

Q: Why are you changing the website?

A: The new website features the latest in responsive design techniques that will allow members to have a consistent user experience whether on a desktop computer, laptop, tablet or smart phone. As our members tend toward using mobile devices and tablets more and more for account access, it was essential to have a website that provides the best possible user experience on all devices.

Q: How do I log in to Online Banking on the new website?

A: On a desktop or laptop, the login is located on the top, right-hand corner of each page. Enter your username and password in the correct fields, and click "Account Login."

From a mobile device, tap Account Login at the top right of your screen. A dropdown menu will appear. Enter your username and password, and tap the Account Login button.

Q: Is NetWorth24 Online Banking changing?

A: No. The features and functionality of online banking will not be affected by this update, so you can still expect to see everything in the same places you're familiar with once you're logged in to online banking or the mobile app. You will see our updated logo and color changes only.

Q: How do I access eStatements on 717cu.com?

A: From a laptop or desktop computer, click "Personal." On the bottom of the dropdown menu, you will find "eStatements Login."

From a mobile device, select "Personal" from the main menu, click on "Services," and eStatements is located below it.

You can also access eStatements once logged into NetWorth24 Online Banking under "Online Services" and our Mobile Banking App under "More."

Q: Will your new website work on my mobile device or tablet?

A: Yes, the responsive design of the new website allows for easier access and greater ease of use when accessing via your mobile device or tablet.

Q: What happened to www.sscu.net?

A: Our new website URL is www.717cu.com. It may take a day or two for changes to take effect through various internet service providers. This may create short-term access issues. We will do everything possible to avoid or minimize such issues.

If you do experience issues accessing the new site, we recommend clearing your internet browser's cache. Your internet browser's cache stores certain information (snapshots) of webpages you visit on your computer so that they'll load more quickly upon future visits. Occasionally, your cache can prevent

you from seeing updated content, or cause functional problems when stored content conflicts with live content. You can fix many browser problems simply by clearing your cache.

Before trying to access our website again, please try to clear your cache using the following instructions.

PC or Laptop:

http://www.wikihow.com/Clear-Your-Browser's-Cache*

Mobile Devices:

Android Devices: http://www.wikihow.com/Clear-Your-Browser's-Cache-on-an-Android*

Apple Devices: http://www.wikihow.com/Clear-Your-Browser's-Cache-on-an-iPhone*

Kindle Devices: https://www.whatismybrowser.com/guides/how-to-clear-cookies-browsing-history-and-cache/kindle-fire*

Q: I'm receiving a Security Warning when trying to access www.717cu.com from my laptop or PC. How do I access the website?

A: First, try the steps to clearing the cache as outlined above. If that doesn't work, there are a few steps that you can take that may help:

1. Do a "hard refresh" on the site by pressing "Ctrl + F5" on your keyboard.
2. Type www.717cu.com directly into your browser. This is the most direct path to the new website, which will help you avoid having to be redirected from the former site.
3. Completely shut down and restart your PC.
4. If possible, wait a few days before trying to access the site again. Also, shut down your PC before trying again. The site may still be propagating through various servers, and this step may help you see the site fully.

Q: I am having an issue viewing the new site from my older mobile device or tablet, and I have already cleared my cache. Is there anything that I can do to view the site?

A: Because technology is continuously updated, eventually some browsers, tablets, and mobile devices can no longer be supported. When this occurs, your experience with the new website's features can be diminished on your device. We make every effort to have our website work for the vast majority of computers, mobile devices, and browsers for as long as possible.

Q: Will 7 17 be changing its email addresses?

A: Yes; employee and company email addresses will eventually carry the extension of "@717cu.com" to be consistent with the new website and overall brand. Because of the use of a variety of systems, it is possible that for a time some emails coming from the Credit Union will have the new "@717cu.com" extension and some may have the existing "@sscu.net" extension.

Q: When are you changing your web site?

A: The new website and URL, www.717cu.com, is scheduled to go live on Tuesday, April 17, 2018.

Q: When www.717cu.com goes live, what will happen if I type in www.sscu.net?

A: Even after the new website goes live, if you type in www.sscu.net, you will be redirected to www.717cu.com. We encourage you to start using www.717cu.com when the site goes live. Please bookmark all of your devices.

Q: Is anything happening to your mobile apps?

A: Our popular Mobile Banking App icon and logo within the app itself will eventually update, but the functionality of the app itself will not change.

The second, general information app will be eliminated. All content on this app will be easily accessible from a mobile device on the new website.

Q: Can I apply for a loan online on the new website?

A: Yes. This functionality has not changed. Only the look of the website has changed.

Q: Can I open new accounts online using the new website?

A: Yes. This functionality has not changed. Only the look of the website has changed.

Q: Can I open new 7 17 member online using the new website?

A: Yes. This functionality has not changed. Only the look of the website has changed.

Q: I used your old website to check mortgage rates. Can I still do that on the new website?

A: Yes. This functionality has not changed. Only the look of the website has changed.

Q: I'm having trouble finding what I want on the new website, can you help?

A: Yes. Please try the Search feature. It is located in the top right-hand corner of the new website.

Q: What happen to the What's New! section? How do I get current news from 7 17?

A: The location of the What's New! section has moved slightly on the new website. To view, scroll down on the www.717cu.com home page, and What's New! can be found there.

*Seven Seventeen does not own or operate the linked website and is not responsible for the content of the website. Seven Seventeen does not make any guarantees or endorsements of products that may be available on the linked website. Seven Seventeen does not represent either you or the other party if you enter into a transaction on the website. Privacy and security policies may differ from those practiced by Seven Seventeen.