





# Online Banking FAQs

# To View Transaction History

## My Accounts

Account Number xxxxxx

### Accounts

	Golden Jubilee CAD <u>xxxxxx.3-1</u>	▼
	Shares CAD <u>xxxxxx.11-1</u>	
	Deposit Savings CAD <u>xxxxxx.15-1</u>	▼
	System Default Subtype CAD <u>xxxxxx.99-1</u>	▼

- Once logged into online banking, click the ▼ to the left of your account balance and then click on Transaction History.

- Alternatively, you can click on the account number below the account sub type.

# To View Transaction History

## My Accounts

Transaction History for **Golden Jubilee** XXXXXX.3-1  
Account history Q Advanced Search

This Month ▼

- The current month's transactions will be displayed.
- To view a different time period click the down arrow to the right of This Month and select from the options.

<u>Date</u>	Description	Cheque Image	Debit	Credit
May 02, 2018	ELECTRONIC FUND trace number 8690002203963169666349		\$-51.02	
May 04, 2018	INTERNET TRF from 15			\$100.00
May 09, 2018	INTERAC POS trace number 66284405091615182000		\$-192.10	

To view the next page of transaction history click on the next page number or click Next.

- To export the transaction history displayed, select the file type you would like the transaction history to open in.
- Only the transactions displayed on the current page will be included in the export file.
- To export subsequent pages of transaction history, click Next and select the file type to export.

42 items found, displaying 1 to 30. [First/Prev] **1**, 2 [Next/Last]  
Export options: CSV | Excel | XML | PDF

# To View Transaction History - Image of Cheque

## My Accounts

Transaction History for **Golden Jubilee** XXXXXX.3-1

Account history

Q Advanced Search

This Month ▼

<u>Date</u>	Description	Cheque Image	Debit	Credit
May 02, 2018	ELECTRONIC FUND trace number 8690004204106201537965			\$320.16
May 02, 2018	CHEQUE trace number 8692869229560296115380 cheque number	▼	\$-1,560.94	
May 02, 2018	CHEQUE trace number 8692869229560296115380 cheque number 6171		\$-16.16	

Front Image

Back Image

- To view an image of a cheque, in the Transaction History click on the down arrow under Cheque Image.
- Select Front Image to view the front of the cheque.
- Select Back Image to view the back of the cheque.
- Note, cheque images prior to May 1, 2018, may not be available.

# Extra Tools & Options

- My Accounts  
Account Summary
- Transfer Money  
Accounts & eTransfer
- Pay Bills  
Bills & Payees
- Extra Tools & Options**
  - Loans
  - Statement Options
  - eStatements
  - Change e-mail
  - Session History
  - Rename related Account
  - Change Password
  - Search for Transactions
  - Update Security Questions
  - Foreign Exchange Rates
  - Disable Debit Card

By clicking on Extra Tools & Options on the left tool bar, additional features will be displayed.

You have the ability to change your statement from paper statement to internet statement and vice versa by clicking Statement Options and then clicking Change as shown to the right.

## Statement Options

Account	Statement Option	
All accounts		<a href="#">CHANGE</a>
Golden Jubilee	Internet statements	<a href="#">CHANGE</a>
Shares	No statement ?	
Deposit Savings	No statement ?	
System Default Subtype	No statement ?	
Loc 3 with Loan	Paper statements	<a href="#">CHANGE</a>

- If you select Paper Statements, statements will be printed and available for in branch pick up or can be mailed to you for a fee (contact the branch for further details regarding mailed statements).
- If you select Internet Statements, your statement will be available on the 1<sup>st</sup> of the following month in PDF form by clicking on eStatements.

# Pay Bills - Add New Payee

- Effective May 1, 2018, all members using online banking will need to re-enter their payee information for paying bills online.
- If at anytime you would like assistance adding payees to your online banking, please contact either branch or bring your bills into the credit union and someone will be happy to assist you.

**Payee**

Add New Payee

- Select payee from the drop-down menu and enter the account number.
- Note **Bell Canada** accounts require the 14 digit number in the top right hand corner immediately beneath the bill date.
- Wait at least 1 business day before paying new bills.

Payee	Account Number	Description/Nickname
100 Mile House - District of - Property Tax		

Enter a word to search the Payee

**Add New Payee**

To add a payee, click on Pay Bills and then click on New Payee.

Select the Payee from the drop down menu or enter a word to search the Payee.

- Enter the account number and a description/nickname for this bill. Click Add New Payee.
- You will then be asked to review the payee's details and select Confirm to save.



# Transfer Money Between Accounts

You can transfer money between your accounts at the Credit Union or send an Interac e-Transfer by clicking on Transfer Money

Choose to send the transfer now, later or set up a recurring transfer.

- My Accounts  
Account Summary
- Transfer Money**  
Accounts & eTransfer
- Between Accounts
- Future Transfers
- INTERAC® e-Transfer
- Pay Bills  
Bills & Payees
- Extra  
Tools & Options

## Transfer Money

Between Accounts

Transfer

Confirm

Complete

When:

Now

From:

xxxxxx - Golden Jubilee \$-92.10

To Account: ⓘ

My account

To Sub-account:

xxxxxx - Deposit Savings \$168.00

Amount:

Memo (optional): ⓘ

- Select where the transfer is from.
- Select the destination account where the transfer will go to:
  - My Account is the account you are logged into.
  - By clicking on My Account, any related accounts set up for online banking transfers will be displayed.
  - If you would like to set up related accounts please contact the Credit Union.
- Select which sub-account to transfer to.

Next

# Online Banking from a Smart Phone

Click the four lines to access the menu tab which contains the following options:

- My Accounts
- Transfer Money
- Pay Bills
- Extra Tools & Options

Home icon | <https://www.ddcu-ibank.com> | 1 | Menu icon

☰

## My Accounts

Account Number xxxxxx

Welcome To Our New Online Banking!

Golden Jubilee	\$19,907.90
<a href="#">CAD xxxxxx.3-1</a>	
Shares	\$0.00
<a href="#">CAD xxxxxx.11-1</a>	
Deposit Savings	\$168.00
<a href="#">CAD xxxxxx.15-1</a>	

- Click here to log out of online banking.

- Click here to return to My Accounts.

Click here to view transaction history.