



We just leveled up our digital banking!

Our new and improved online and mobile banking system includes enhanced security and technology improvements to give On the Grid Financial Credit Union the ability to offer new innovative products and services in the future.

WHAT YOU NEED TO KNOW

1. The changes will go live Tuesday, July 15. As of this date, your account details will be available and ready to use including account transaction history, bill pay, internal transfers, credit card statements, e-statements and more.

NEW MOBILE BANKING APP

If you already have the On the Grid Financial (OTGF) mobile banking app downloaded to your mobile device, follow these steps:

1. Open the current app and you will be redirected to download the update.
2. Once you download the upgrade, login with your existing User ID and Password.
3. If you have automatic updates enabled on your device, the app will automatically update to the new version.

If you do not already have the On the Grid Financial (OTGF) mobile banking app downloaded to your mobile device, follow these steps:

1. Search for On The Grid Financial in the app store of your mobile device and download the app.
2. Login with your existing User ID and Password. Note: If you previously used biometrics to log in, you will need to reestablish this feature within the new app.

QUESTIONS?

We understand technology changes are difficult, but please know we're here to help and answer any questions you may have. Simply call us at **770-396-9005**.