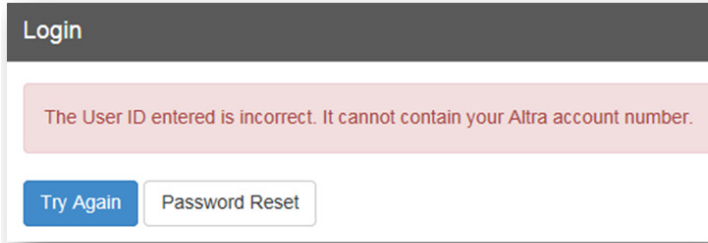
This error message may also mean account has been locked out due to 120 days of inactivity.

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.



USER ID INCORRECT

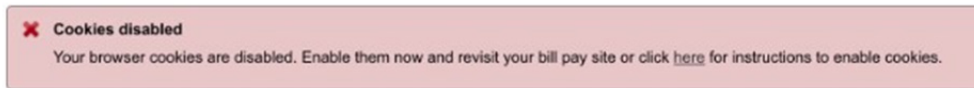
Your Altra Member Number is being entered as User ID. Please try again using your Online Banking User ID. If the issue persists please contact Altra by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.



The screenshot shows a login interface with a dark header containing the word "Login". Below the header is a light-colored box with a red error message: "The User ID entered is incorrect. It cannot contain your Altra account number." At the bottom of the box are two buttons: "Try Again" (blue) and "Password Reset" (white).

COOKIES DISABLED

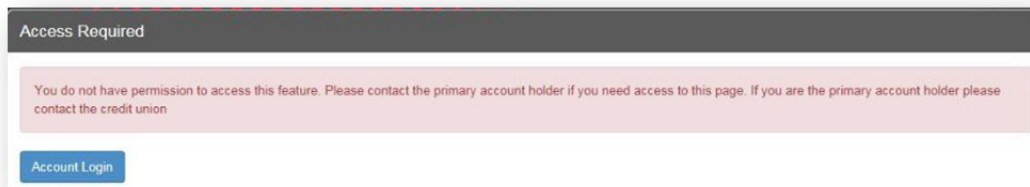
Please enable third party cookies on your device. A link is provided in the error message with instructions.



The screenshot shows a red error message box with a red 'X' icon. The text reads: "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

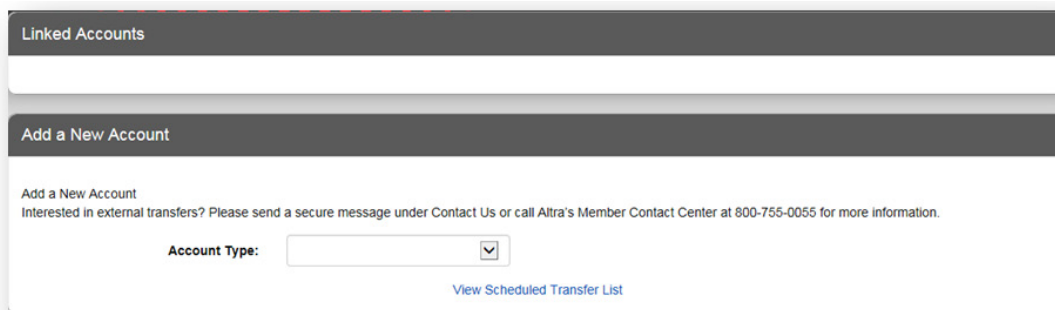
Please try logging in again or try another browser. If this issue persists please contact Altra by clicking the secure "Messages" link within Online Banking (top right of screen) or by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.



The screenshot shows an "Access Required" error message box. The text reads: "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." At the bottom left is a blue button labeled "Account Login".

EXTERNAL LINKED ACCOUNTS - NO ACCESS

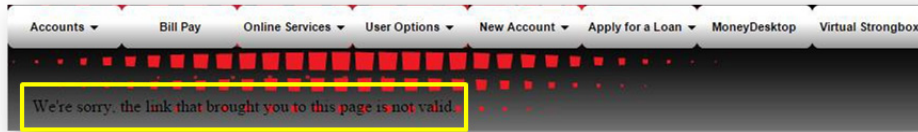
You may not meet the qualifications for external linked accounts or there may be an account issue. If this issue persists please contact Altra by clicking the secure "Messages" link within Online Banking (top right of screen) or by phone Monday- Friday 7:30 a.m. to 6:00 p.m. CST.



The screenshot shows a "Linked Accounts" section. It has a dark header with the text "Linked Accounts". Below the header is a white area with the text "Add a New Account" and "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." There is a label "Account Type:" followed by a dropdown menu. At the bottom right is a blue link that says "View Scheduled Transfer List".

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

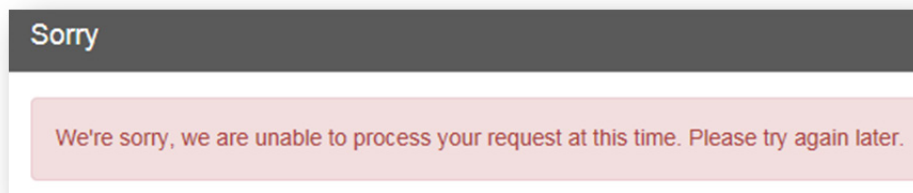
1. The time limit for inactivity has been reached within online banking. You can change your timeout setting in online banking under Security Options-Change Your Timeout. Options are 20, 10 or 5 minutes. Default is 10 minutes.
2. This message may occur if you need to update your Browser. Please refer 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 20 seconds to return to online banking; otherwise the session is automatically timed out for security reasons.

Your Home Banking session has timed out.

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

UNABLE TO PROCESS REQUEST

This is a general error message that can occur when there is a temporary 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.

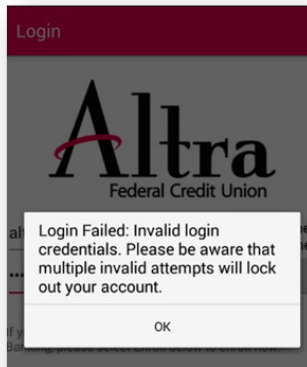
Mobile App Errors

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.



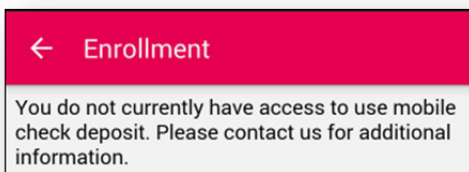
LOGIN FAILED: INVALID USER INPUT

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.

Login Failed: Invalid user input.
Invalid value in field:Account

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.



D-351-041720

www.altra.org
800-755-0055

