

For Our Self Processing Credit Union Partners

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

It's Me 247
Online Banking

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 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.

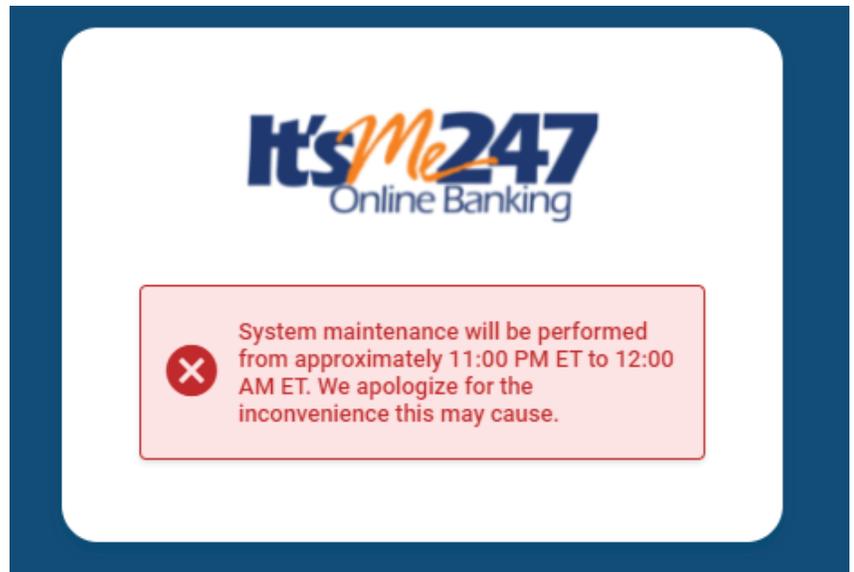
Times Credit Unions Might Post a Splash Page Message

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 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.



*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.*

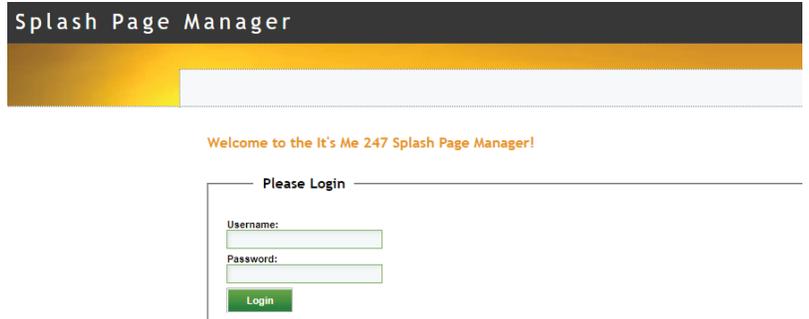
How Do I Use Splash Manager?

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

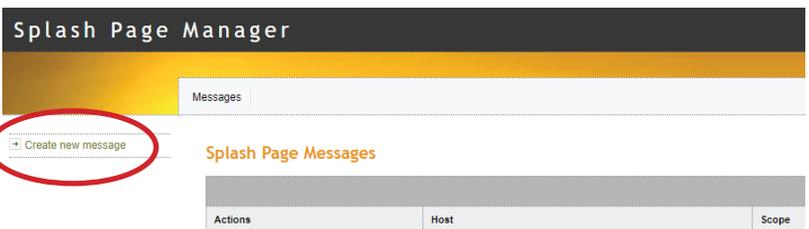
1. Log Into Splash Manager

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

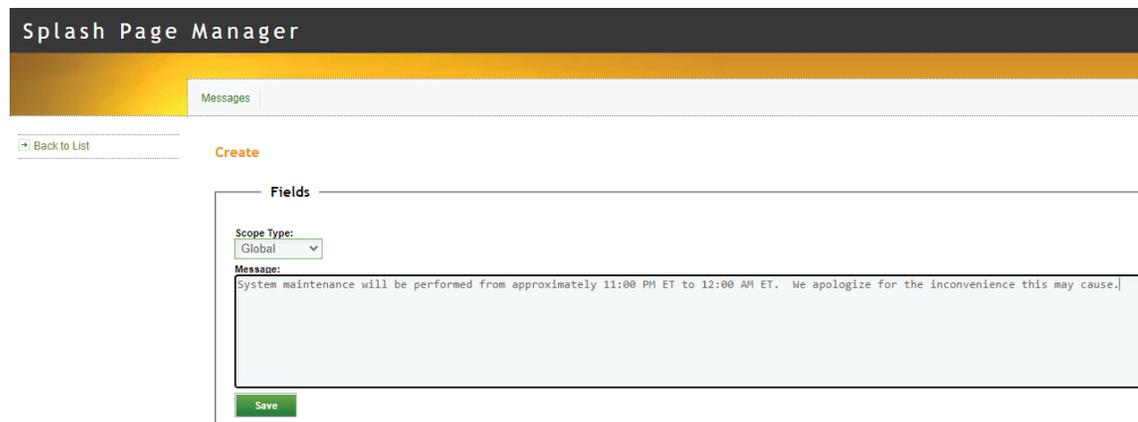
Click "Create new message" in the left hand pane to open a message window.



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. (Use the Global "Scope Type" as shown below.)

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.

4. Publish Your Splash Page

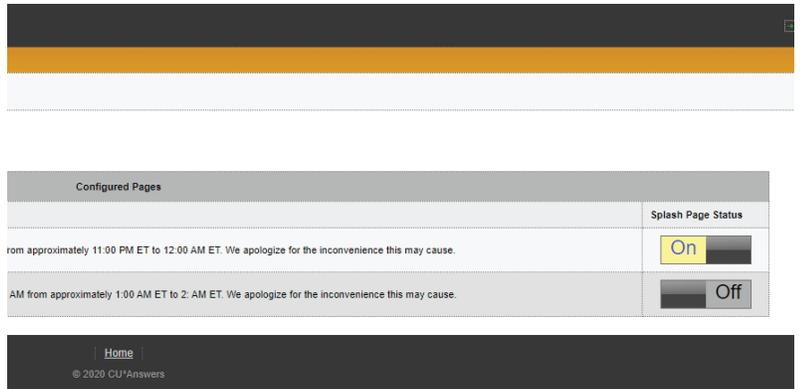
When you are performing your daily, weekly, monthly or even yearly processing and want to display the splash message to members in **It's Me 247**, click the black bar next to the desired message. It will turn yellow and read "ON" to indicate it is active. When members log in to Online Banking during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



Configured Pages	
Message	Splash Page Status
System maintenance will be performed from approximately 11:00 PM ET to 12:00 AM ET. We apologize for the inconvenience this may cause.	<input type="checkbox"/> Off
Weekly processing will occur on Sunday AM from approximately 1:00 AM ET to 2: AM ET. We apologize for the 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.



Configured Pages	
Message	Splash Page Status
System maintenance will be performed from approximately 11:00 PM ET to 12:00 AM ET. We apologize for the inconvenience this may cause.	<input checked="" type="checkbox"/> On
Weekly processing will occur on Sunday AM from approximately 1:00 AM ET to 2: AM ET. We apologize for the inconvenience this may cause.	<input type="checkbox"/> Off

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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.

Item	Pricing
One-Time Implementation Fee	\$500
Monthly Maintenance Costs	Included in e-Commerce fee

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Additional FAQ

Will self processing credit unions see the “scope” options and other segmenting option when they use the splash page manager?

Yes, they can see all the scope options, but they should use the default “Global” setting.

Does posting something in Splash Manager really bring the system down?

No, but it does prevent new users from logging in (if a user is on already, posting a splash page won't affect them). We take the actual It's Me 247 system offline in another way.

If a credit union is on a group/credit union list for more than one message, which message takes precedence?

The order of messages is Global, Group, Credit Union. If there is a Global message that will be displayed before a Group, or Credit Union specific message. If there is no Global, then it goes to Group and then Credit Union. A Credit Union specific message is last in the priority. Messages follow this priority: #1 = Global, #2 = Group and #3 = Credit Union.

If the It's Me 247 servers are completely down, will this message still work?

Yes, as long as the Online Banking Community (OBC) server is working, members will see this message. So if the OBC servers themselves are down, so is the splash page.

What about credit union who allow members to log in directly from their website?

As long as they use one of our official widgets, the same message that appears in the login box on the OBC will replace the login fields on the CU's website, with the message displayed. (If you've manually adjusted the sizing on your website or don't use an official widget, the message might not appear properly.)

Does it affect API authentications?

Yes.

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