



MemberDirect(R) Advisory Countdown to Upgrade to V11 for iOS

All credit unions have now upgraded to Version 11 (V11) of the mobile banking app. Our System Partner will be completing the upgrade process and implementing a 15-day countdown for iOS (iPhone App).

The countdown will apply to all credit union members who currently use the mobile banking iOS app.

What is the 15-day countdown?

The 15-day countdown provides users currently on platforms such as V7, V7.5, and V10 of the mobile banking app, a 15-day window to upgrade to V11. After 15 days, members will no longer be able to log in and will be prompted to upgrade to V11 to access their device.

What is the impact to the Member?

Users on previous versions of the mobile banking app will receive notification to upgrade to V11 at the time of login. After 15 days, if the user has not upgraded, the user will not be able to log in.

Depending on the device and user settings:

- Users can automatically upgrade to V11 if their device settings are set to automatically install updates.
- iOS users can upgrade through the App Store app. Members can either search for their mobile banking app or view pending updates and select their mobile banking app to upgrade.
- Users who do not update the app can continue to perform their daily banking through online banking, mobile web and text banking.

Important Dates:

June 1, 2016 - The 15-day countdown will commence.

June 16, 2016- Users still on older versions of the mobile banking app will no longer be able to login.