

# The Future of

**Tulee** is our next-generation digital banking platform that creates a personalized experience by giving you the power to choose the apps (we call them Tools) and services you want to use.

# Digital Banking.

In this User Guide, you'll find all you need to be ready for the official launch of **Tulee** on **June 23, 2023**. After that date, our current Online and Mobile Banking platforms will no longer be available. So, we encourage you to enroll in **Tulee** now and explore some of our early-access features.

Scan the QR code or visit [tulee.figfcu.org](https://tulee.figfcu.org) to enroll now!

Or download the mobile app.  
Search for "**Tulee**."



# Tulee User Guide



**IMPORTANT: From June 16–25, you will not have access to payment/transfer services (Zelle®, Bill Pay, or Transfer Money).**

**Send Money Tool replacing Zelle.**

- Recurring Zelle payments scheduled for after June 22 will not process.
- **Send Money will be available on June 26.**

**Bill Pay** will not be available from June 16–25.

- Gather all current invoices for any bills you pay using this service.
- You may need to confirm and/or set-up existing contacts, accounts and recurring transfers.

**Transfer Money Tool** is to move funds between your Credit Union accounts.

- Recurring transfers may need to be re-set up after June 26.

**Credit Card Payments.** On June 26, you will be able to pay your Credit Cards in one of the following ways:

- Via the Transfer Money Tool
- While logged into Tulee via the Communication Center, select Transaction Request (funds will post within 2 business hours).
- Contact us by phone or chat to set up an automatic pre-authorization (only for minimum payments or full balances) or send your request via the Tulee Communication Center, select Transaction Request.

# ENROLL IN TULEE



Your existing Online Banking login information will not work. You must choose all new credentials. Visit [tulee.figfcu.org](https://tulee.figfcu.org) or download the **Tulee** app!

- Click on “Enroll” button.

## For Personal Accounts

- Enter: Member Number, Last 4 digits of SSN, & Date of Birth.
- Verify identity via text, email, or phone.
- Create new username and password.

## For Business or Trust Accounts

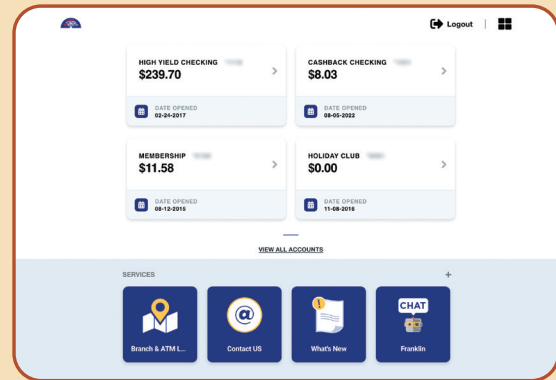
**Go to enroll as an Organization**

Click the “Go to Enroll as an Organization” button, then:

- Enter: Member Number, Last 4 digits of EIN (Employer Identification Number), & Email address.
- Verify identity via text, email, or phone.
- Create new username and password.

# HOME SCREEN

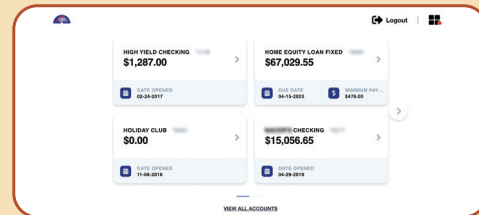
Here you will find your accounts & balances, along with some of the available Tools.



# ACCOUNT SCREEN

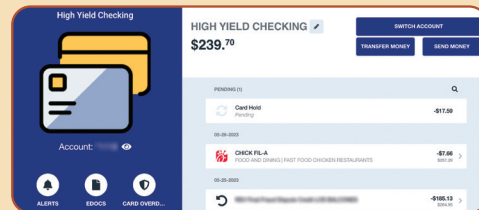
Click on account card you wish to view.

If you want to see transactions on any of your accounts, simply click on the account card you wish to view.



You'll see this screen and can view your recent transactions with options to search by keyword or filter. The search icon is the magnifying glass on top right corner of transactions.

Also access service links including alerts, edocs, deposit checks, transfer money and pay bills.



This icon represents money deposited into your account.

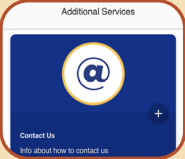


This icon represents money moved out of the account.

**?** Need help? Visit [figfcu.org/tulee](https://figfcu.org/tulee) or call 800.877.2345 (option 3).

# TOOL DRAWER

To see ALL available Tools, click on the (+) sign at the top right of the screen to access the Tool Drawer.



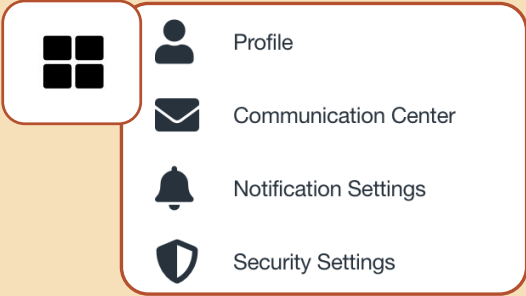
- To add a Tool to the Home Screen, simply press the (+) sign beside it.



- Don't want to see a Tool on the Home Screen? Swipe left and touch the red eye. It will move back to the Tool Drawer!

# PROFILE/SETTINGS/NOTIFICATIONS

Click on the window menu in the upper right to change your username or password, send a message, or change notifications or security settings.

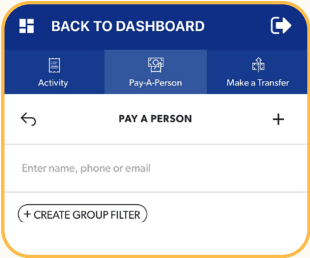


# SEND MONEY

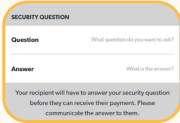
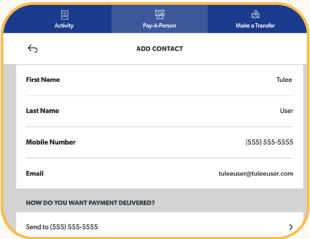
Use Send Money Tool to send funds to your External accounts. You can also send money to ANYONE using our Pay A Person service. A Checking account is required.

It's easy:

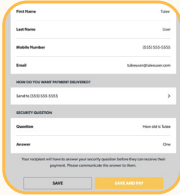
1. From the Send Money Tool, click the Pay A Person tab.



2. To add a new contact, click the (+) button and enter payee information (name, phone, and email).



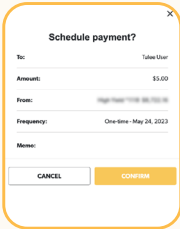
3. Enter a unique security question and answer. Note: Your recipient will have to answer your security question before they can receive their payment. Please communicate the answer to them.



4. Click **SAVE AND PAY** to proceed. Or click **SAVE** to store the contact (payee) information for later.



5. Select funding account, transfer date, and whether one-time or recurring payment. Click the **PAY** button.

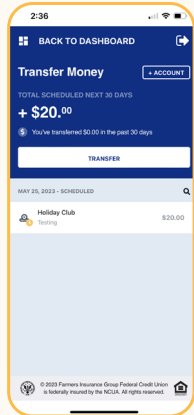


6. Review payment information and click **CONFIRM**.

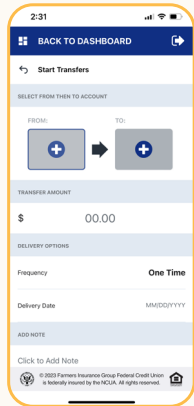
# TRANSFER MONEY



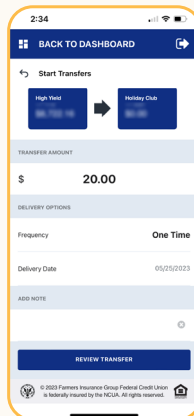
Use the Transfer Money Tool to move money between your Credit Union accounts. The process is easy and quick.



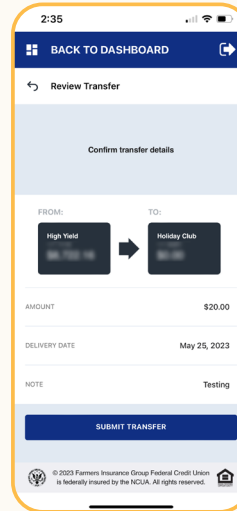
1. From the Transfer Money Tool, click the **TRANSFER** button.



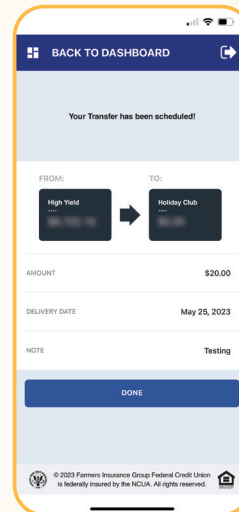
2. Input the requested information, including the accounts, amount, and delivery options.



3. Click the **REVIEW TRANSFER** button.



4. Confirm transfer details, then click the **SUBMIT TRANSFER** button.



5. A confirmation screen pops up. Click the **DONE** button.

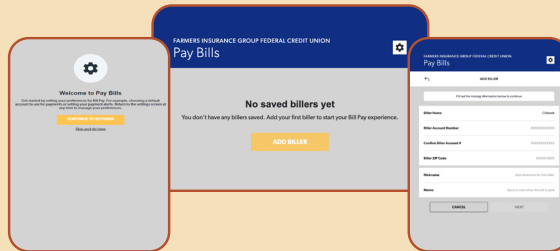
## BILL PAY

Here's how to add a new biller and pay your account.

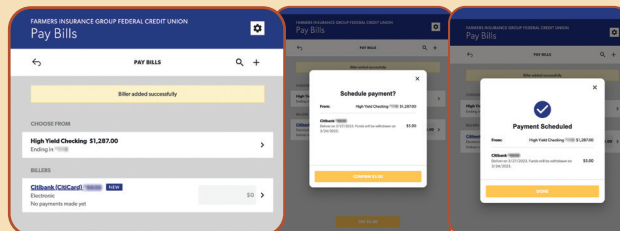
1. From the account management dashboard or the home screen, click the **BILL PAY** button/icon.



2. Click on the **ADD BILLER** button, add the name of biller, then other requested information including the biller's account number. Click the Next button.

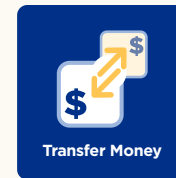
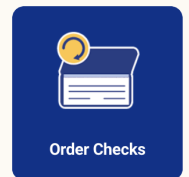
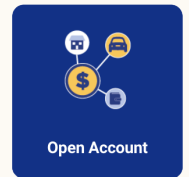
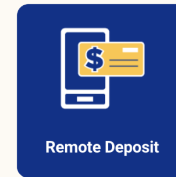
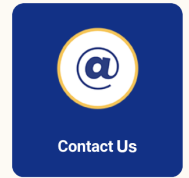


3. You'll see confirmation of the biller account, and account that funds will be taken from. Add dollar value to be sent, click the **PAY** button, and the payment screen pops up. Click the **CONFIRM** button to complete payment.

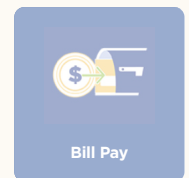
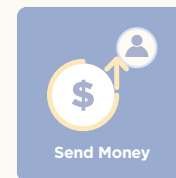


## AVAILABLE TOOLS

Starting June 23



Available June 26.





## HELPFUL HINTS

Here are some pointers to help you as you get more comfortable with the platform.

- **Tulee launches June 23, 2023. Enroll before then to be prepared.**
- Current Online & Mobile banking will not work after June 22, 2023.
- You need to enroll for each member number separately, which includes both personal and organization accounts.
- If you access Tulee on a desktop, bookmark the URL for easy access! **tulee.figfcu.org**.
- If you access Tulee on an older or small phone, you may have to scroll to see all the information on your screen.
- The Remote Deposit Capture Tool works only on the mobile app, not on the desktop.

Questions? Visit **figfcu.org/tulee**, use Franklin our chatbot, or call 800.877.2345 (option 3).



This Credit Union is federally-insured by the National Credit Union Administration.