



Troubleshooting

IMPORTANT:

When reporting problems to us, please have as much information ready as possible (e.g. day/time the problem occurred, browser version, etc.).

Unable to Login to eBranch

If you are using one of our recommended browsers and are still experiencing a problem, the problem may lie with your Internet Service Provider. This is particularly common with employer-based access to the internet. Your employer may have firewalls, proxy servers or other equipment that may prevent access to secured sites.

Contact your company's IT Department or your Internet Service Provider regarding the problem or try to access eBranch from another location.

Forgot User ID and/or Password

I've forgotten my User ID, how can I access eBranch?

Enter your account number in the User ID field. Once you have successfully login to eBranch, you may personalize your User ID within eBranch by clicking on the 'User Options' tab and then 'User ID.'

I've forgotten my password, how can I access eBranch?

Click on the password reset link and follow the prompts or [contact us](#) for assistance.

IMPORTANT:

We do not have access to your password. In the case of a forgotten password, please click on the password reset link or [contact us](#) to reset your password.

Common Error Messages

The following errors may occur when accessing eBranch:

- **Account verification error.** Your password is incorrect. Verify the password and re-enter it. Make sure the Caps Lock is not on. Passwords are case-sensitive; the Caps Lock may alter the way your password is being entered.
- **The account has been locked.** You have had too many invalid login attempts. As a security measure, eBranch will allow three invalid password attempts and will lock out the account on the

fourth try. To reset your password, please click on the password reset link or [contact us](#) for assistance.

- **We're sorry; we are unable to process your request at this time.** eBranch is temporarily down for system maintenance. Please try again later. If the message is displayed repeatedly, [contact us](#).

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Error Messages – When experiencing an error message, try the following steps before contacting us:

1. Clear the cache, reload, or refresh.
2. Close the browser.
3. Retry.

If after trying this you continue to receive the error message, [contact us](#).

To show us the exact error message that you are receiving, while the error message is displayed on your screen, press Print Screen on your computer's keyboard. This will transfer the image to your clipboard which can then be pasted into a Word document or other application and then emailed to us.

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Unsuccessful Transfer(s) – If a transfer is unsuccessful you will be given a reference number. You may [email us](#) and a CEFCU Representative will assist you in determining why your transfer was not successful.

I've opened Quicken and tried to connect to you to download my files; it does not work. How can I do this?

1. eBranch supports Quicken *Web Connect*. Unfortunately, eBranch does not support Quicken *Direct Connect*.
2. To export your transactions, click on the "Accounts" tab then select "Export".
3. Choose the account then the dates you would like to export history for.
4. Select Quicken as your Export format, and click the Download Data button. Do this for each account you wish to export.
5. Open Quicken. The exported history items will be automatically uploaded.

It takes so long to download data, my session times-out and I have to start all over. How do I fix this?

We suggest that you increase the time limit on your connection with us. To increase the time limit click on "User Options" tab in eBranch and then select "Change Your Timeout."