Rise Web User Guide

Version 1.0

Corporate America Credit Union| 4365 Crescent Road, Irondale, Alabama 35210 | www.corpam.org

Table of Contents

First Time Login

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Step 1
Enter the following information to log into the application for the first time:
1. First Name
2. Last Name
3. Last 4 Digits of SSN
4. Date of Birth

Check the box in the bottom right-hand corner and then click "Begin" to continue.

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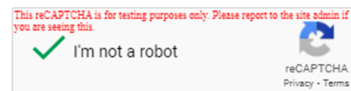**MEMBER DETAILS**

Member First Name *
Jane

Member Last Name *
Doe

Last 4 Digits Of SSN *
8101

Date Of Birth *
1/1/1980

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.
✓ I'm not a robot
reCAPTCHA
Privacy - Terms

Begin

Step 2
On the next screen, you will be prompted to enter your email address in order to receive an OTP (One-Time Passcode). This multi-factor authentication is used to verify and secure your account. Enter your email address and click "Send OTP".

ALERTS & SECURITY   2-STEP AUTHENTICATION, SECURE PAYMENT AND ALERTS

VERIFY EMAIL ADDRESS AND MOBILE NUMBER

A One Time Passcode will be sent to the entered email/mobile number for verification

Email Address *
anisha.patel@vsoftcorp.com

Send OTP

‹ Back

Continue

An automated message will then be sent to your email. Check your email to find the message containing the OTP. If you do not see it in your inbox immediately, then wait a few moments and make sure you check your spam folder.

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AB CREDIT UNION You have requested access to our Loan Payment Portal. A One-Time Passcode (OTP) has been generated and sent to your registered email address. Please enter the passcode to continue the payment process. Your one-time passcode(OTP) for your login is: 103697

Once you have received the OTP, enter it in and click "Continue" to proceed.

Enter OTP

Please enter One Time Password(OTP) that was sent to your Email Address ani******p.com

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BACK   CONTINUE

The green checkbox next to your email address indicates that your email has been verified. You are now able to successfully log into the application.

Once you log in for the first time with your verified email, you will be able to use this same process to log in any time after. A new OTP will be sent to you each time you try to log in.

Click "Continue" to proceed.

ALERTS & SECURITY 2-STEP AUTHENTICATION, SECURE PAYMENT AND ALERTS

VERIFY EMAIL ADDRESS AND MOBILE NUMBER

A One Time Passcode will be sent to the entered email/mobile number for verification

Email Address
anisha.patel@vsoftcorp.com ✅ ✏️

‹ Back   Continue

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Dashboard

Once you log in, your dashboard will appear on the screen.

Your loans are displayed here. There are a few options regarding what you can do from here. The options are:

1. Make a Payment
2. View Payment History
3. View Scheduled Payments

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Make a Payment

Step 1

Click on "Pay Now" next to the loan you would like to make a payment for.

Loan Collateral	Account Number	Principal Balance	Payment Amount	Past Due Amount	Due Date	Option
HONDA ACCORD V6	****482	$76,000.00	$1,500.00	$0.00	08/15/2021	Pay Now Schedule

Step 2

Choose which payment method you would like to use to complete this payment. You can pay using a credit/debit card or account transfer.

STEP 2/4   SELECT PAYMENT METHOD

Debit/Credit Card

Account Transfer

‹ Back

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Debit/Credit Card Payments

Step 1
Select the "Debit/Credit Card" option and the following screen will appear:

Step 2
Enter your card details exactly how they appear on your card

*Note: if your card details are entered incorrectly, you will receive an error message and your payment will not be accepted. You will have to re-enter all of your information.

Step 3
Enter your billing information

Step 4
Choose which amount you would like to pay- there are 3 options available:
- Amount Due – This is the current amount that is due on the loan
- Past Due – This is the current overdue amount on the loan
- Custom Amount – This is where you can enter a custom amount

*Note: the custom amount cannot exceed the amount of the loan. Additionally, card payments that are more than $30,000 will be denied.

Step 5

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Click on "Continue" to proceed to the next page

Step 6
Review the information you entered and make sure that it is correct

Step 7
Read the payment authorization message and check the box "I Agree" to authorize the payment

Step 8
Click "Submit Payment" to complete the payment

Once you complete the payment, you will receive a confirmation with the payment details. You can either close this message or save the information in PDF format.

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Account Transfer Payments

Step 1

Select the "Account Transfer" option and the following screen will appear:

Step 2

Enter your bank account details

*Note: if your bank account details are entered incorrectly, you will receive an error message and your payment will not be accepted. You will have to re-enter all of your information.

Step 3

Choose which amount you would like to pay- there are 3 options available:
- Amount Due – This is the current amount that is due on the loan
- Past Due – This is the current overdue amount on the loan
- Custom Amount – This is where you can enter a custom amount

*Note: the custom amount cannot exceed the amount of the loan

Step 4

Click on "Continue" to proceed, and you will be prompted to review the information that you have entered

Please review your information to verify name, routing number, and account number have been entered correctly. Click "Continue" when verification is complete.

[Continue]   [Review]

Step 5
Review the information you have entered and make sure that it is correct, and then proceed to the next page

Step 6
Read the payment authorization message and check the box "I Agree" to authorize the payment

STEP 4/4   **Review your payment information.**   When you are ready to proceed, select "Submit Payment."

ACCOUNT INFORMATION

Full Name
Jane Doe

Email
anisha.patel@vsoftcorp.com

Paid to Account
*8482

PAYMENT METHOD INFORMATION

Full Name
Jane Doe

Account Number
*********6789

Routing Number
021000021

FI Name
JPMORGAN CHASE

PAYMENT SUMMARY

Payment Date
07/19/2021

Amount to Pay
$ 1,500.00

You are authorizing AB CREDIT UNION to debit your 6789 in the amount of $1500.00 dated on are after 07/19/2021 This amount will be applied to your loan ending in 8482. This authorization may be revoked, prior to to the processing of the transaction, by contacting AB CREDIT UNION at (123) 456-7899

☑ I Agree

[‹ Edit]   [Submit Payment]

Step 7
Click "Submit Payment" to complete the payment

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✔ **PAYMENT COMPLETE**

ACCOUNT INFORMATION

Full Name
Jane Doe

Email
anisha.patel@vsoftcorp.com

Paid to Account
*8482

PAYMENT METHOD INFORMATION

Full Name
Jane Doe

Account Number
*********6789

Routing Number
021000021

FI Name
JPMORGAN CHASE

PAYMENT SUMMARY

Payment Date
07/19/2021

TXN Reference number
75993411

Amount Paid
$ 1,500.00

Close   Save as PDF

Once you complete the payment, you will receive a confirmation with the payment details. You can either close this message or save the information in PDF format.

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Schedule A Payment

Step 1

Click on "Schedule" next to the loan you would like to schedule a payment for.

Step 2

Select the payment method you would like to use to schedule the payment.

Step 3

When you select "Account Transfer" , the following screen will appear:

Enter your bank account details

*Note: if your bank account details are entered incorrectly, you will receive an error message and your payment will not be accepted. You will have to re-enter all of your information.

Step 4

Choose which amount you would like to pay- there are 2 options available:

- Amount Due – This is the current amount that is due on the loan
- Custom Amount – This is where you can enter a custom amount

*Note: the custom amount cannot exceed the amount of the loan

Step 5

Click on "Continue" to proceed, and you will be prompted to review the information that you have entered

Please review your information to verify name, routing number, and account number have been entered correctly. Click "Continue" when verification is complete.

Continue   Review

Step 6
Review the information you have entered and make sure it is correct, and then proceed to the next page.

Step 7
Read the payment authorization message and check the box "I Agree" to authorize the payment

STEP 4/4   REVIEW   Review your payment information.   When you are ready to proceed, select "Submit Payment."

ACCOUNT INFORMATION

Full Name
SHARON SHIVER

Email Address
anisha.patel@vsoftcorp.com

Paid to Account
FORD*9501

PAYMENT METHOD INFORMATION

Full Name
Jane Doe

Account Number
**********6789

Routing Number
021000021

FI Name
JPMORGAN CHASE

SCHEDULE SUMMARY

Payment Date
07/30/2021

Payment Frequency
BI-WEEKLY

Number Of Payments
1

Amount scheduled to be paid
$ 743.28

You are authorizing **THINKWISE FEDERAL CREDIT UNION** to initiate a **BI-WEEKLY** recurring transaction from your account ending in 9501 for a total of **1** payments in the amount of **$ 743.28** dated on or after 07/23/2021. This amount will be applied to your **FORD*9501** account. This authorization may be revoked, prior to the processing of this transaction or future transactions, by deleting the scheduled payment from the Scheduled Payments menu option or by contacting **THINKWISE FEDERAL CREDIT UNION** at **(909) 882-2911**

☑ I Agree

‹ Edit   Submit Payment

Step 8
Click on "Submit Payment" and you will receive this message. Click "Ok" to continue.

Payment Scheduled Successfully.

OK

Once you complete the payment, you will receive a confirmation with the payment details. You can either close this message or save the information in PDF format.

✔ PAYMENT SCHEDULED		⊘
ACCOUNT INFORMATION	**PAYMENT METHOD INFORMATION**	**SCHEDULE SUMMARY**
Full Name SHARON SHIVER	**Full Name** Jane Doe	**Payment Date** 07/30/2021
Email Address anisha.patel@vsoftcorp.com	**Account Number** ***********6789	**Payment Frequency** BI-WEEKLY
Paid to Account FORD*9501	**Routing Number** 021000021	**Number Of Payments** 1
	FI Name JPMORGAN CHASE	**Amount scheduled to be paid** $ 743.28

Close   Save as PDF

Step 9
Return to the homepage, and you will now see a timer next to the payment which indicates that the payment has been scheduled.

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STEP 1/4   **SELECT ACCOUNT TO PAY**

*Pay-off Disclaimer - The total principal balance may not be the actual pay-off amount, pay-off amount may have additional interest due. Please contact Rise Credit Union for more information.
*Payment details are updated daily, payments made on the current day will reflect on the following day.

As Of Date : 07/13/2021

Show 10 ⌄ entries   Search: [_____]

Loan Collateral ⇅	Account Number ⇅	Principal Balance ⇅	Payment Amount ⇅	Past Due Amount ⇅	Due Date ⇅	Options ⇅
FORD	****501	$34,322.00	$743.28	$0.00	05/28/2021	Pay Now 🕐

Showing 1 to 1 of 1 entries   First   Previous   1   Next   Last
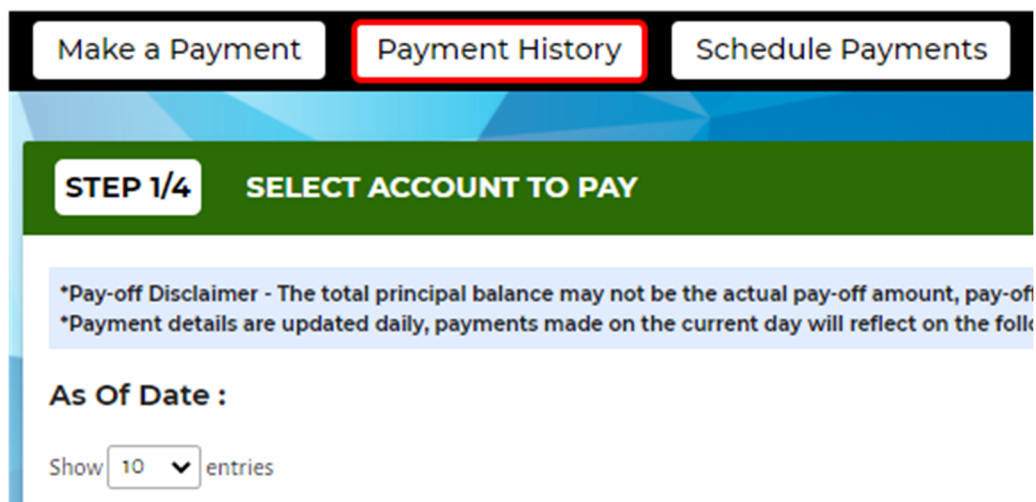
‹ Back

In order to view or delete your scheduled payment, go to the "Schedule Payments" tab at the top of the page.

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View Payment History

Step 1

Click on "Payment History" at the top left-hand side of the page in order to view the payment history page.

Step 2

On the payment history page, you can find all of your previous transactions. You are able to filter these results by payment type and date.
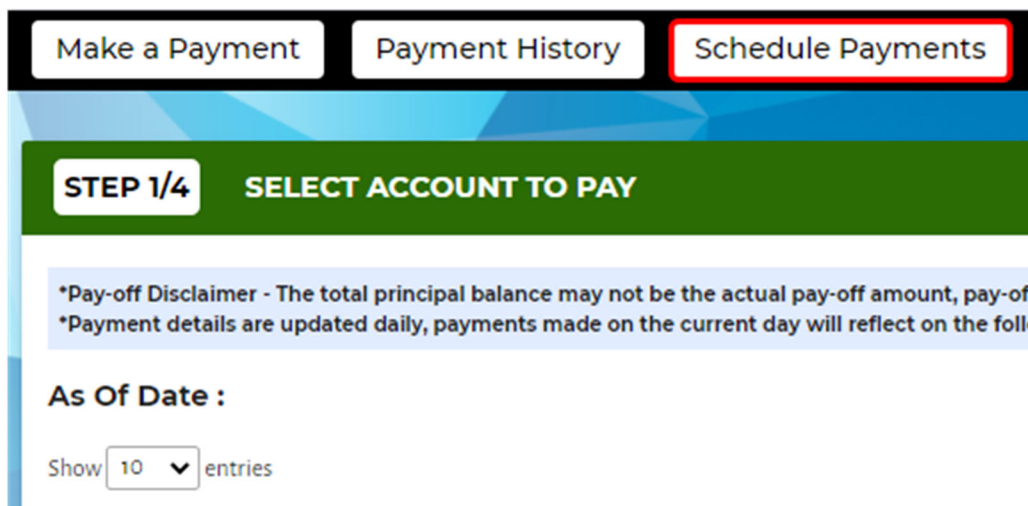
You can search for a specific transaction by typing the details into the search bar on the right-hand side.

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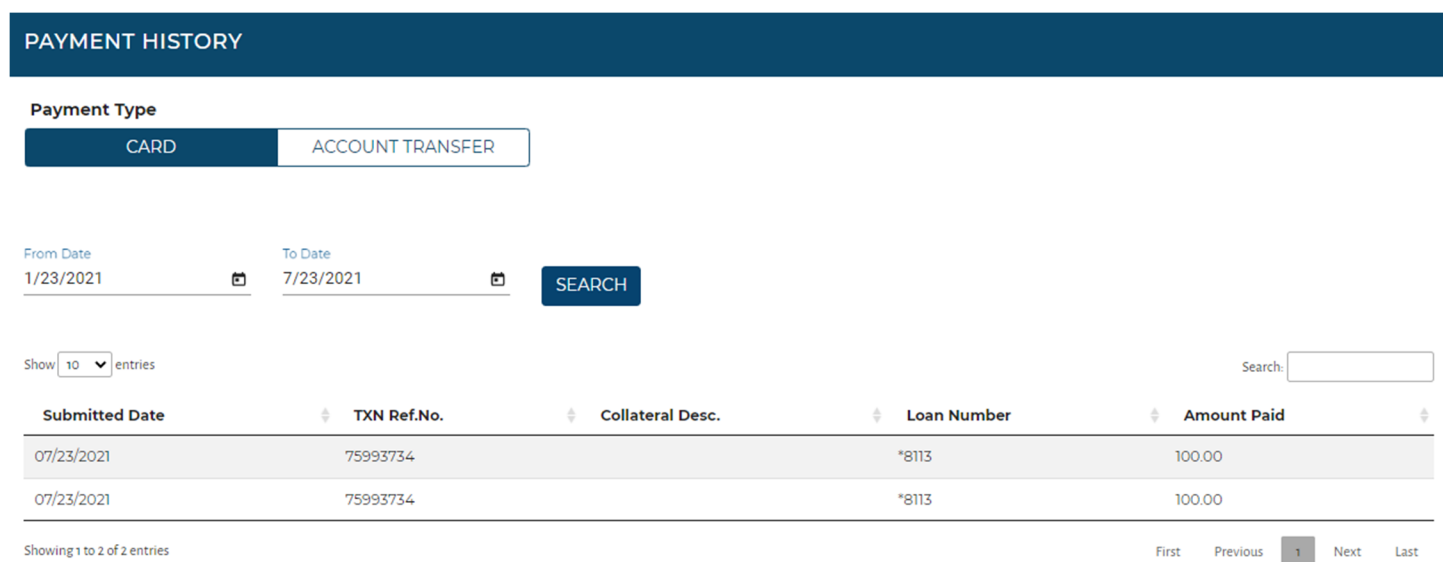
Manage Scheduled Payments

Step 1
Click on "Schedule Payments" at the top left-hand side of the screen in order to access your scheduled payments.

Step 2
On the scheduled payments screen, you can find all of the payments that you have scheduled in advance. You can filter these results by payment type and date.

If you would like to search for a specific scheduled instruction, then enter the details into the search bar on the right-hand side.

Deleting a Scheduled Payment

Step 1
In order to delete a payment, click on the trash can icon on the right of the payment.

Step 2
This message will appear and you must confirm that you would like to delete the payment before proceeding. Click "Yes".

Step 3
Once you click "Yes", you will receive a confirmation message that your scheduled payment has been deleted.

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Scheduled Deleted Sucussfully.

OK

Note: A scheduled payment will automatically be deleted under the following circumstances:

- There are no more remaining payments left to make
- The scheduled payment amount is higher than the principal balance

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