



Uniting Online Frequently Asked Questions

Prepared September 2013

Q. Why is Uniting Online changing?

A. Uniting Online is being upgraded in response to request from members for more efficiency and functionality. We're focused on delivering more capability, more security and reducing overheads providing money for church mission and greater protection for all our investors.

Q. Can I still access all of my investments and perform the same online functions as before?

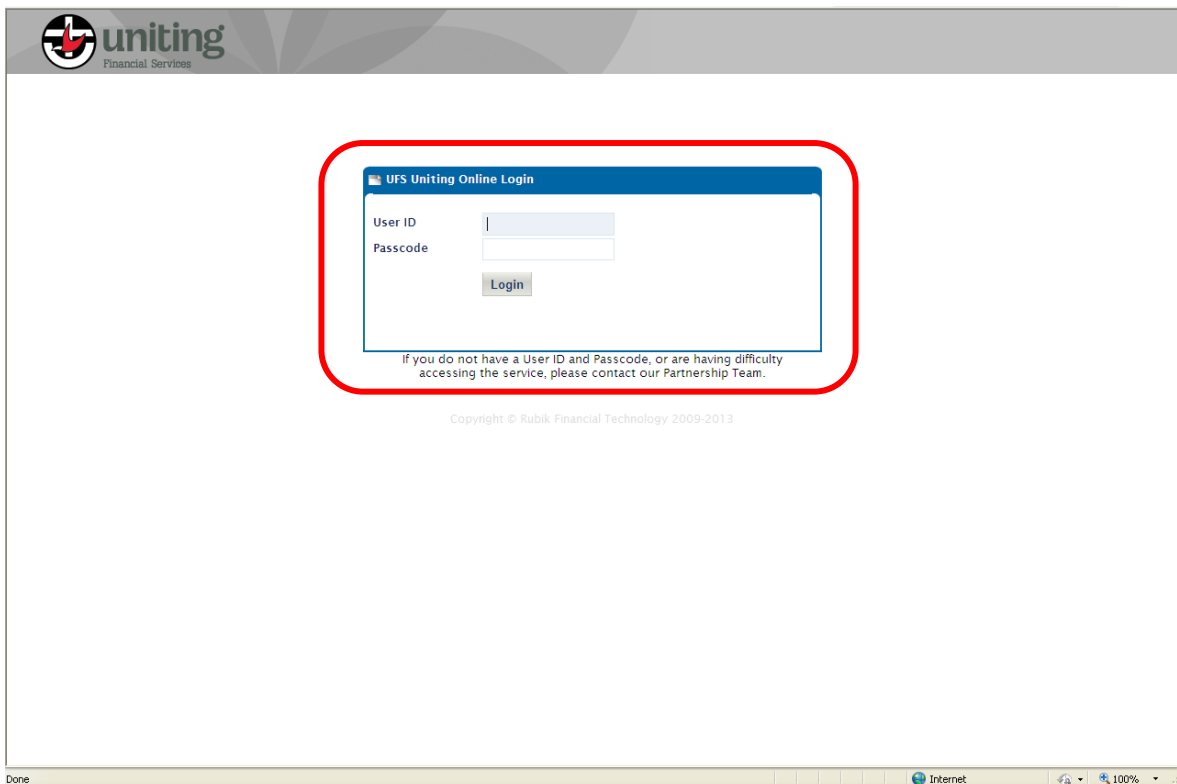
A. Under our system changes, security requirements mean that there will be separate User IDs and Passcodes for personal and company or entity investments and/or loans so you may receive additional User IDs and/or Passcodes.


Q. Can I change the Passcode after receiving the new one?

A. If you receive new Passcode details you will be prompted at the login page when it's time to use them.

Change your Passcode by following the instructions below.

Step 1: At the Login page for Uniting Online, enter your User ID and temporary Passcode then click on **Login**.



 **uniting**
Financial Services

UFS Uniting Online Login

User ID

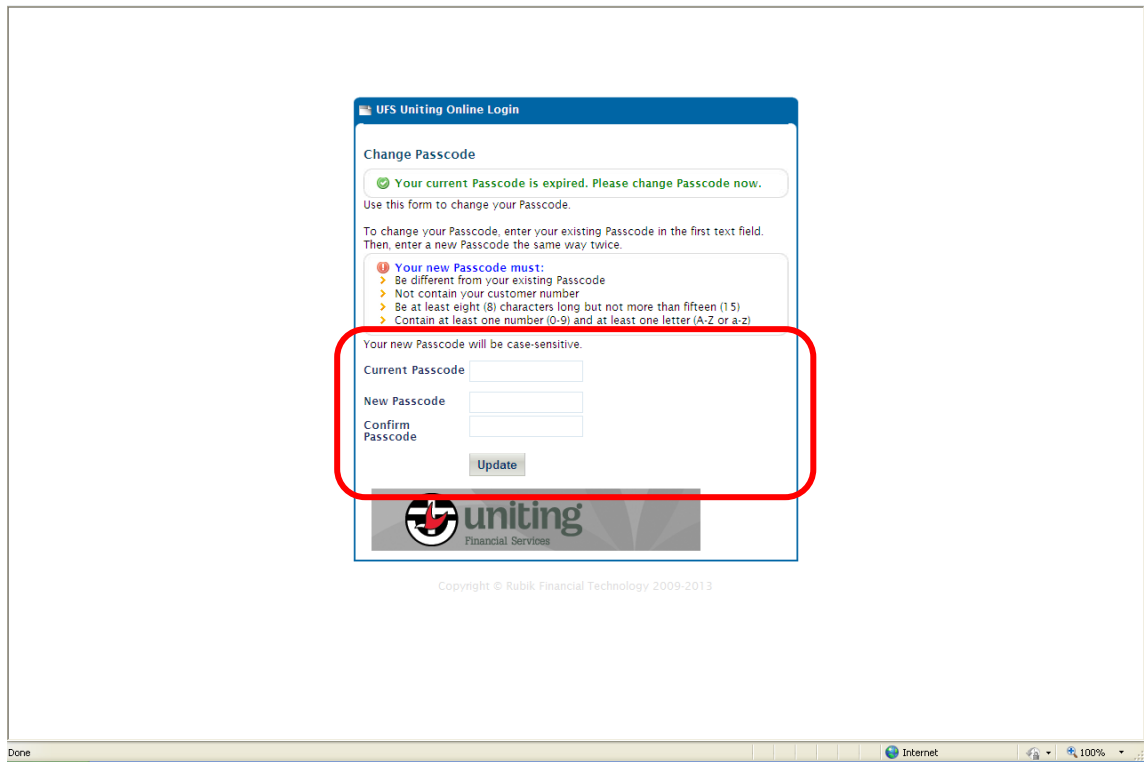
Passcode

If you do not have a User ID and Passcode, or are having difficulty accessing the service, please contact our Partnership Team.

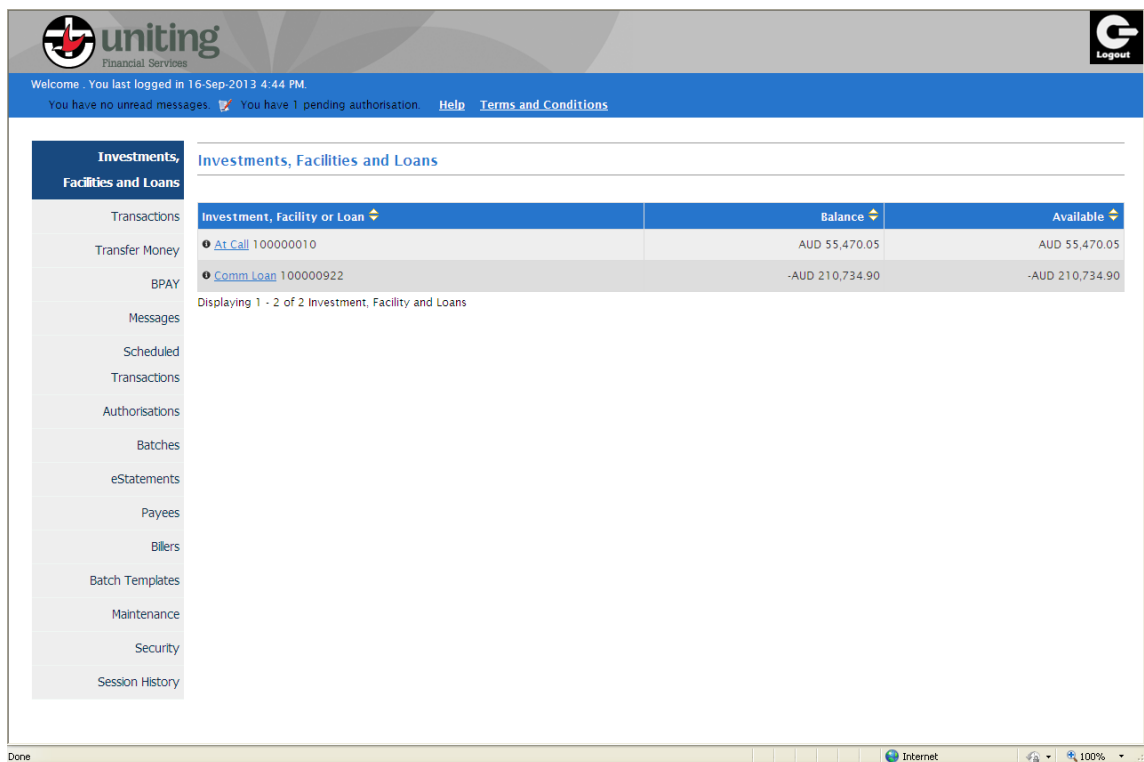
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Step 2: The **Change Access Code** pop-up will display prompting you to type in the current Passcode again and then enter a new one. Click **Update**.



Once the Passcode has been changed, the Uniting Online **Home Page** will display.



Q. Can I change my temporary Passcode to my Passcode from the old system?

A. Yes, you can change it back to your Passcode from the old system. Once you have logged in with your temporary passcode, you will be prompted to setup a new one. As we are moving to a different system, this can be entirely new or you may choose to use a passcode you have used previously and are familiar with. Note that Passcodes are case sensitive.

Q. Can I change my User ID to the User ID that I used for the previous Uniting Online?

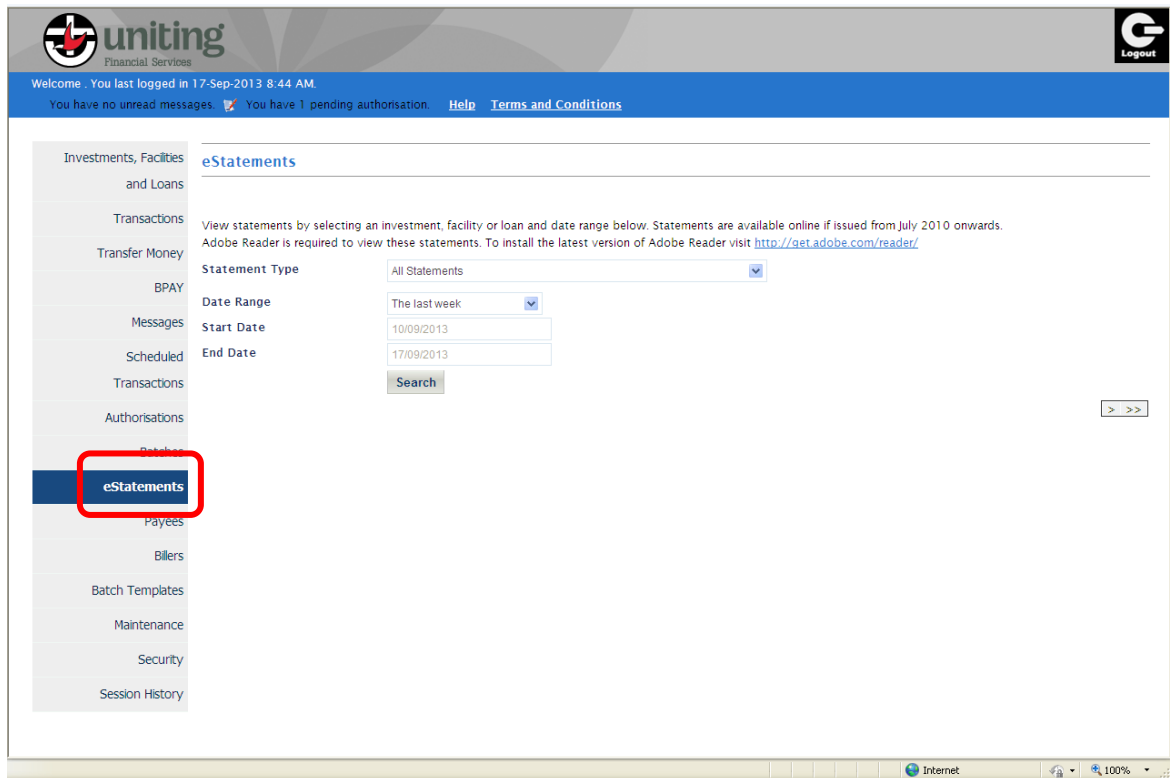
A. No, you will not be able to change your User ID. Your User ID is allocated to you by the system and may not be changed for security reasons.

Q. Why might I have more than one User ID?

A. There are separate User IDs and Passcodes for personal and company or entity investments and/or loans so you may be a representative of a Church/ Entity as well as a Community of Faith member. For more information, please call the Partnerships Team on 1300 133 673.

Q. Can I view my statements?

A. You will be able to view historical statements in the **eStatements** tab (any statements prior to the new Uniting Online).



Q. Can I print/ download my statements?

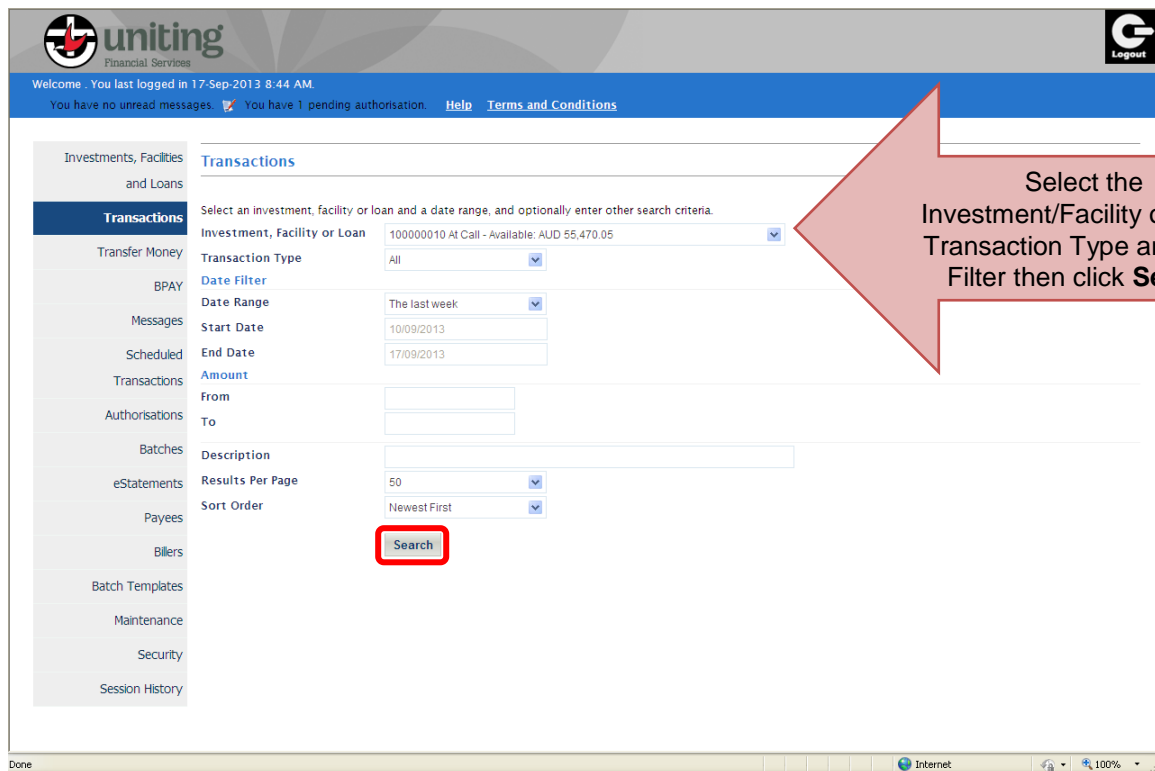
A. You can now view your eStatements online as well as print/download.

Print/ Download a transaction listing by following the instructions below.

Step 1: Click on the **Transactions** tab, select your:

- Investment, Facility or Loan
- Date Range
- Transaction Type,

Step 2: Click on **Search**.



Step 3: The Transactions will display, click on **Print** to print the transaction listing or **Export** to export it to Excel or another format.

Investments, Facilities and Loans

Transactions

Investment, Facility or Loan 100000010 At Call Current Balance AUD 55,470.05

Transaction Type All

Amount Range From AUD 0.00 To ANY

Description ANY

Date Range The last fortnight: from 3/09/2013 to 17/09/2013

Date	Description	Debit	Credit
05/05/2014	Transfer	AUD 1.00	
05/05/2014	Transfer	AUD 100.00	

Displaying 1 - 2 of 2 Transactions

New Search **Print or Export**

When you click **Print or Export**, you can select from the **Export Format** options in the dropdown menu to export it in a variety of different formats via the dropdown menu or just click on **Print** to print the transactions.

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Displaying 1 - 2 of 2 Transactions

New Search **Print or Export**

Print Selection All Current Page

Print

Export Selection All Current Page

Export Format

- Comma Delimited Format
- Bar Delimited Format
- QIF Format (DD/MM/YYYY)
- QIF Format (DD/MM/YY)
- QIF Format (MM/DD/YY)
- QIF Format (MM/DD/YYYY)

Select an **Export Format** or click on **Print**