

Online Banking & Mobile Error Troubleshooting Guide

Error Messages - Try These Steps First



1. Update Web Browser.

For instructions on how to update to the most current version of your browser, please see the 'Solutions for Common Errors' section below.



2. Clear / Delete Browser History.

Please refer to instructions available online to clear /delete your browser history.

- Next, log out of Online Banking and close the browser.
- Re-open the browser and login to Online Banking again.



3. Enable Third-Party Cookies.

Online Banking may not work properly when third-party cookies are blocked.

Please refer to instructions available online to enable third-party cookies on your device.

Password Manager Software Troubleshooting

Altra staff may not be familiar with your specific Password Manager Software and unable to assist in troubleshooting. Please refer to your user manual, online instructions, or contact the provider support for assistance.

Solutions for Common Errors [\(click links for details\)](#)

Update Internet Browser

- [Instructions for updating Microsoft Edge / Google Chrome / Firefox browsers](#)

Online Banking & reCAPTCHA

- [Log in to Online Banking with reCAPTCHA](#)
- [reCAPTCHA Interruption with Aggregator Services](#)

Online Banking Errors

- [Invalid Login](#)
- [Invalid Login - Too Many Invalid Attempts / Account Locked](#)
- [Unable to Complete Login Request](#)
- [Cookies Disabled](#)
- [Do Not Have Permission to Access this Feature](#)
- [External Linked Accounts - No Access](#)
- [Invalid Link \(e-Statements Access\)](#)
- [Session Timeout](#)
- [Unable to Process Request](#)
- [Unsuccessful Transfer](#)
- [Unsuccessful Quicken Download](#)

Mobile Banking Errors

- [Mobile Activation Code Not Received](#)
- [Mobile Login Error](#)
- [Mobile Unable to Complete Login Request](#)
- [Mobile Deposit Enrollment Denied](#)

Update Internet Browser Instructions

MICROSOFT EDGE

Automatic Update (Recommended)

1. Click the settings icon (three horizontal dots in the top-right corner of browser).
2. Select Settings.
3. In the left side navigation, scroll down to the 'About Microsoft Edge' section.
4. If it shows that an update is available, click 'Download' and install.
5. After the update is complete, shut down your browser and restart it.

GOOGLE CHROME

Automatic Update (Recommended)

1. Click the settings icon (three vertical dots in the top-right corner of browser).
2. Select Help > About Chrome.
3. If an update is available it will download automatically.
4. After the update is complete, click 'Relaunch' to restart the browser.

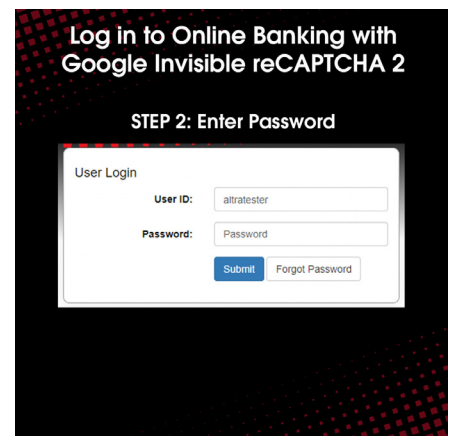
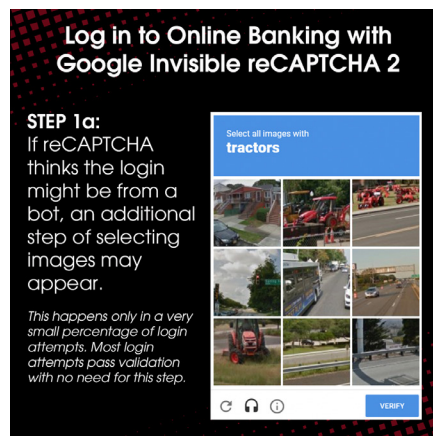
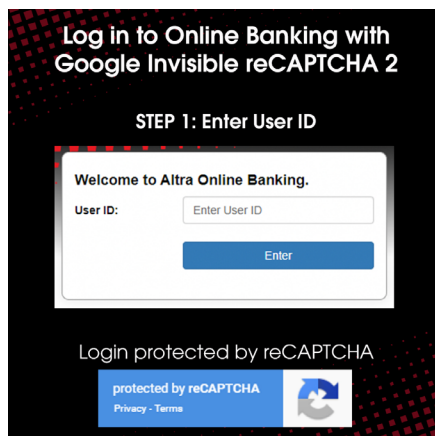
FIREFOX

1. Click the menu icon (three horizontal lines in the top-right corner of browser).
2. Select Help > About Firefox.
3. The 'About Mozilla Firefox' window will open, and Firefox will automatically check for updates.
3. If an update is available, it will download automatically.
4. Once the download is complete, click the link for 'Restart to Update Firefox'.

Online Banking & reCAPTCHA

Google Invisible reCAPTCHA 2 is only required for a suspicious login or if a Bot is suspected.

1. Click the Login button on Altra.org
2. Follow the steps displayed in the reCAPTCHA screens.



3. You will now be prompted with your Security Challenge questions, if applicable.

Possible reCAPTCHA Interruptions with Aggregator Services

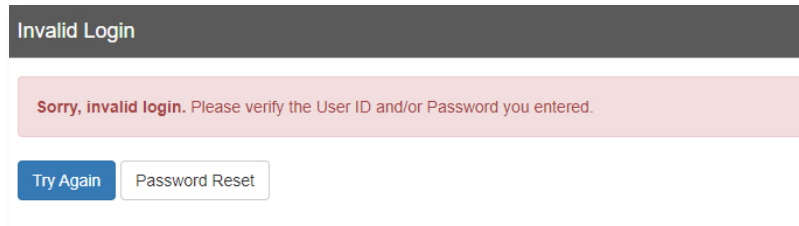
- While some large providers are able to program the ability to skip reCAPTCHA, neither Altra nor online providers are able to control this accessibility.
- We recommend reaching out to your aggregator provider to remind them of your programming needs.

Online Banking Errors

INVALID LOGIN

ISSUE: The password or User ID is not correct.

Ensure the NUM LOCK key is on and the CAPS LOCK key is off and try again.



Invalid Login

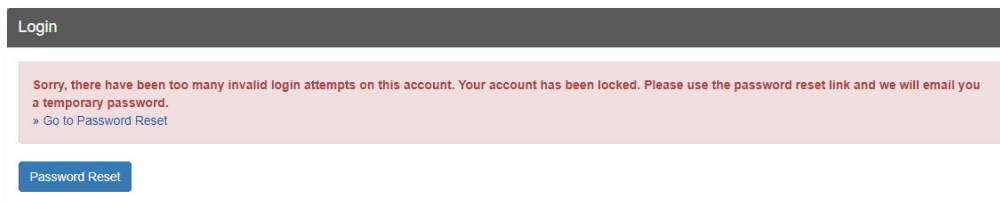
Sorry, invalid login. Please verify the User ID and/or Password you entered.

Try Again Password Reset

INVALID LOGIN - TOO MANY ATTEMPTS

ISSUE: Password was entered incorrectly three times in a row.

The account has been locked for security purposes. Please select the "Password Reset" link and enter the primary account holder's information. Altra will email a temporary password to the email we have on file.



Login

Sorry, there have been too many invalid login attempts on this account. Your account has been locked. Please use the password reset link and we will email you a temporary password.

[Go to Password Reset](#)

Password Reset

This error will also appear if there has been no activity in the account for 120 days.

The account has been locked for security purposes. In this case, the Password Reset option will not work and the message below will appear. Please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.



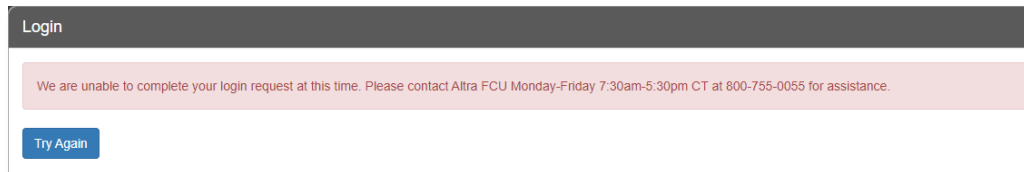
Password Reset

The account has been locked. You have had too many invalid attempts on this account. To reset your password, please contact us for assistance.

UNABLE TO COMPLETE LOGIN REQUEST

ISSUE: The account has been locked for security purposes.

Please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.



Login

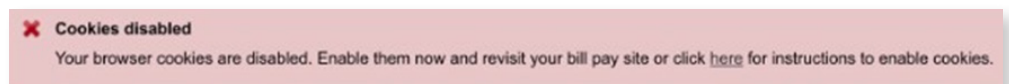
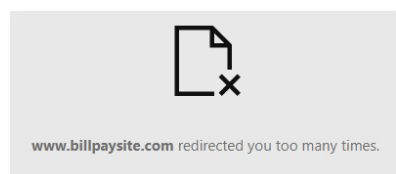
We are unable to complete your login request at this time. Please contact Altra FCU Monday-Friday 7:30am-5:30pm CT at 800-755-0055 for assistance.

Try Again

COOKIES DISABLED

ISSUE: Third-party cookies are not enabled on device. Message may appear differently depending on your browser.

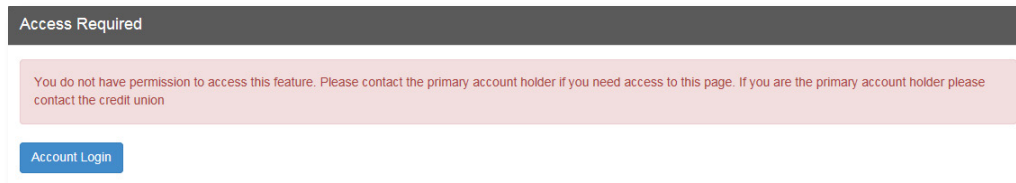
Click the link provided in the message or refer to instructions available online to enable third-party cookies on your device.



Online Banking Errors (continued)

DO NOT HAVE PERMISSION TO ACCESS THIS FEATURE

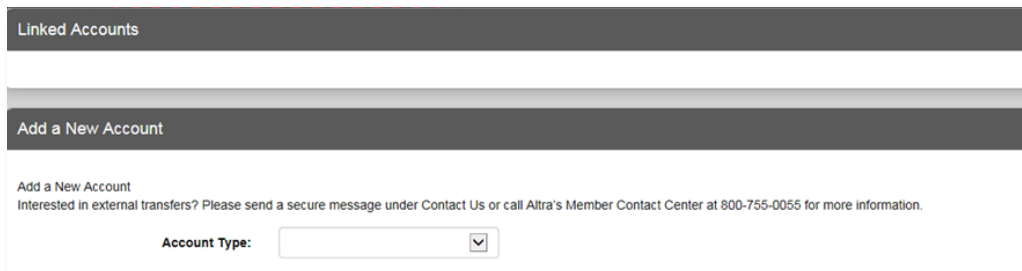
ISSUE: This error may appear while attempting to login or navigate to another page within Online Banking. Please try to login again or use a different browser. If this issue persists please contact Altra by clicking the secure “Messages” link within Online Banking (top right of screen) or by phone Monday–Friday 7:30am to 5:30pm CST.



The screenshot shows a dark grey header with the text "Access Required". Below it is a light pink error message box containing the text: "You do not have permission to access this feature. Please contact the primary account holder if you need access to this page. If you are the primary account holder please contact the credit union". At the bottom of the box is a blue button labeled "Account Login".

EXTERNAL LINKED ACCOUNTS – NO ACCESS

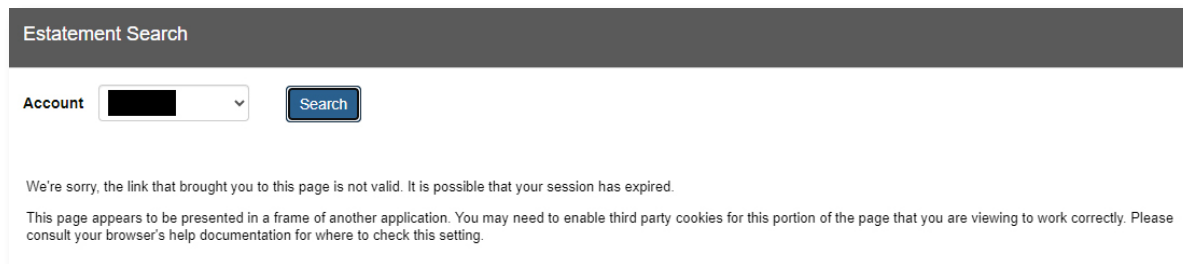
ISSUE: You may not meet the qualifications for external linked accounts or there may be an account issue. If this issue persists please contact Altra by clicking the secure “Messages” link within Online Banking (top right of screen) or by phone Monday–Friday 7:30am to 5:30pm CST.



The screenshot shows a dark grey header with the text "Linked Accounts". Below it is a white area with a dark grey header that says "Add a New Account". Underneath, there is a sub-header "Add a New Account" and a line of text: "Interested in external transfers? Please send a secure message under Contact Us or call Altra's Member Contact Center at 800-755-0055 for more information." At the bottom, there is a label "Account Type:" followed by a dropdown menu.

INVALID LINK – E-STATEMENT ACCESS

The message “We’re sorry, the link that brought you to this page is not valid” displays when accessing e-Statements. Refer to instructions available online to enable third-party cookies on your device.



The screenshot shows a dark grey header with the text "Estatement Search". Below it is a white area with a form containing a label "Account" next to a dropdown menu and a blue "Search" button. Below the form is a message: "We're sorry, the link that brought you to this page is not valid. It is possible that your session has expired. This page appears to be presented in a frame of another application. You may need to enable third party cookies for this portion of the page that you are viewing to work correctly. Please consult your browser's help documentation for where to check this setting."

HOME BANKING SESSION TIMEOUT

This message may occur for the following reasons:

1. The time limit for inactivity has been reached.

To change your timeout setting in online banking, select the Security Alerts tab > Change Your Timeout. Options are 20, 10, or 5 minutes. The default is 10 minutes.

2. While logged in to Online Banking, you navigated to a different site within the same browser page.

(For example, by clicking the back button or typing a new web address in the browser bar, overwriting online banking). You will have 20 seconds to return to online banking or the session will automatically time out for security purposes.

3. Browser is not updated.

Please see instructions for updating the most commonly used web browsers on page 2 of this guide.

Online Banking Errors (continued)

UNABLE TO PROCESS REQUEST

ISSUE: There is a temporary disruption to the web page or service you are trying to access.

Please try logging in again or use another browser.

Sorry

We're sorry, we are unable to process your request at this time. Please try again later.

UNSUCCESSFUL TRANSFER

If an account transfer is unsuccessful, you will be given a reference number. Please contact Altra by clicking the secure "Messages" link within Online Banking (top right of screen) or by phone Monday–Friday 7:30am to 5:30pm CST.

UNSUCCESSFUL QUICKEN DOWNLOAD

To export your transactions, click the Accounts tab at top of page and select "Export".

1. Choose the account and the dates you would like to export history for.
2. Select Quicken as your Export format, and click the Download Data button. Do this for each account you wish to export.
3. Open Quicken. The exported history items will be automatically uploaded.

Mobile App Errors

MOBILE ACTIVATION CODE NOT RECEIVED

If the activation code has not been received, please check your junk/spam email filters.

If you do not see the code, please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.

Accounts

The User ID and Password you entered does not match the information we have on file. Please be aware that multiple invalid attempts will lock out your account.

MOBILE LOGIN ERROR

ISSUE: User ID or Password entered incorrectly or there is a space in the User ID field.

Check your Wi-Fi connection and try again. Ensure there are no spaces before, after or within your User ID or Password. If the issue persists contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.

Accounts

We are unable to complete your login request at this time. Please contact Altra FCU Monday-Friday 7:30am-5:30pm CT at 800-755-0055 for assistance.

MOBILE UNABLE TO COMPLETE LOGIN REQUEST

ISSUE: The account has been locked for security purposes.

Please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.

Enrollment Denied

Your enrollment to Check Deposit has been denied. Please contact us for more information.

MOBILE DEPOSIT ENROLLMENT DENIED

ISSUE: You do not meet the qualifications for Mobile Deposit access.

Please contact Altra by phone Monday–Friday 7:30am to 5:30pm CST.

Questions?

Contact Altra at 800-755-0055 (7:30am to 5:30pm CST) or www.altra.org

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