

# Internet Teller System Quick Reference Guide

## Greenup County Federal Credit Union

Box 433  
410 Bellefonte Street  
Russell, Ky 41169  
[www.gcfcreditunion.virtualcu.net](http://www.gcfcreditunion.virtualcu.net)  
**Phone:** (606)836-9932  
**Fax:** (606)836-4280



September 2011

## INTERNET TELLER BASICS

---

### Accessing the Program

1. To access the Internet Teller program, connect to the Internet and bring your browser up on the screen.

*This program is designed for use with Netscape Navigator version 4 or higher or Internet Explorer version 4 or higher.*

2. Type in your Credit Union's web address and press **[Enter]**. (Do not use search engine)
3. At the Credit Union Home page, click on the **[Internet Teller]** button on the left

### Logging On

1. At the prompt, enter your Member Account Number (Account Number is on statement) and Password (Initially your password will be your first/last initial with the last 4 digits of SS#/ex. JT1234). Click on **[Submit]**.
2. At the Welcome Page, click on **[Enter the Home Banking System]**.

### Accessing Online Help

1. Once you have logged onto the system, you may click on the **[Help]** icon at any time for assistance.
2. A popup dialog box appears with specific instructions and hints on how to complete the function or screen you are working on.

### Exiting the System

1. You may exit the Internet Teller System from any screen. Click on the **[Sign Me Off]** icon to exit the program.

## VIEWING ACCOUNTS

---

1. To see a list of active bank accounts, click on the **[Account List]** icon at the top of the screen.
2. A list of your active accounts appears. On this screen, the following basic information appears for each account:
  - Account Number
  - Account Description
  - Available Balance
  - Date of the Last Transaction

*Note: The \*Indicates face value disclaimer near the bottom of the screen refers to the value of Share Certificates.*

3. To see a summary of activity for any specific account, click on **[View]** next to the account number. It is located on the left hand side of the screen under the Summary column.
4. The following account details appear:
  - Date Opened
  - Current Balance
  - Hold Amount
  - Last Transaction Amount
  - Last Transaction Description
  - Year-to-Date Interest
5. To return to the account list, click on the **[Back]** button.

## CHANGING YOUR PERSONAL PROFILE

---

1. This feature allows you to update your mailing address, phone number, e-mail address, and change your system password. Click on [**Profile Changes**] at the top to get started.
2. Your current information is displayed on the left hand side of the screen. Make changes on the right side, under the Enter New Information section. Click [**Submit**] when finished.

Use [**Reset**] to clear the transfer request and start again.

3. A pop up dialog box appears indicating your profile changes have been made. Click [**OK**].
4. The Profile Change screen reappears, reflecting the updates made.

## APPLYING FOR A NEW ACCOUNT

---

1. To apply for a new account, click on the [**New Accounts**] icon at the top of the screen.
2. Choose the type of account: share, certificate, or loan.
3. Complete the online form, and click [**Submit**].

Use [**Reset**] to clear the transfer request and start again.

4. A pop up dialog box will appear indicating your account request has been successfully submitted. Click [**OK**].

## CONTACTING YOUR CREDIT UNION

---

1. To contact your credit union via e-mail, click on the [**Contact Us**] icon at the top of the screen.
2. A new, blank e-mail message will appear. Note that the “To” section is already completed, with the contact address for customer service.
3. Complete the message section with your question or inquiry and send.