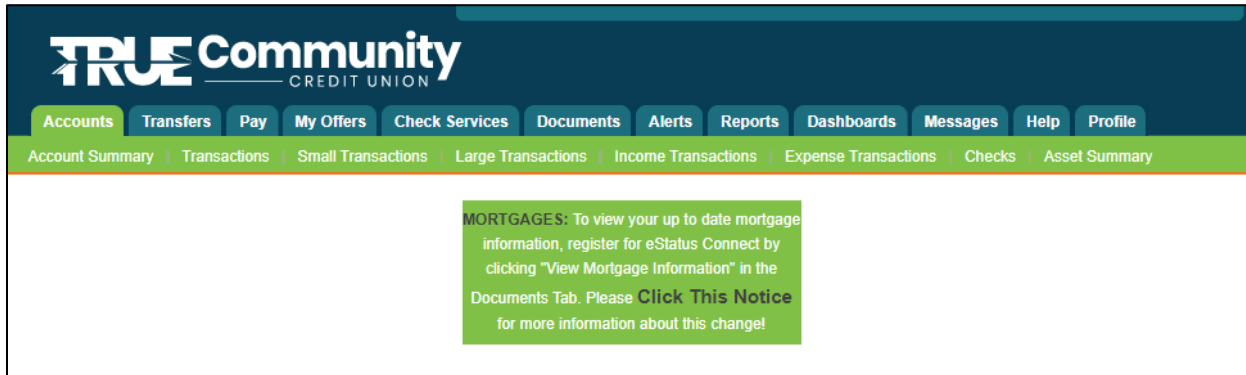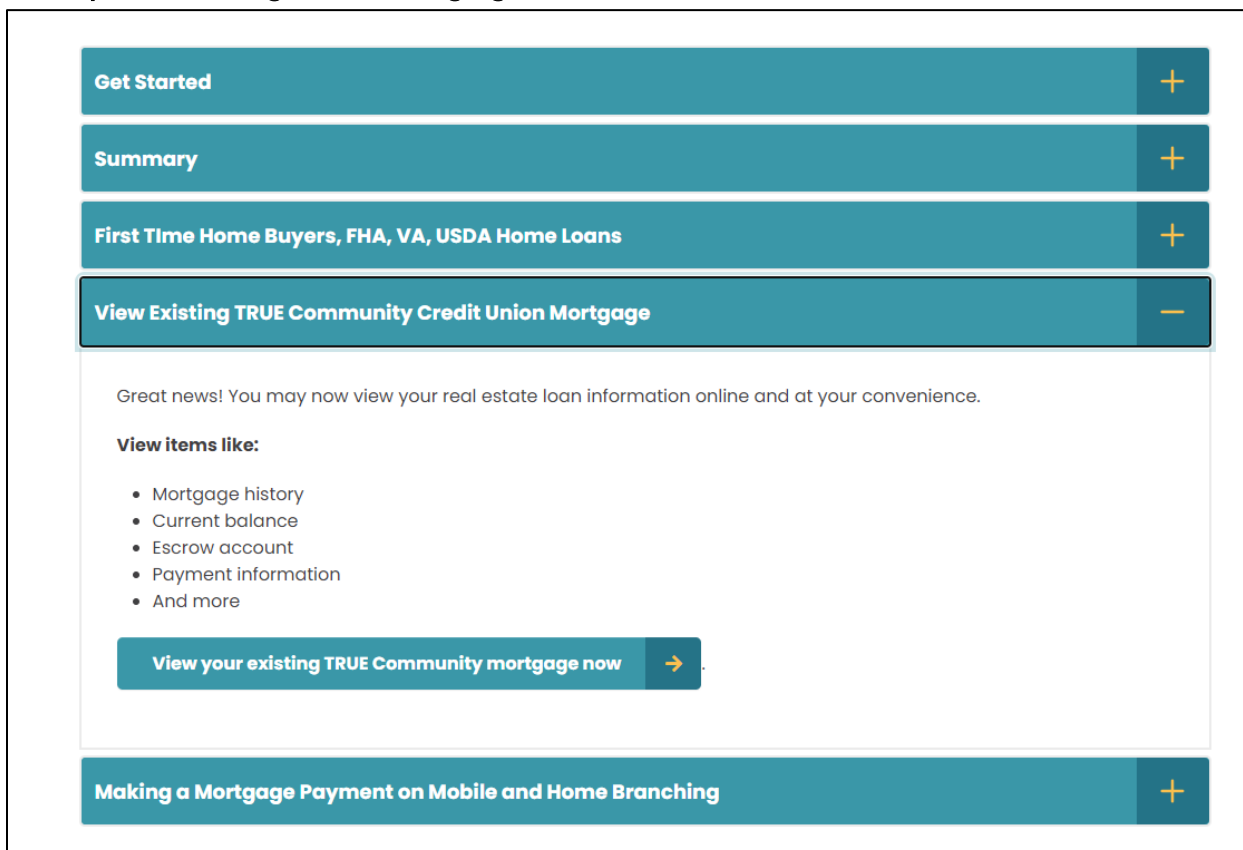## eStatus Connect – HOW TO

eStatus Connect can be accessed through online banking by **selecting the banner found on the main page** when first logging in.

You can also access eStatus Connect by going TRUECCU.com and **select Loans** and then **select Home Mortgage Loans.**
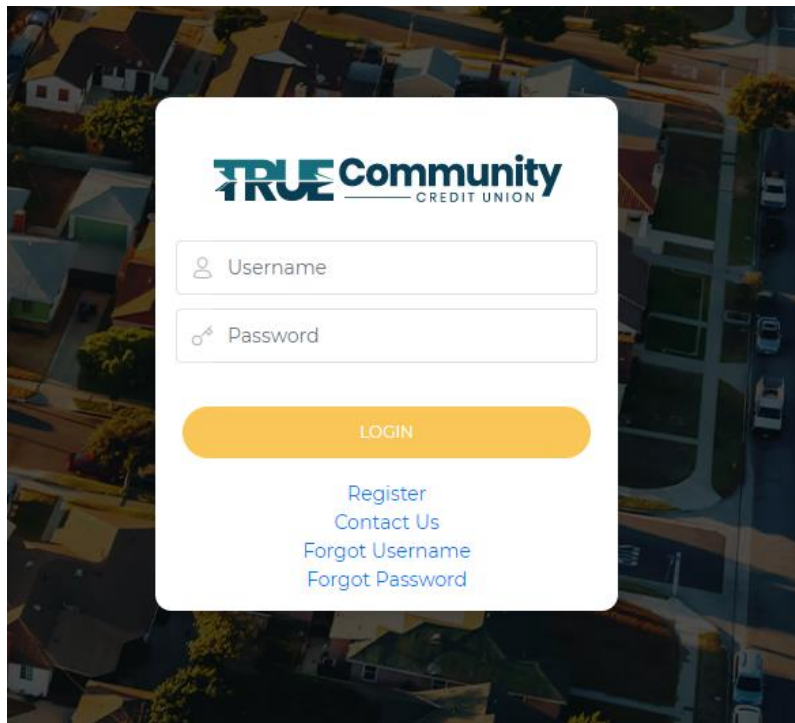
Once you are on this page **select View existing TRUE Community mortgage**, then **select View your existing TRUE Mortgage now**.
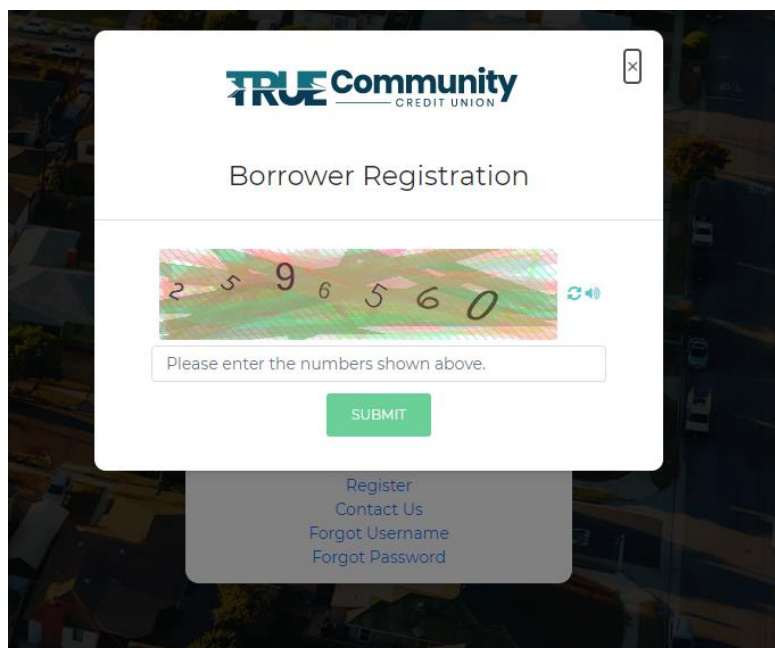
This will open another web page and you will see this login screen.

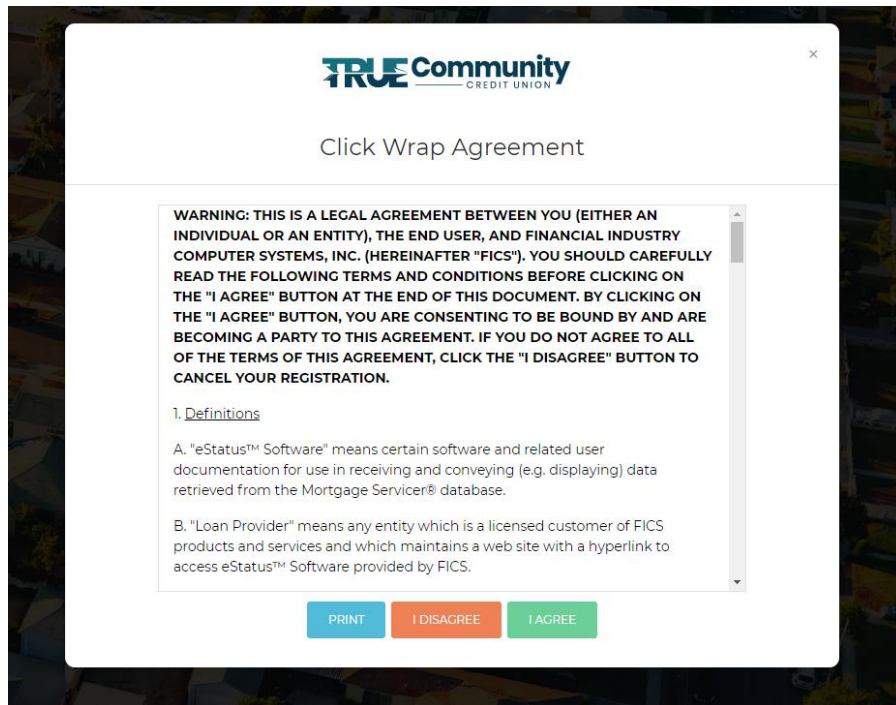If you have already registered, you can login at this point.

If you have not registered for eStatus Connect, you will need to **select the register button**.

When you select register, you will have to verify you are not a robot and complete a captcha. Simply enter the numbers that appear on the screen and select submit.
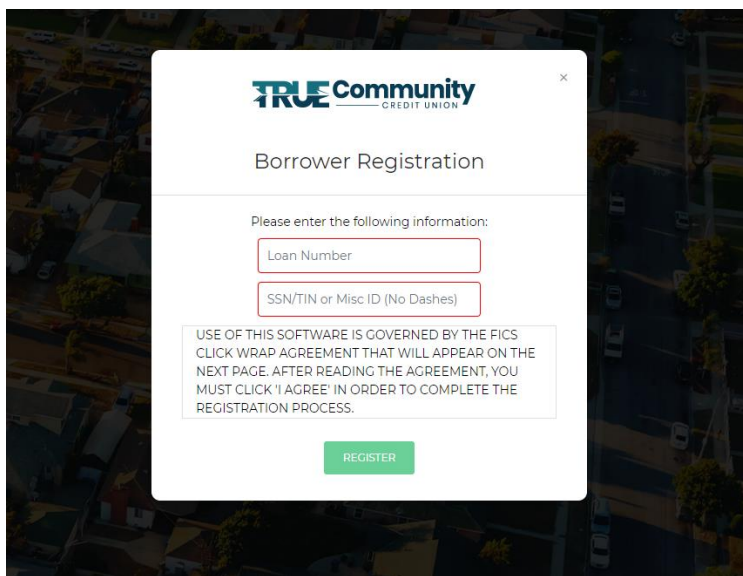
At this time, you will receive our agreement form. You will need to **select agree** before you can continue.

At this time, you will need your loan number and the SSN of the primary on the loan.

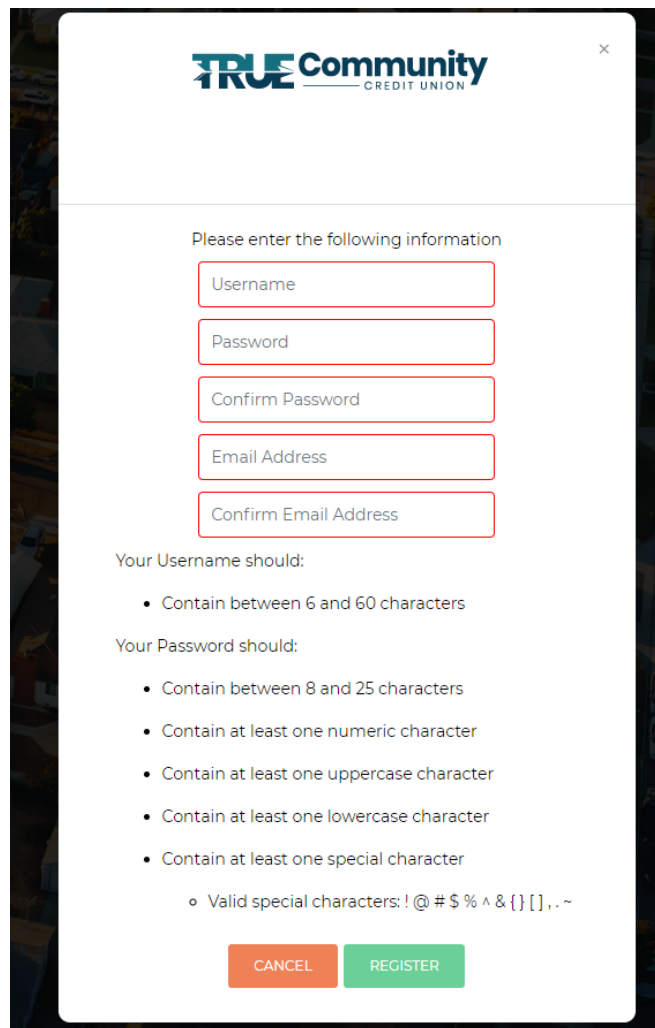Your loan number will be your account number, if this is not you first mortgage with the credit union your number will have a 1 or a 2 at the end. This can also be found on your Mortgage Statement that is received monthly.

You will **select register** and then choose a username, password and an email.

You must have an email that you can access.

Select register again, you will now see the following pop up.

Once Registered you will need to activate your account.

You will need to check for an email from eSolutions@fics.com and **select the link to activate the account.** (Please be sure to check your Spam folders if you do not see the message).

Please Note: Some emails like Yahoo will not let the link be clickable therefore, if you have an email that will not allow the link to be clickable, you will need to copy and paste the link into your web browser.
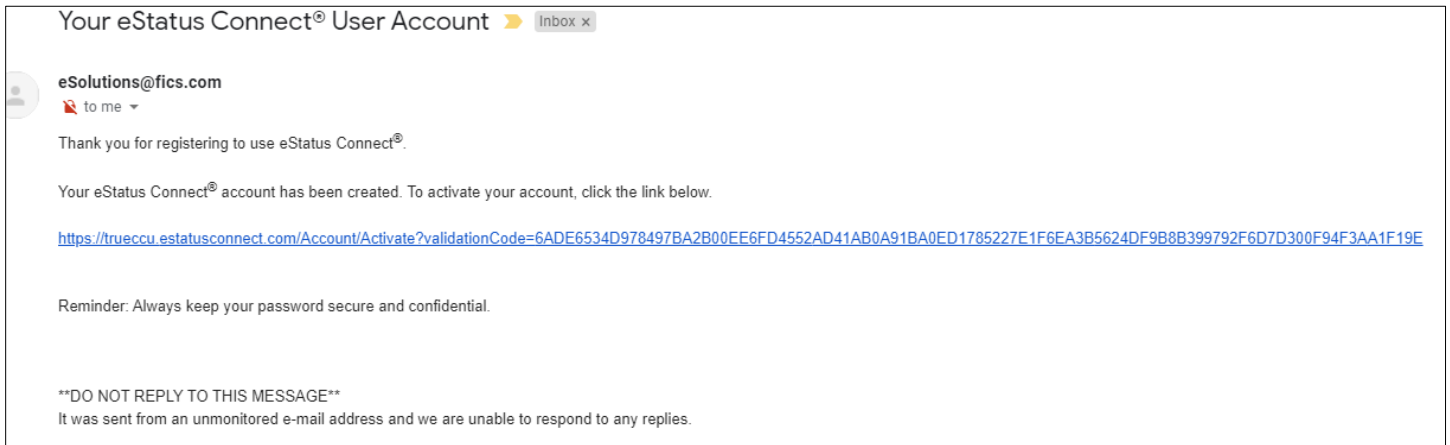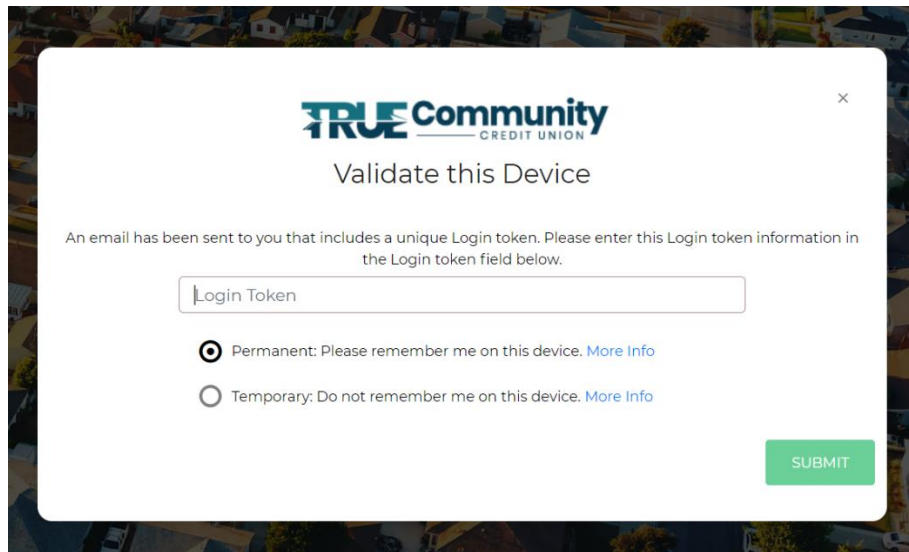
After you have clicked on the link or you have copied the link, you will see the following pop up.
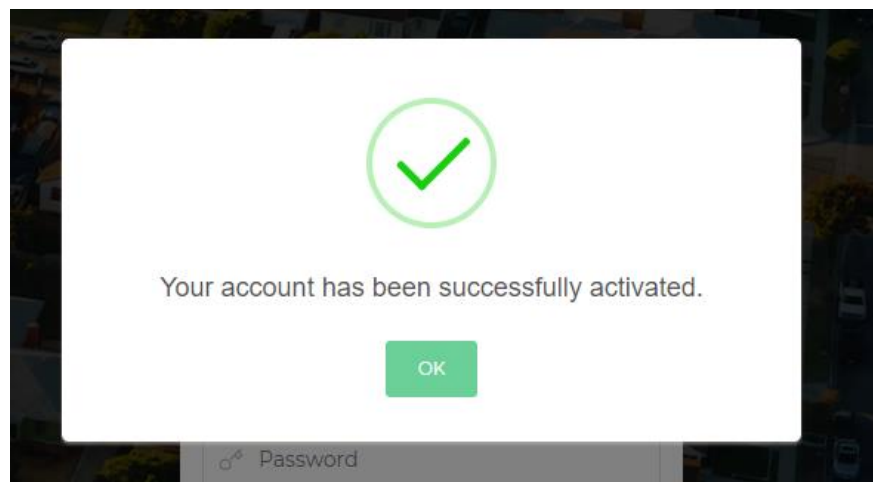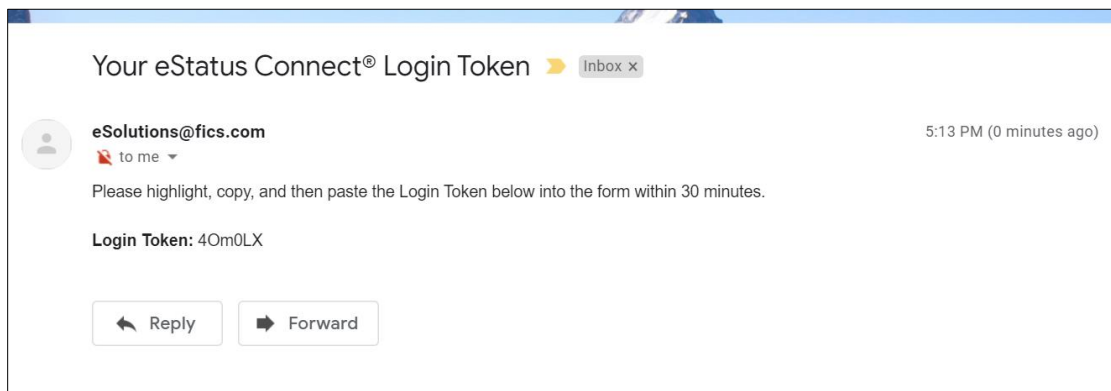
At this time, you will now have to login for the first time.

When you login for the first time or on a new device you will receive the following pop up about a Login Token.

Then you will need to go back to your email and copy and paste the login token.
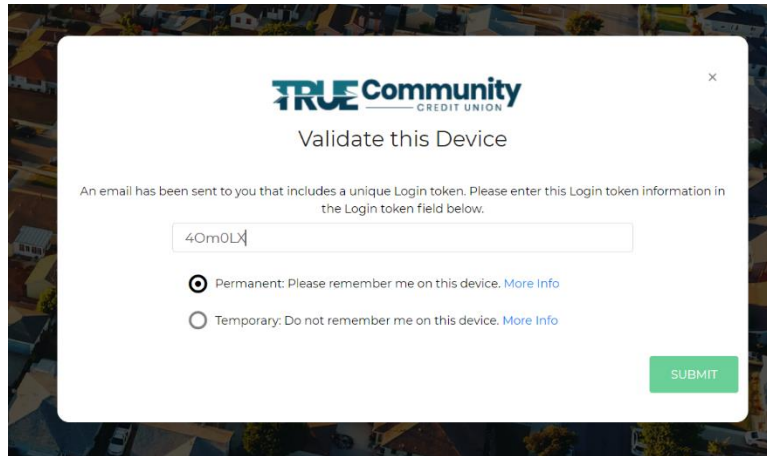
You will then be able to choose if you want eStatus Connect to permanently remember your device or if you only want it to be temporary.

Note: It will default to permanent.
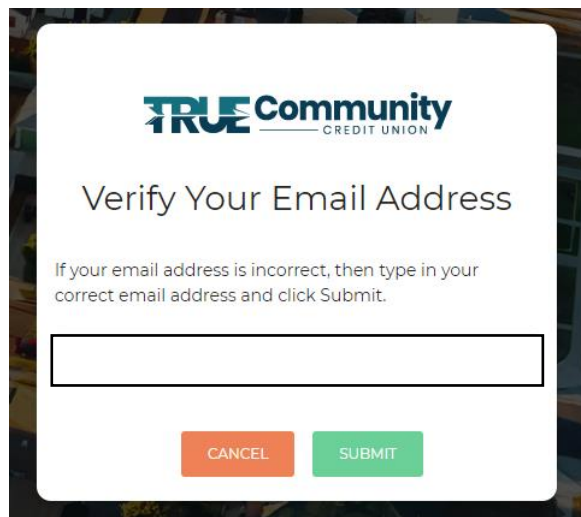
See example login Token below.

Once you have copied and pasted the token you will need to **select submit.**

If this is the first time you are logging in, you will receive the following pop up. At this time, you will need to verify the email is right and **select submit.**

Once you have logged in, you will see the home screen
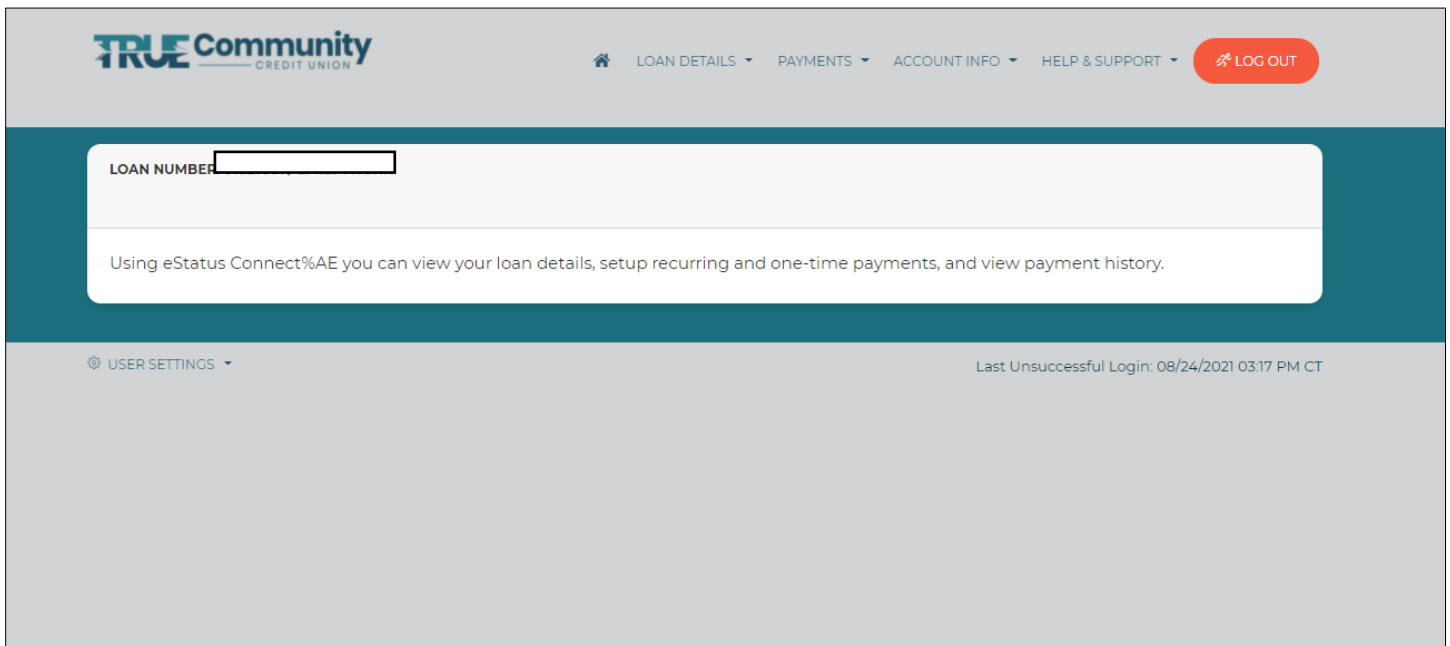
To make a payment you will go to the payments tab at the top right and **select Payment Options.**
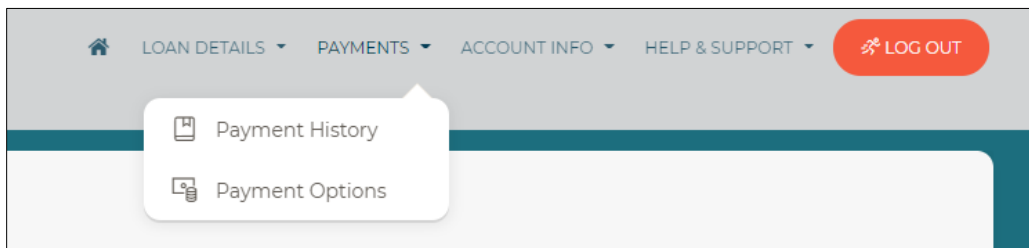
You will have to choose if you would like to set up and auto payment or if you would like to make a onetime payment.

Whichever option you choose, you will have to **approve** before you can enter in any information.

You must accept the agreement before you will be able to proceed.

If you choose to set up an automatic payment, you will need to **select checking or savings and enter the routing & transit number and the account number you would like it to pull the funds from.** This will be an ACH transaction, the processing time is 1-2 business days.

You will then need to **choose the draft date** you would like the payment to come out. This will pull the payment the same day every month.

Select Next and then submit to finalize the payment.

Note: If you would like the payment to process immediately from your TRUECCU account, you will need to contact the mortgage department for an auto pay.

Please enter the following information and click Next to proceed.

Account Type:	Checking ⌄	Required
Routing/Transit Number:	272481583	Required Sample
Financial Institution:	CP FEDERAL CREDIT UNION	
Checking/Savings Acct Number:		Required Sample
Payment Amount:		
Additional Principal Amount	$ 0.00	
Additional T&I Amount	$ 0.00	
Unapplied Amount:	$0.00	
Fee Amount:	$0.00	
Total Payment:		
Due Date of Next Payment:	09/01/2021	
Next Draft Date:	09/01/2021	Required

Please review the "Due Date of Next Payment" prior to continuing.

CANCEL   PRINT   NEXT

If you would like to make a one-time payment, you will need to **choose the one-time payment option** and **select approve**.

You will then need to choose if it is a full payment (regular payment) or an additional payment.

Please enter the following information and click Next to proceed.

Payment Type:	Full Payment ⌄	Required
	Full Payment	
	Additional Payment	
Account Type:		Required
Routing/Transit Number:	272481583	Required Sample
Financial Institution:	CP FEDERAL CREDIT UNION	

Additional payments would be used to make principal only payments or escrow payments.

Please enter the following information and click Next to proceed.

Payment Type:	Additional Payment ⌄	Required
Account Type:	Checking ⌄	Required
Routing/Transit Number:	272481583	Required Sample
Financial Institution:	CP FEDERAL CREDIT UNION	
Checking/Savings Acct Number:		Required Sample
Late Charge Amount:	$ 0.00	
Principal Amount:	$ 100.00	
T&I Amount:	$ 0.00	Example
Fee Amount:	$0.00	
Total Payment:		
Due Date of Next Payment:	09/01/2021	
Next Draft Date:	08/25/2021	Required

Your payment will be drafted on the date chosen.

CANCEL   PRINT   NEXT

You will have to choose a draft date and then **select next**; you will receive an overview screen to verify that all information is correct and then you can **select Submit**.

Please verify your information before submitting.
Click Edit to make changes or Submit to submit your payment information.

The following information will be submitted for: One-Time Payment

Financial Institution: CP FEDERAL CREDIT UNION

Payment Type: Additional Payment

████ount Type: Checking

Routing/Transit Number:

Checking/Savings Acct Number:

Late Charge Amount: $0.00

Principal Amount: $100.00

T&I Amount: $0.00

Fee Amount: $0.00

Total Amount to be Drafted: **$100.00**

You are authorizing a transaction in the amount of **$100.00** to be processed on 08/25/2021.

CANCEL   EDIT   SUBMIT

Trouble Logging In

The mortgage department can help!

Note: We can see your email and the username for your account; however, we are not able to see your password. If you do not remember your password, you will need to reset it using the forgot password option on the main login screen.