Business Online Banking Upgrade
Post-Launch Checklist

<table>
<thead>
<tr>
<th>Who</th>
<th>Action(s) Needed</th>
</tr>
</thead>
</table>
| Admin   | On the morning of February 25th, you will receive two emails: one with the username and one with the password from eservices@navigantcu.org. Visit www.navigantcu.org and go to the Secure Login box. In the drop-down menu, select Business Online Banking. Double click, copy, and paste the username from the email into the User ID field. Double click, copy, and paste the password from the email into the Password field. Do not delete these emails until you have successfully logged in. 

This will be the same credential delivery process for any sub-user you may create in the new business banking platform.  

**Note:** The username and password end with a period. The period is NOT part of the username or password value. 

Please check your spam folder if you did not receive these credentials. For further assistance in obtaining your temporary credentials, please contact us at 401.233.4700. |
| Admin   | Create all sub-users and set account access permissions to the new business online banking platform.  

**Note:** Extensions on phone numbers are not supported. |
| Sub-User | Once added by the Company Administrator, you will receive two emails: one with the username and one with the password from eservices@navigantcu.org. Visit www.navigantcu.org and go to the Secure Login box. In the drop-down menu, select Business Online Banking. Double click, copy, and paste the username from the email into the User ID field. Double click, copy, and paste the password from the email into the Password field. Do not delete these emails until you have successfully logged in.  

**Note:** The username and password end with a period. The period is NOT part of the username or password value.  

Please check your spam folder if you did not receive these emails with the temporary credentials. For further assistance in obtaining your user temporary credentials, please contact us at 401.233.4700. |
Sub-User

Ensure that your Company Administrator has granted you the proper account access permissions to your profile.

Admin, Sub-User

Once successfully logged in, update your Username within the “My Settings” tab. We strongly recommend creating unique, complex yet easy to remember credential. We recommend using a combination of letters, numbers and special characters for added security.

Admin, Sub-User

Within the “My Settings” tab, customize your business banking experience by adding email alerts, establishing account nicknames (admin only), and updating Multi-factor authentication receipt methods, etc.

Note: Any email alerts and/or account nicknames, will not be converted to the new business banking platform.

Admin, Sub-User

Mobile Users: Uninstall the old Business Online Banking mobile app and install the new app from your respective app store. Use your new business banking credentials to access the new mobile app.

Note: Sub-users must be enabled by company administrator to use the mobile application.

Admin, Sub-User

QuickBooks Users: To avoid duplicate transactions in your QuickBooks register, deactivate the existing business banking account setup and reactivate the new Business Online Banking (titled “Navigant Credit Union WC QB”)

Note: QuickBooks Online connectivity services may be interrupted up to 5 business days after the upgrade is complete.

ACH, Wire Users

Verify that your Wire and ACH templates converted correctly. Add, edit or delete any templates that may have been affected during the maintenance freeze period, February 7th- February 24th.

Validate that the correct ACH Origination IDs as well as the funding account and recipient accounts are correct. Update if necessary.

IMPORTANT NOTE: Wire clients with templates containing SWIFT codes will need to enter these templates into the new business banking platform, as these were not converted.
Activate your Verisign token by navigating to:

My Settings> Security Options

Add the hard token serial number in the credential box. Token serial number begins with AVT. Enter your current password and click save to activate.

Beginning February 25th, schedule ACH payments and Wire transfers as needed in the new system.

PLEASE NOTE: The new business banking system ACH & Wire file cut off time is 3:00 pm EST.