

# New Website FAQs

## When will the new website go live?

The new website will go live late on the night of Tuesday, August 8<sup>th</sup> and be ready for us when we wake up on Wednesday, August 9<sup>th</sup>.

## Will there be any downtime?

No. While the new site updates across the internet there will not be any downtime. Once we've flipped the switch, there may be some lag before the new site appears when typing in peoplestrustfcu.org.

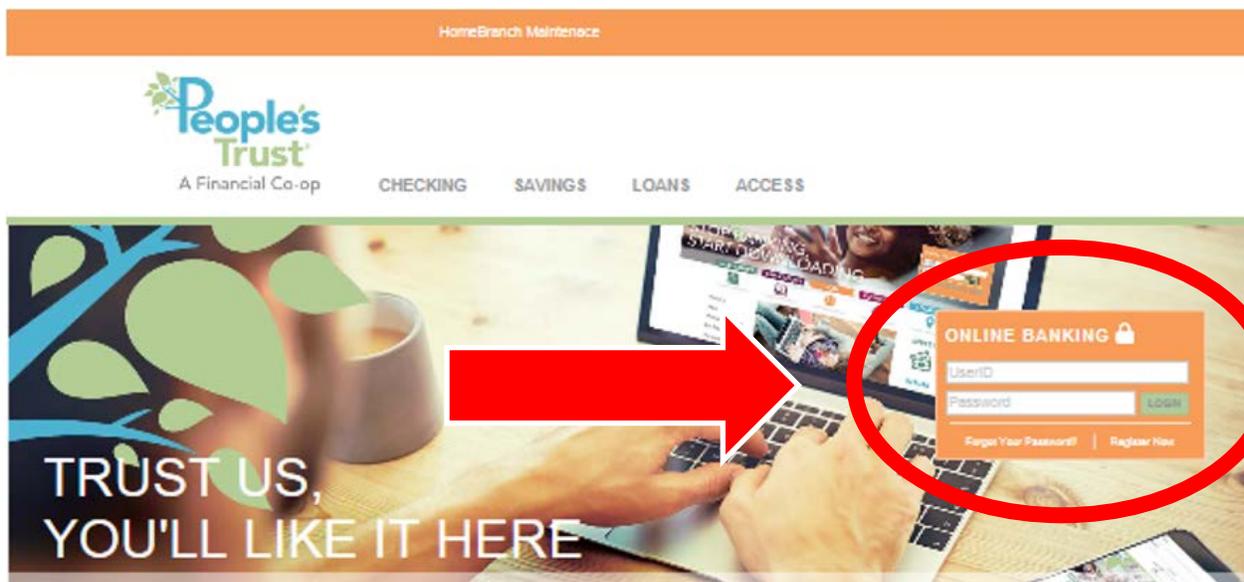
## What if I still see the old site even after the new site has been live?

This is probably due to the old site being cached (saved) in their browser. The best way to fix this is:

1. Do a hard refresh of the internet browser. (hold the control button and then press F5).
2. If that does not work, close out all of internet browsers and reopen to try it again.
3. If that does not work, close all of you browsers and clear your internet cache/browser history and try again. Instructions on how to do this vary by browser
  - a. Google Chrome: <https://support.google.com/accounts/answer/32050?co=GENIE.Platform%3DDesktop&hl=en>
  - b. Internet Explorer: <https://support.microsoft.com/en-us/help/260897/how-to-delete-the-contents-of-the-temporary-internet-files-folder>
  - c. Safari: [https://support.apple.com/kb/ph21411?locale=en\\_US](https://support.apple.com/kb/ph21411?locale=en_US)
4. If that does not work, repeat step 3 but before retrying, restart your computer

## Where is the HomeBranch login box?

The login box will be in the middle of the homepage on the right-hand side, sitting on top of the rotating banners. You will use your same username and password to log in.



### Will HomeBranch be changing?

No. All aspects of HomeBranch will remain the same. You will use your same username and password to log in. Anything you would do once logged on will remain unchanged.

### What if I get an error message when I try to log into HomeBranch?

If you get an error message you can re-enter your username and password from the page with the error message to log in.



#### Log in to my account

 The Username and/or Password you entered does not match our records. Try again.

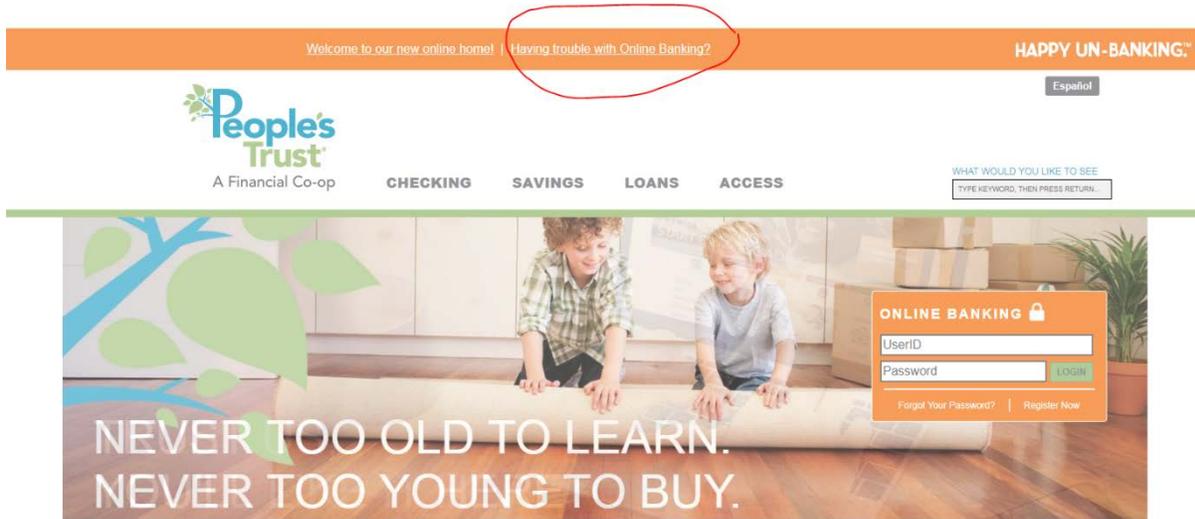
Username

Password

[I can't access my account](#)

### What if I have trouble logging into HomeBranch?

You can click at the top of the site in the orange notice bar and click on "Having trouble with Online Banking?" and it will take you to our alternate login page so you can log in as normal.



**What about the mobile app? Will it be changing?**

No, the app will not change.

**Why doesn't my browser's bookmark work?**

Make sure your browser's bookmark is set to <http://www.peoplestrustfcu.org>.

**Where is \_\_\_\_\_?**

We spent a lot of time surveying our members on what they use most on our website and what they found most valuable. We did our best to include all of the aspects members use in an easy to find layout. There are four main areas where you can find the information:

- Top Main Navigation – Checking, Savings, Loans, Access
- Main Hot Buttons – Calculators, applications, Join, Foundation, Locations
- Side Navigation – About, Join, News & Events, People's Trust Promise, Contact Investments, Insurance
- Lower Navigation - Check Today's Rates, Happy Un-Banking Survey, Fraud & Security, Disclosures & Fees, Careers, Volunteer

**When I click the "Español" button for Spanish, it goes to a Google page. Is that right?**

Yes. While we want a site that is easy for our members who speak Spanish to visit, using a Google Translate widget was a more streamlined and cost effective way to implement a fully functioning Spanish language site rather than translating each page manually.