MARSHFIELD
MEDICAL CENTER
CREDIT UNION

Oasis Online Banking FAQ eff. 11-9-2020

1. I was enrolled before you changed your system. Did my username and password change?

   No, your username and password will remain the same as it did prior to our conversion. (as long as they meet the new requirements) However, if your username or password is not working, you can reset those using the "Forgot username" or "Forgot password" features, or you can call us during business hours at 715-387-8686.

2. I saved my username and password for your old system in my computer. Can I use the saved information for the new system?
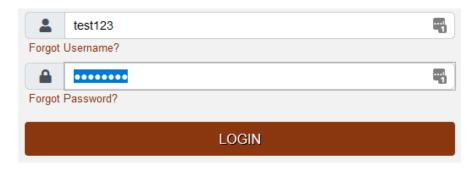
   No, you will need to enter your username and password as if you are using the system for the first time. Because of the change, your computer will not recognize the new website and will not auto-populate your old username and password. The same is true if you use software to manage your username and passwords.

3. I have entered my information, but the page does not seem to be going anywhere. Why is this happening?

   Depending on what screen you are on, you must input the requested information before you can move on. For example, on the initial log-in page, the "Login" button is deactivated until you enter your username and password, as shown below:

Only after completing both fields will the button become active, turning a bronze/brown color:

Once the link is bronze, the link is active and you should be able to proceed, assuming what you entered the different fields is correct.

4. I am not having luck entering my information. What field is causing the issue?

When completing the fields, the system intuitively tells you which fields need to be addressed before you can continue. Using the main login page as an example, if you have entered a partial password, a red box will highlight the icon next to the password field:

You will want to resolve any fields with red outlines before proceeding.

5. When I receive the access code, where do I locate the number I should use?

If you receive the code via email, you will see a 7-digit temporary access code within the body of the message.

If you receive the code via phone call, you will be given a 7-digit by an automated voice system.

If you receive the code via text, you will receive a text message with a 7-digit code contained within the body. Please note with the text message that the message will be sent by a 5-digit sender code, but that number is not the access code needed.

6. How many attempts do I have to access my account before I am locked out?

You will have up to 5 attempts to enter your information before the system will lock you out. Once you are locked out, you will need to contact the credit union to unlock you. When we are open, we do automatic unlocks for all our users throughout the day. However, on weekends or after hours when we are closed, this process is not completed. If you are having issues with your username or password, our suggestion would be to walk through resetting your credentials before you are locked out.

7. I have never used your online banking system before. Can I enroll myself or do I need to call the credit union?

If you are the primary owner on your account, meaning the account is listed under your social security number, you can enroll yourself through the "Not Enrolled? Sign Up Now" link. If you are the primary owner of multiple member numbers, you can use any of these numbers to enroll. However, to view all your accounts, you will need to call us to set that up for you.

If you are only a joint owner on an account, you must call us to enroll for the online banking.

8. I primarily use your online banking on my phone. What will change for me going forward?

   You will still be able to use your phone to access our online banking platform. The login process has changed to match what you would see if you used a laptop or desktop, but the ability to view your accounts, make transfers, etc. remains the same and will format to fit your mobile device.