

For Our Self Processing Credit Union Partners

Creating a Splash Page for Members in It's Me 247

What is the Purpose of a Splash Page?

More and more credit union members are relying on online banking to manage their finances. Sometimes, however, credit unions need to restrict access for a period of time, for example during end-of-day processing. During this time it is key to communicate with members to keep them informed about the length of time and perhaps even the reason for the disrupted service.

The new Splash Manager tool provides a vehicle for credit unions to keep their members informed by displaying a customizable message on the webpage members see when they login to online banking.

Times Credit Unions Might Post a Splash Page Message

Credit unions might use Splash Manager to post a Splash Message during:

- Daily Processing
- End of Month Processing
- End of Year Processing
- Disaster Recovery
- System Maintenance

The screenshot shows the top navigation bar of the It's Me 247 website. Below the navigation bar is the It's Me 247 logo and the text 'Online Banking Community'. The main content area is split into two columns. The left column features a 'Secure Online Banking Login' section with a lock icon and a message about system maintenance. Below this is a 'Become a Member Today Apply Online' section with a photo of a smiling woman. The right column features a 'Hire Your Home!' section with a photo of a house and a 'HIRED!' sign, and text describing Home Equity loans.

Self processor credit unions can communicate to members when **It's Me 247** is not available due to credit union processing through the use of a Splash page message similar to the one shown above.

Credit Union Versus System- Wide Splash Pages

The Splash Manager is for use only when the individual credit union restricts access to its own membership. The Splash Manager will not be used when there is a system-wide (all credit unions) interruption in service, for example, **It's Me 247** is being serviced and is not available.

During these times, a site-wide splash page will be displayed to keep members informed.

How Do I Use Splash Manager?

Using Splash Manager is easy!

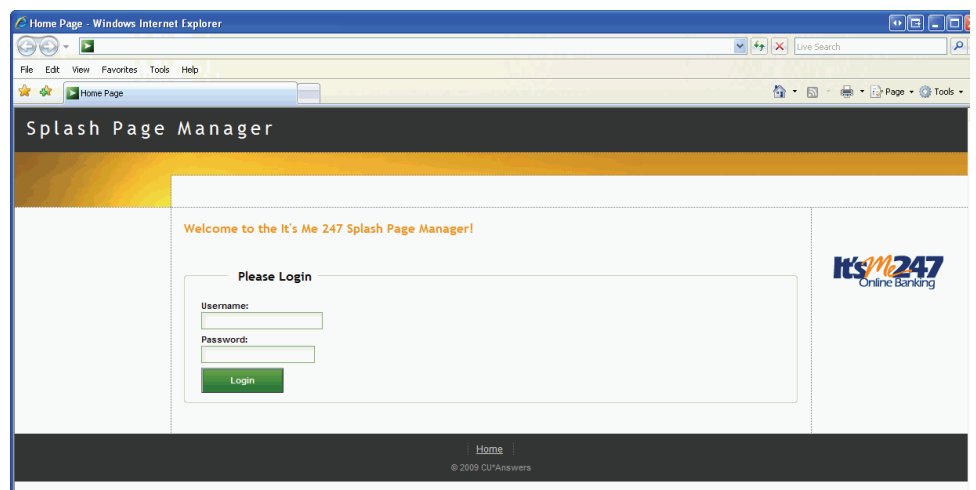
You just need to follow five easy steps to use the Splash Manager to post your message.

First log into Splash Manager with your credit union login and password. Then open a message text window to begin entering your message text. Compose your message text and save it. Add as many messages as your individual credit union requires, anytime you like! Then during end of day processing, or when you need to post your splash message in **It's Me 247**, return to the Splash Manager to activate your message.

Don't forget the last step, however! Always be sure to return to the Splash Manager after processing is completed to turn the message off when you no longer need to post it

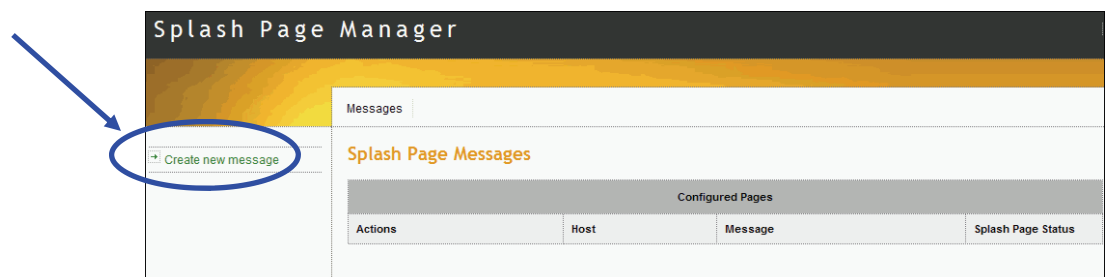
① Log Into Splash Manager

First log into the Splash Manager website with your user name and password. You will be provided a unique login for your individual credit union.



② Select to Create a New Message

Click "Create new message" in the left hand pane to open a message window.





③ Enter Your Message Text

Add a message by typing your message text in the message box. You do not need to immediately post your message, but can instead enter messages whenever you have time.

The messages will be saved, and can be reused as many times as you would like to use them. You can even enter generic message text for different processing scenarios (for example daily and weekly processing) and then update the exact date and times at time of publishing. Click Save to save the text.

Repeat Step 2 and 3 at any time to add additional message to fit different scenarios needed by your credit union.

The screenshot shows a web interface for creating a message. At the top, there is a 'Messages' tab. Below it is a 'Create' section. Under 'Create', there is a 'Fields' section containing a text area labeled 'Message:'. The text area contains the following text: "System maintenance will be performed from approximately 6:30 PM to 7 PM. We apologize for any inconvenience this may cause." Below the text area is a green 'Save' button.

③ Publish Your Splash Page

When you are performing your daily, weekly, monthly or even yearly processing and want to display the splash message to members in **It's Me 247**, click the black bar next to the desired message. It will turn yellow and read "ON" to indicate it is active (see next page). When members log in to Online Banking during the active period, they will view the splash message and will not be able to access their accounts.

The screenshot shows a table titled 'Configured Pages' under the 'Messages' tab. The table has four columns: 'Actions', 'Host', 'Message', and 'Splash Page Status'. There are two rows of data, each with a black bar next to the 'Splash Page Status' column, indicating that the messages are currently inactive.

Actions	Host	Message	Splash Page Status
Edit Delete	fakehost2	System maintenance will be performed from approximately 6:30 PM to 7 PM. We apologize for any inconvenience this may cause.	<input type="checkbox"/> Off
Edit Delete	fakehost2	Weekly processing will occur from 8 PM to 8:30 PM. We apologize for any inconvenience this may cause.	<input type="checkbox"/> Off

⑤ Turn Off Your Splash Page

Don't forget the final step when using Splash Manager! It is the credit union's responsibility to turn the splash message off when it is no longer needed. When your processing is complete, return to the Splash Manager website and click the black bar next to the posted message to deactivate it. The "On" button will disappear and the members will no longer see the message in **It's Me 247**. If the credit union fails to turn the message off, members will continue to view the splash message and will not be able to access their online banking accounts.

Below the yellow "ON" indicator shows that the first Splash page message is currently activated. The message below it is deactivated ("Off"). You can only activate one message at a time.

Messages			
Splash Page Messages			
Configured Pages			
Actions	Host	Message	Splash Page Status
Edit Delete	fakehost2	System maintenance will be performed from approximately 6:30 PM to 7 PM. We apologize for any inconvenience this may cause.	<input checked="" type="checkbox"/> On
Edit Delete	fakehost2	Weekly processing will occur from 8 PM to 8:30 PM. We apologize for any inconvenience this may cause.	<input type="checkbox"/> Off

Pricing

Item	Pricing
One-Time Implementation Fee	\$500.00
Monthly Maintenance Costs	Included in e-Commerce fee

I'm Interested! How Do I Get Started?

Interested in using the Splash Manager to post splash messages to your members during your credit union processing? Activation is easy! Contact a Client Services Representative at csr@cuanswers.com, and we will begin the process of configuring a Splash Manager account for your credit union.



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