

# Alaska USA UltraBranch user information

**Services** All UltraBranch® services are available at [www.alaskausa.org](http://www.alaskausa.org)

## Access

	Online	SST	Mobile	Touch-tone phone
<b>Monetary transactions</b>				
Transfer within or between accounts	•	•	•	•
Transfer to another member	•	•	•	
Request a withdrawal by check through the mail	•	•		
Access Bill Pay	•		•	
Transfer to Alaska USA Trust Company accounts	•	•		
Order a Western Union Money Transfer®	•	•		
Make a Visa® Platinum Credit Card payment	•	•	•	•

**Online** Log in to UltraBranch from [www.alaskausa.org](http://www.alaskausa.org) for complete access to your accounts.

**UltraBranch Mobile** Access using cell phone at [go.akusa.org](http://go.akusa.org).

**Touch-tone phone** Call 258-7228 or (888) 258-7228 toll free outside Anchorage for automated access to check balances and perform certain transactions.

**Self-Service Terminal (SST)** Log in to an SST at branches and select retail locations.

Try an UltraBranch demo online or at an SST. You can also check out a Bill Pay demo at [www.alaskausa.org](http://www.alaskausa.org).

## Information

	Online	SST	Mobile	Touch-tone phone
Direct deposit – last date and amount	•	•	•	•
Recent transaction history	•	•	•	•
Current rates	•	•	•	
Current account balance	•	•	•	•
Check and debit card transactions (Phone: last 5 only)	•	•		•
Certificate maturity date	•	•		
Year-to-date dividends/interest and prior year tax info	•	•		
Available credit line	•	•		•
Next loan payment date and amount	•	•		•
Today's loan payoff amount	•	•		
View and print statement	•	•		
View and print cancelled check images	•	•		
Access Visa Platinum Credit Card history	•		•	
Download account history	•			
Access Alaska USA mortgage loan information	•			

## User ID and Personal Access Code (PAC)

**Initial PAC** When you signed up for UltraBranch you were assigned a temporary PAC. When you log in or call UltraBranch, you'll be prompted for your User ID (initially your Alaska USA account number) and your PAC.

**Customize your PAC** As soon as you receive your initial PAC, you should log in to UltraBranch and change it to a PAC of your own choosing. Please note that your PAC can be different for online, SST, or mobile access and for touch-tone phone access.

**Changing your PAC** For added security, change PACs frequently from any UltraBranch location. The PAC and User ID for online, SST, and mobile can be independent of your touch-tone phone PAC and User ID. You will need to change each separately.

**Online, SST, or mobile** You may choose a User ID that is not your Alaska USA account number and your PAC may contain letters and numbers.

**Touch-tone phone** Your User ID will be your Alaska USA account number and your PAC should only contain numbers.

**Forgot your PAC?** Visit a branch or call the Member Service Center at 563-4567 or (800) 525-9094 outside Anchorage for assistance.

## Customize UltraBranch

	Online	SST	Mobile	Touch-tone phone
Change User ID	•	•		
Change UltraBranch Personal Access Code (PAC)	•	•		•
Personalized login	•	•	•	
Create account nicknames	•	•		
Set e-mail alerts for low balances or NSF occurrences	•	•		
Change direct deposit distribution	•	•		
Change address	•	•		
Change share account type or open new share account	•	•		

## Other services

	Online	SST	Mobile	Touch-tone phone
Sign up for eStatements	•			
Place a stop payment order	•	•		•
Order checks	•	•		
Order a check or statement copy	•	•		
Activate Visa Check Card	•	•		•
Change your Personal Identification Number (PIN)	•	•		

**Free!** You pay no fees for services ordered through UltraBranch, unless the credit union must pay a third-party vendor, such as check orders and Western Union Money Transfers. Your wireless provider may charge additional fees for internet access on your cell phone. Bill Pay is free when you pay between 1-15 bills each month.

## UltraBranch online

[www.alaskausa.org](http://www.alaskausa.org)

### System requirements

- A computer with Internet connectivity with a minimum recommended resolution of 800 x 600
- A web browser. Alaska USA recommends either Microsoft Internet Explorer 7 or higher, Firefox 3.0 or higher, or Safari 3.0 or higher. The browser should be set to the standard default settings. SSL, Javascript, and session cookies must be enabled.

### Accessing UltraBranch online

Go to [www.alaskausa.org](http://www.alaskausa.org). Enter your User ID and click "Log in." Enter your Personal Access Code (PAC) when prompted. For additional information, click on the "Help" link.

### Bill Pay

If you have an Alaska USA checking account, you can sign up for UltraBranch Bill Pay by clicking on the "Bill Pay" tab in UltraBranch.

## Self Service Terminal

### Log in at branches and select retail locations

Self-Service Terminals have touch screens with easy instructions to help you conduct your transactions, order services, and find information.

- Get detailed information about Alaska USA products and services.

### Internet tips

**Back and Reload/Refresh buttons** – For best results, do not use your Back or Reload/Refresh buttons. Instead, click on the button or link that will take you where you wish to go. If you do use the "Back" button, you may receive an error message.

**Navigation** – Only a single mouse click is required to activate the buttons and tabs in UltraBranch.

**Log out** – UltraBranch will automatically end your session after 10 minutes of inactivity. For security reasons it is best to log out of UltraBranch and close/exit your browser when you are finished.

**Security** – Keep your computer and browser up-to-date with the latest security patches from the manufacturer.

- Obtain current rates.
- Access your Alaska USA account by entering your User ID and PAC (same User ID and PAC as for online access).
- Print all information screens and account inquiries.

## UltraBranch Mobile

[go.akusa.org](http://go.akusa.org)

You will need a cell phone that supports SSL and data service from your wireless provider. Follow these steps to log in:

- 1) Visit [go.akusa.org](http://go.akusa.org) using the web browser on your cell phone.
- 2) Select "Log In."
- 3) Input your User ID.

- 4) Verify the picture on your personalized keypad and input your PAC.
- 5) Use the tabs at the top of the screen to access the functions you need.

You must set up your personalized keypad online in UltraBranch before you log in to UltraBranch Mobile.

## Touch-tone phone

258-7228 or (888) 258-7228 toll free outside Anchorage

### 1) Select from Main menu

- 1 Quick transfer
- 2 Account information and balances
- 3 Transfer funds
- 4 Other services
- 5 Repeat menu
- 7 Card activation

### 2) Enter your User ID and PAC

### 3) Manage your account

UltraBranch will guide you through the menu selection process. As you become familiar with the selections, you may quickly navigate through the system by simply entering the number of the specific menu you need.

### Phone tips

- From most selections, you can back up one menu by pressing "\*".
- From any menu, you can press "0" and be transferred to a Member Service Representative.
- From any menu, you can press "8" and hear instructions for system use.
- From any menu, you can press "9" to return to the Main menu.
- To terminate a transaction or exit at any time, simply hang up.

**AlaskaUSA**  
Federal Credit Union®

## Transaction processing

### Before 10:30 p.m. Alaska time

Transactions (other than credit card payment transfers and Bill Pay) entered before 10:30 p.m. Alaska time are posted to your account immediately, effective the same day.

### After 10:30 p.m. Alaska time

Transactions (other than credit card payment transfers and Bill Pay) you enter between 10:30 p.m. and midnight Alaska time are processed that same day. They may not be processed before other transactions you initiated which are received that day from sources outside the credit union (such as member checks not negotiated at the credit union, preauthorized transactions from outside the credit union, and EFT/POS and other debit card transactions). You will see a confirmation page displaying the posting date of the transaction.

### Visa payments

All Visa payments are effective the date received. Payments made on Saturdays and holidays, and payments made by noon Alaska time Monday-Friday are posted by the next business day. Later payments and Sunday payments may require an additional business day for posting.

### Bill Pay transactions

UltraBranch Bill Pay is available 24 hours a day, seven days a week. Transactions are processed only on business days before 9:00 p.m. Alaska time and must be scheduled as much as four days in advance. Some payments can arrive within one business day; the actual date is shown when you schedule a payment.

### Electronic Fund Transfer info

An Electronic Fund Transfer (EFT) Disclosure was provided to you when you signed up for UltraBranch. If you did not receive an EFT Disclosure, you may download one from [www.alaskausa.org](http://www.alaskausa.org), or call the Member Service Center to request a copy.