Ent® Credit Union
Becoming Wings Credit Union

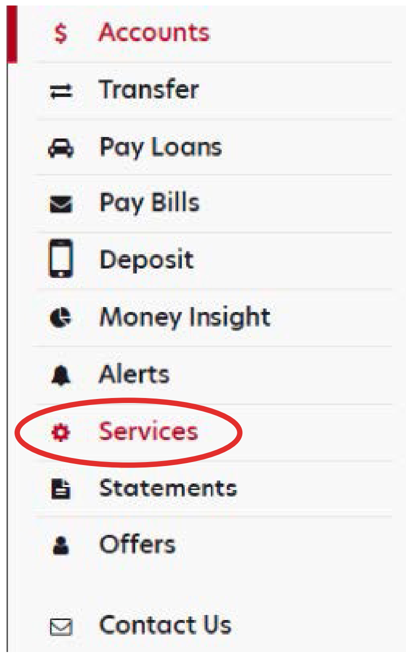
Before the upgrade

To keep things easy, before your upgrade log in to your current digital banking account and make note of or screenshot your current additional user permissions.

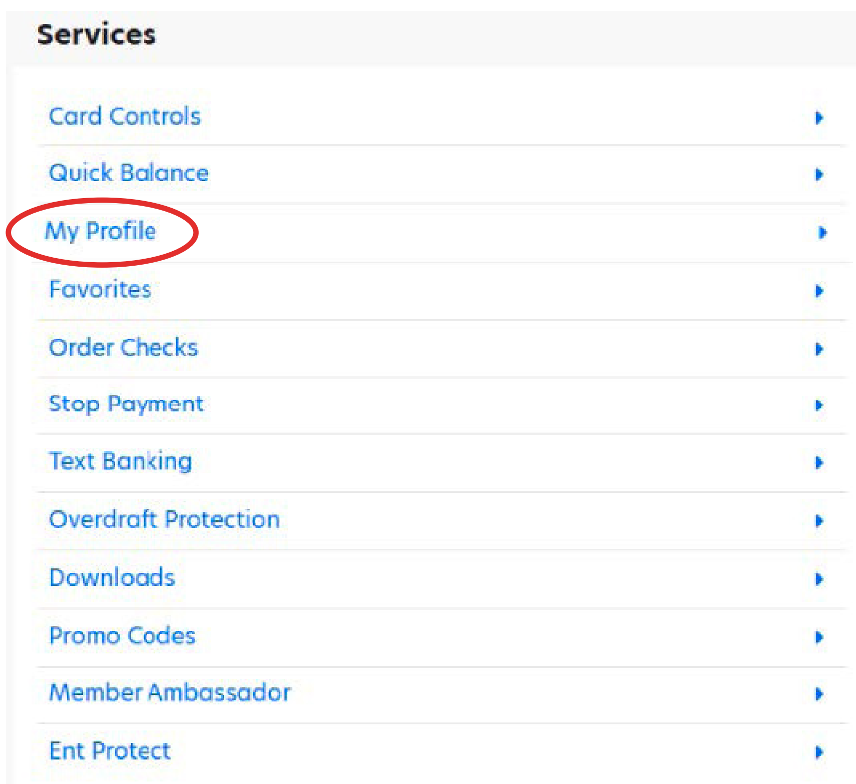
Access your current online banking to reference current permissions

Step 1 Log in to your current digital banking account, using your current username and password

Step 2 To begin, select Services under the Menu tab

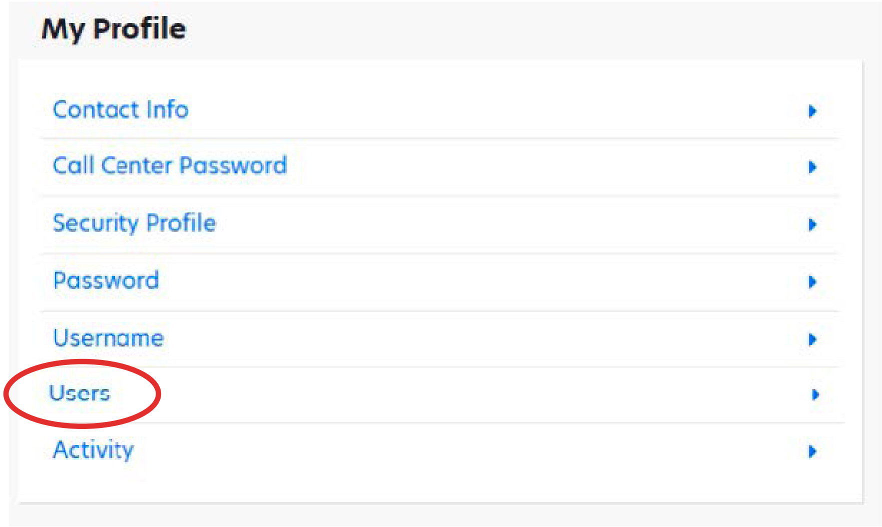


Step 3 Click on My Profile



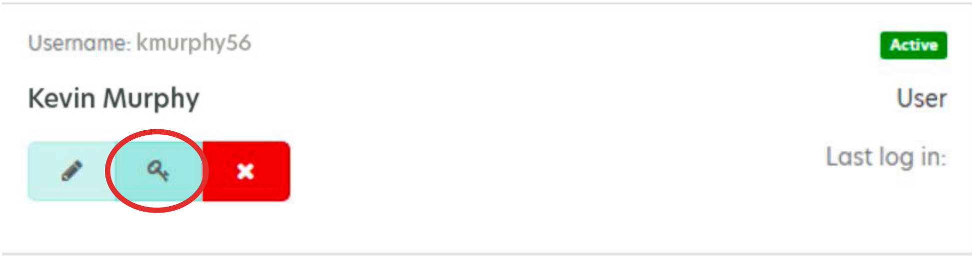
Step 4

Click Users

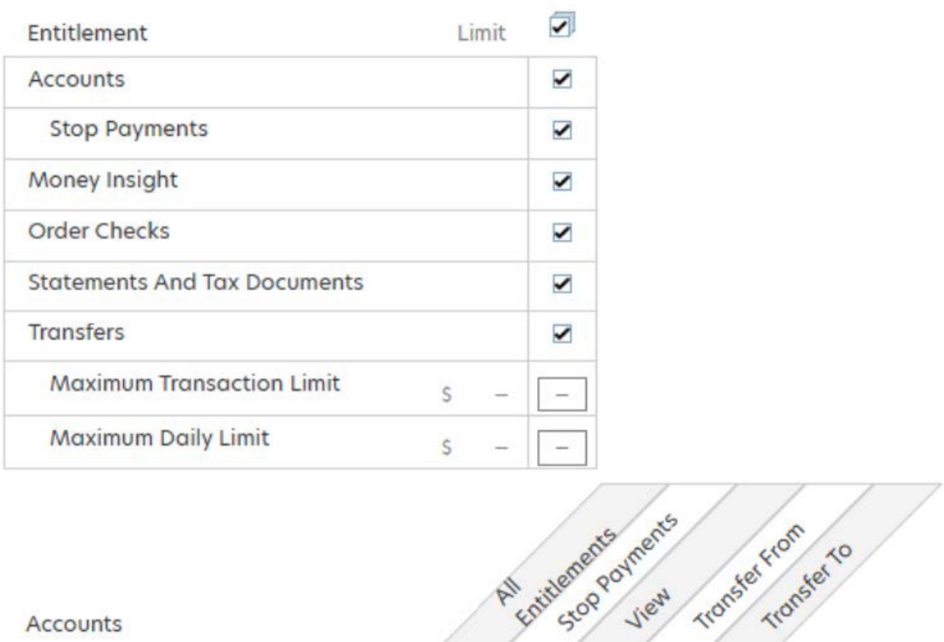


Step 5

Make a note of or take a screenshot of your currently setup Entitlements (permissions) to make the setup in the upgraded platform smoother



You can view entitlements on this screen and take a screenshot for future reference



Next, follow the steps to log in to the upgraded platform and assign Roles to your additional users

- Log in to the upgraded digital banking platform using your current username and password
- Through June 5, log in via Bank.Ent.com
- June 6 and later, log in via Ent.com or the Ent mobile app

Access the upgraded digital banking platform to setup user permissions

Step 1

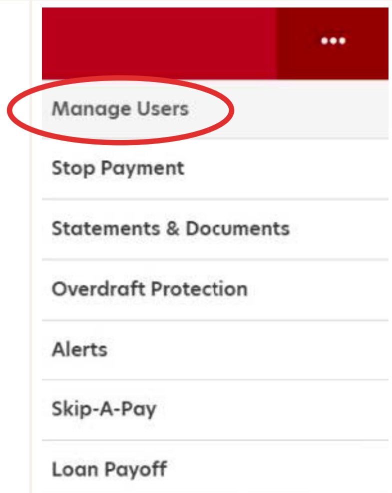
Navigate to the More menu:

Mobile app users: In the upper right, click on the three horizontal lines

Desktop users: In the upper right, click on the three vertical dots

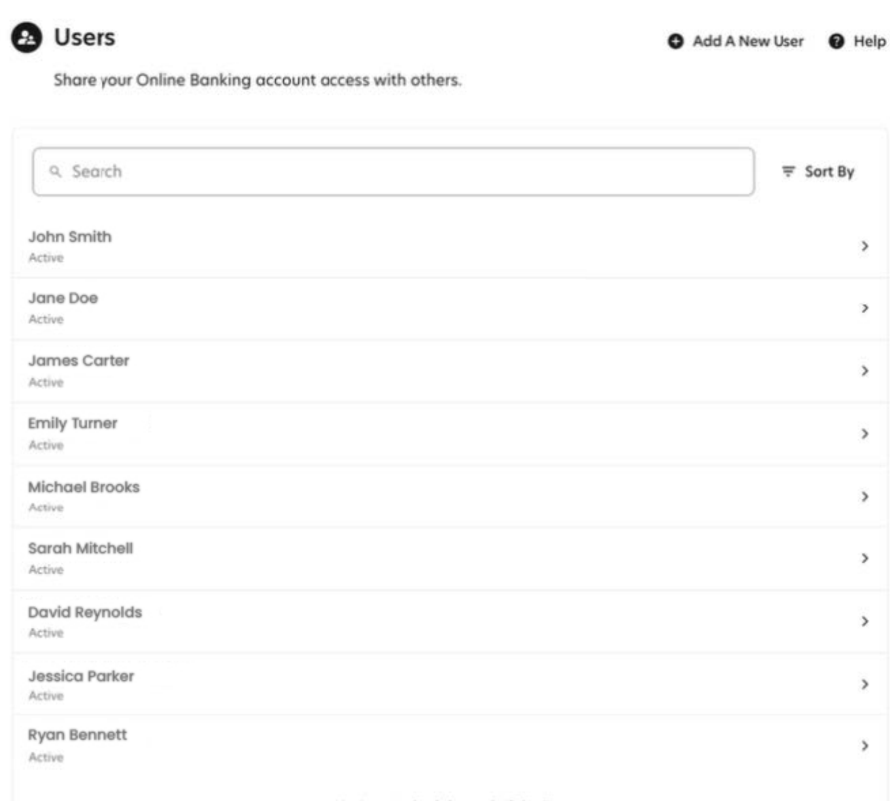
Step 2

Select Manage Users



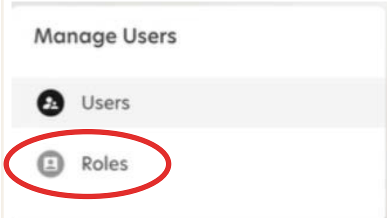
Step 3

You'll see the names of your current additional users



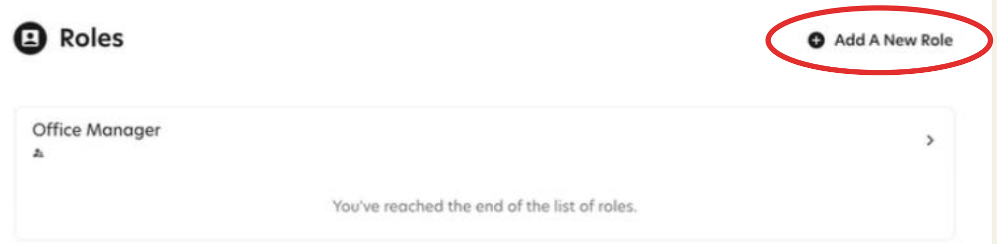
Step 4

Below Manage Users, click Roles



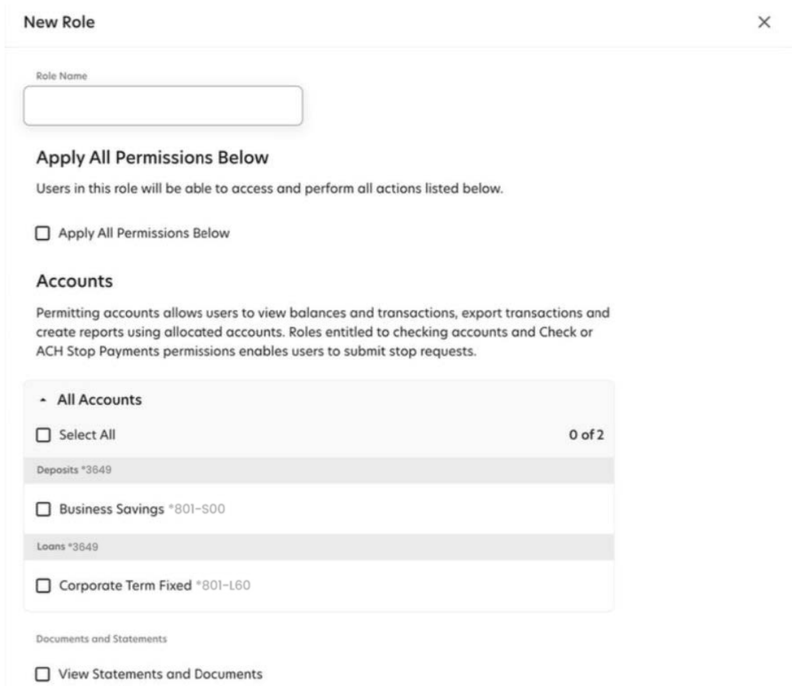
Step 5

Select Add A New Role



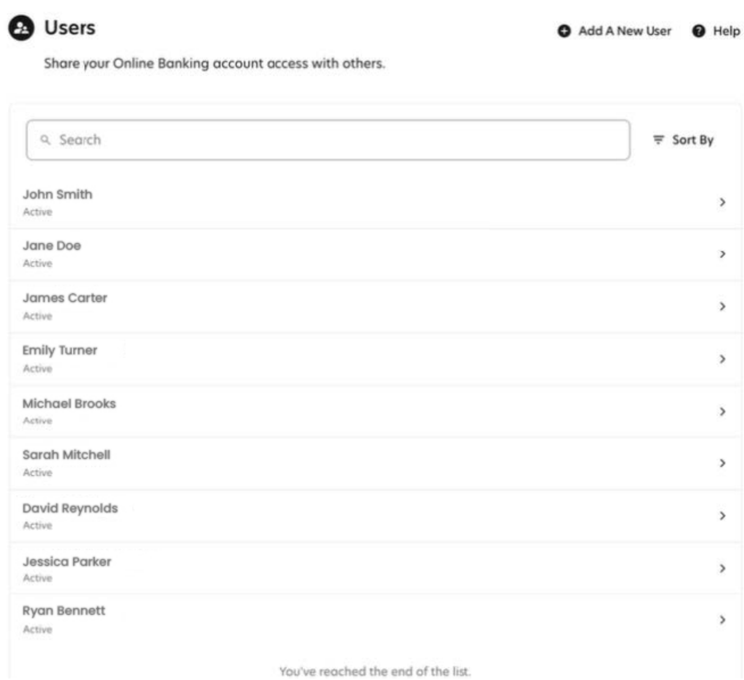
Step 6

When the New Role screen displays, create a name for the Role and then select which permissions you want the Role to have



Step 7

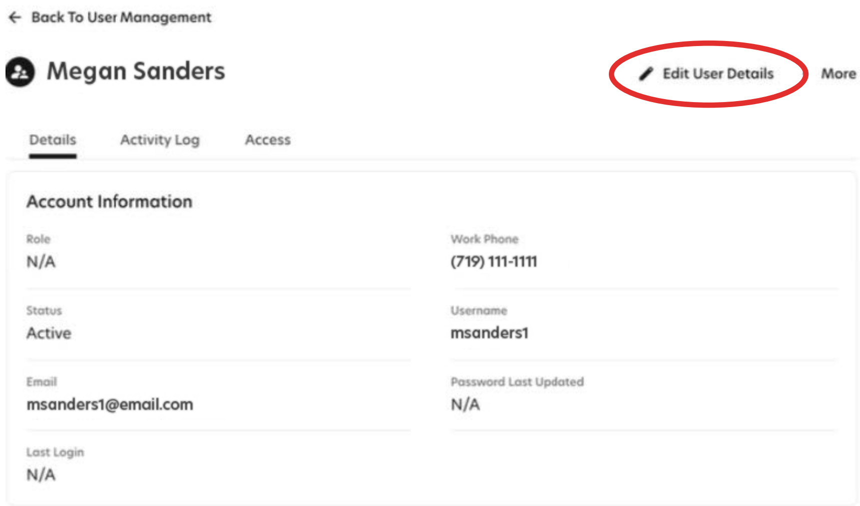
Then, go back to Users and select a User for the Role you just created



If you need to add someone who is not listed, please follow steps to add a new user.

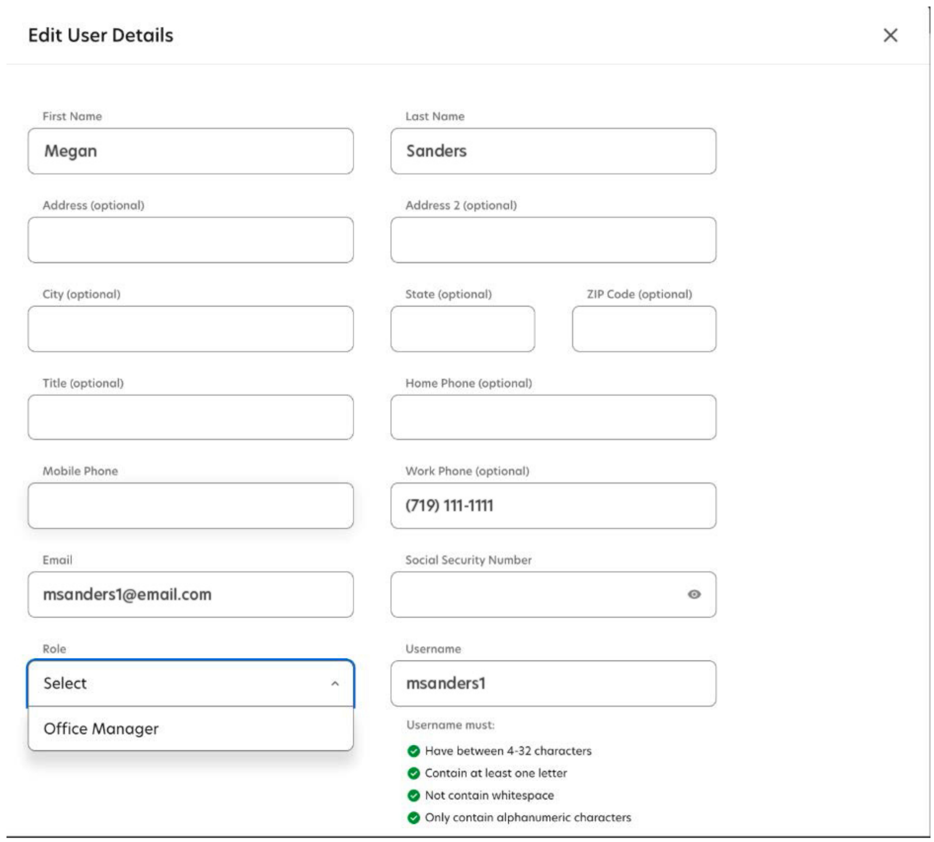
Step 8

Go to Edit User Details



Step 9

Select the appropriate role in the Role drop down



Step 10

Repeat as necessary

After completing these steps, **return to your current digital banking platform** at Ent.com and continue banking as normal for the smoothest experience. Once the upgrade is here, your additional user setup will already be in place.

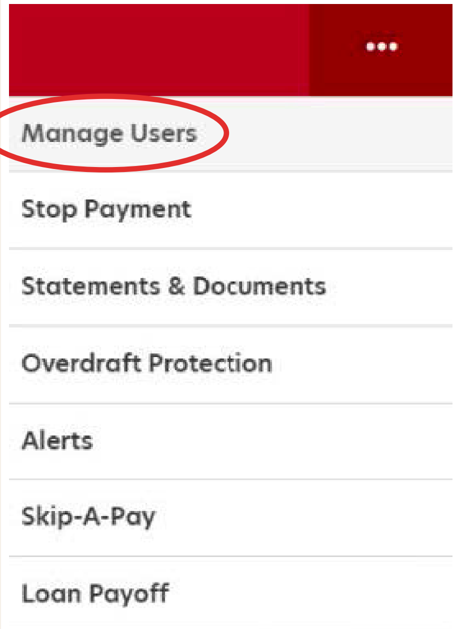
Add a new user

Step 1

Navigate to the More menu:

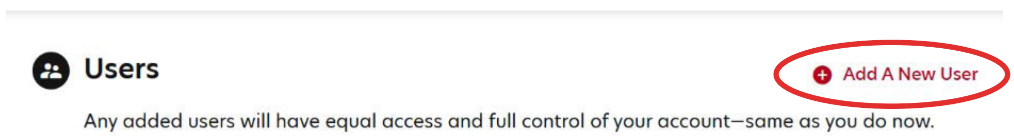
Mobile app users: In the upper right, click on the three horizontal lines, then choose Manage Users

Desktop users: In the upper right, click on the three vertical dots, then choose Manage Users



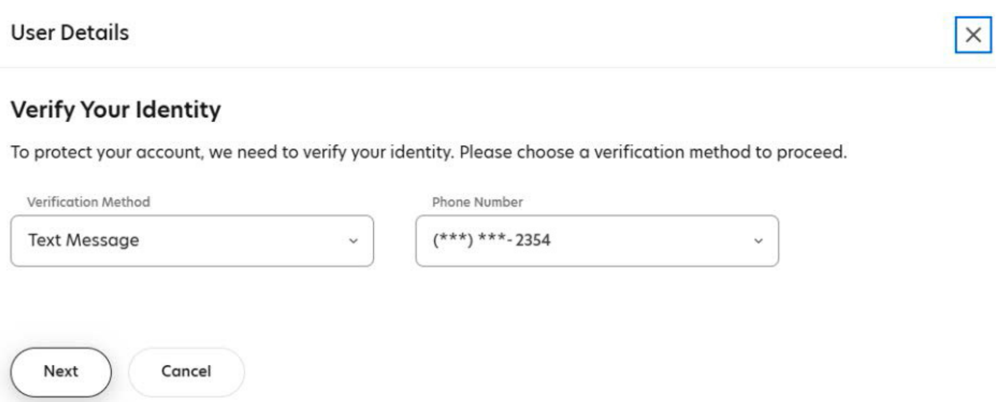
Step 2

Select Add a New User



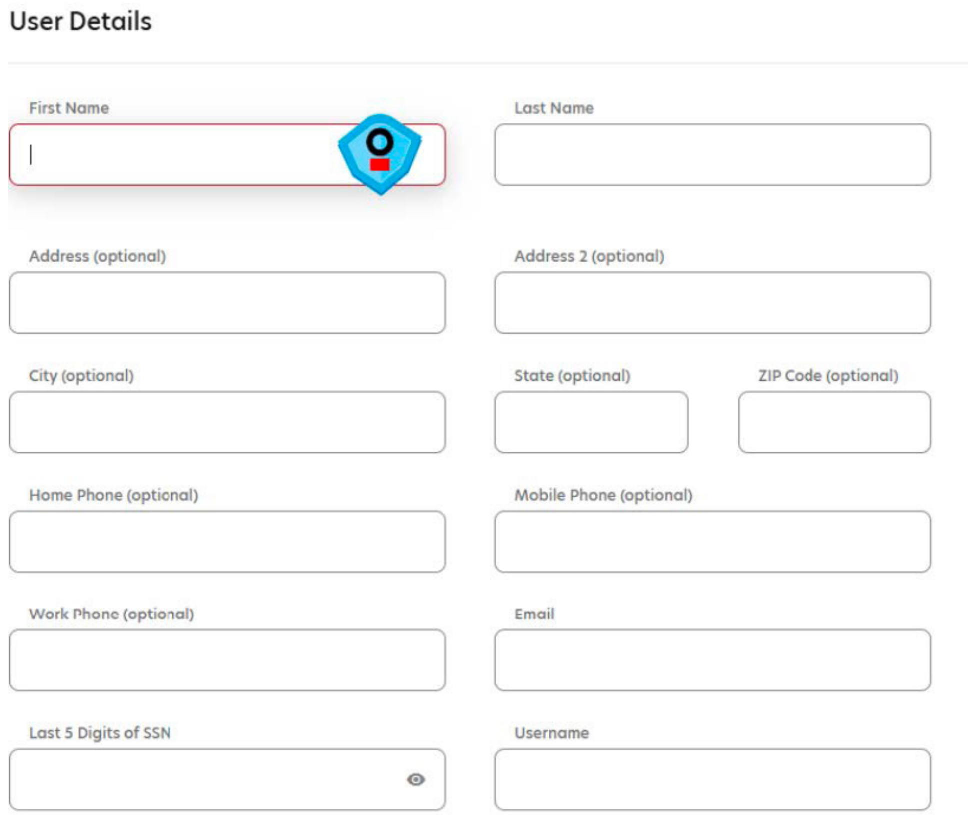
Step 3

Follow the Verify Your Identity process



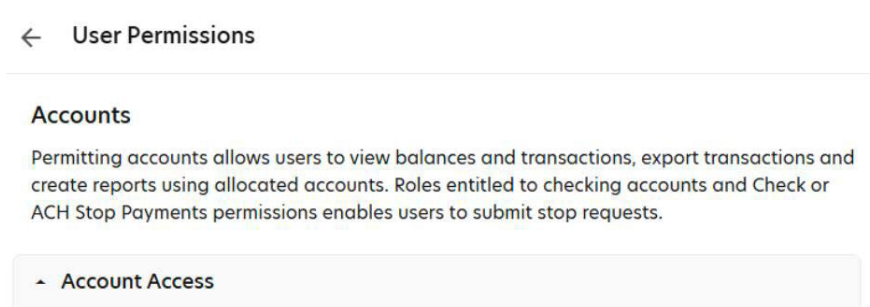
Step 4

Under User Details, fill in all mandatory info. Important: If you want to use multi-factor authentication, you must fill in the Mobile Phone (optional) field.



Step 5

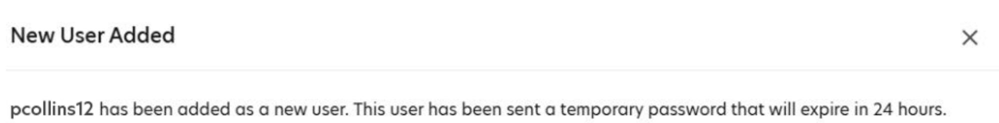
Select and confirm user permissions



NOTE: All entitlements are preselected

Step 6

The new additional user will receive an email with a temporary password and will have 24 hours to create their new password. After 24 hours, the temporary password will expire and you will need to help the new user reset their password.



Other info/screenshots

Possible entitlements